

Better as One

Causeway Coast and Glens
District Council



Does 4 go into 1?
Bringing four services into one!

It is not easy.....

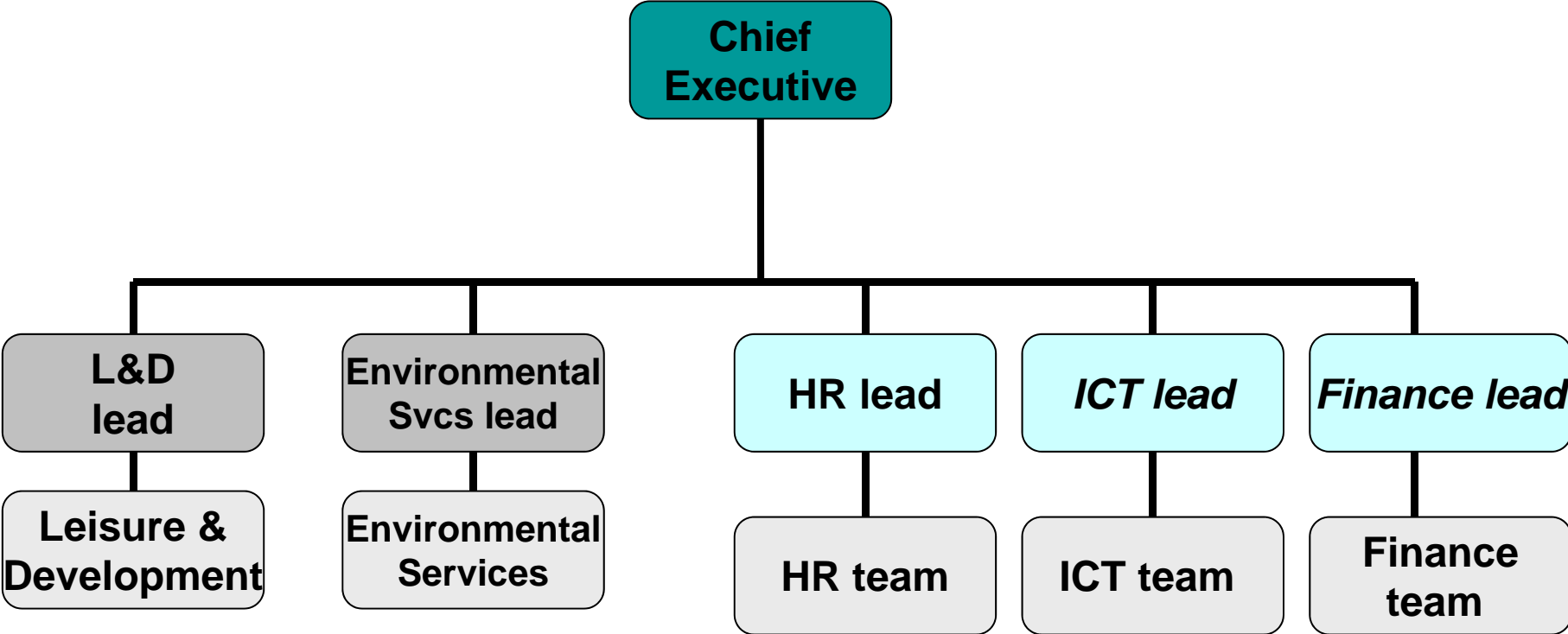
- All mergers are difficult
- A major change
- The unknown
- Uncertainty regarding positions
- Worries about where staff will be based
- New areas of responsibility
- Staff development / training opportunities
- Maintaining and improving on existing service delivery



But it is achievable

- Some knowns – CE, New Councillors, Legislation,
- Accurate information about current services
- Detail about the efficiency & effectiveness of current practices
- Effective communication
- A willingness to embrace and welcome change!

Project team



ES Sub Groups

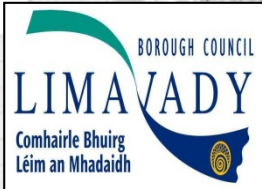
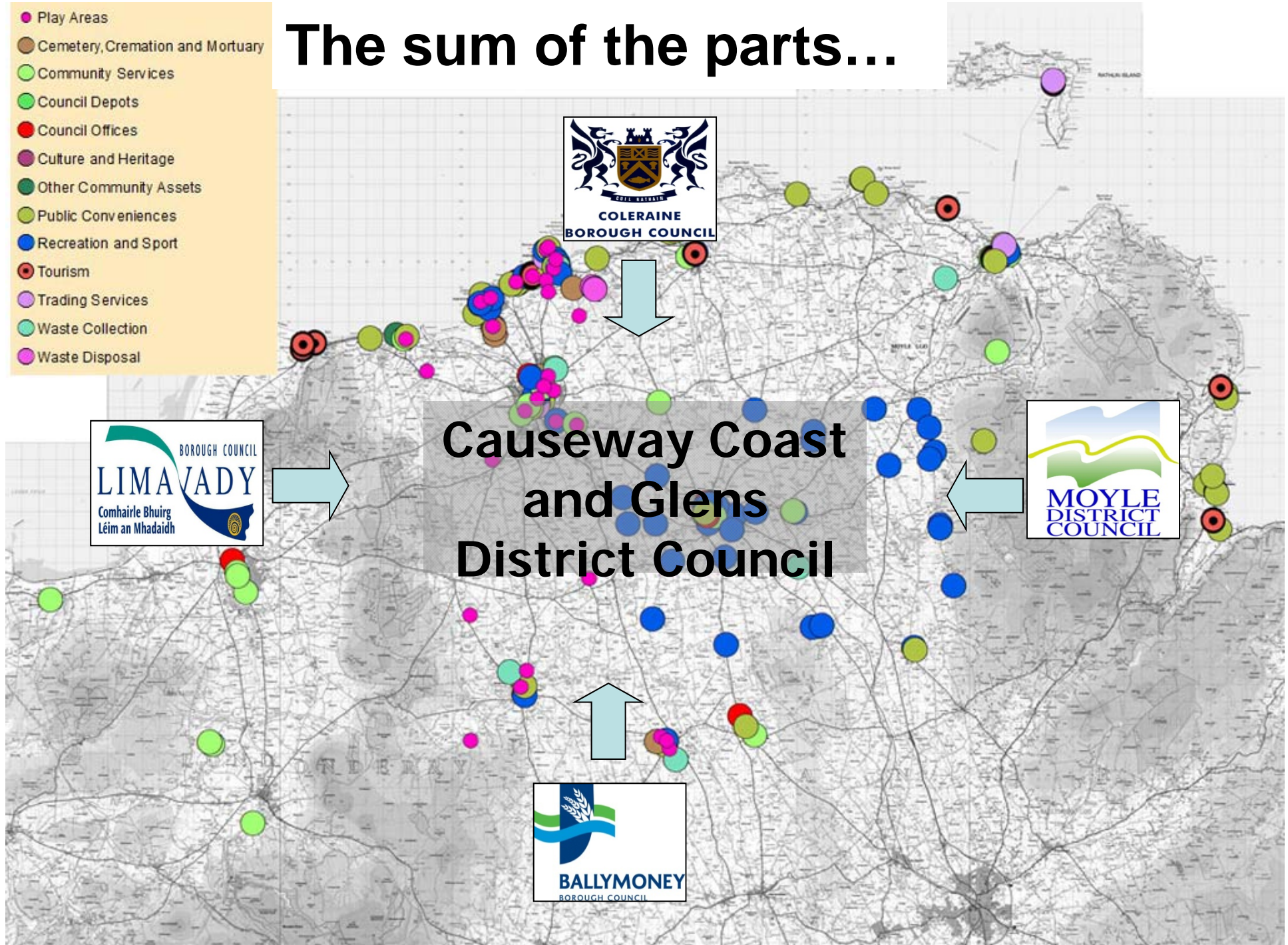
Regulatory Services	Waste Services	Estate Management	Outside ES Scope
Environmental Health	Refuse Collection	Facility Management	H&S (Corporate)
Building Control	Refuse Disposal	Building Maintenance	Sustainability
Licencing	Recycling	Energy Management	Capital Projects
HMO (Transferring Functions)	CA Sites	Coastal Protection (Internal)	Harbours & Marinas
	Bulky Collections	Parks/Football Pitch Maintenance	Caravan Parks
	Street Cleansing	Grounds Maintenance	Countryside Management
	Beach/Open Spaces Cleansing	Cemeteries	Beach Management
	Landfill & Compost Management	Car Parking	Biodiversity
	Garage	Public Conveniences	
	Fleet Management	Playgrounds	

Accurate information

- Provide information
 - staff numbers
 - budget
 - fleet
 - cultural
 - policies
 - terms & conditions
 - fees
- All info communicated back to the Project Team & Transition Management Team (TMT)

The sum of the parts...

- Play Areas
- Cemetery, Cremation and Mortuary
- Community Services
- Council Depots
- Council Offices
- Culture and Heritage
- Other Community Assets
- Public Conveniences
- Recreation and Sport
- Tourism
- Trading Services
- Waste Collection
- Waste Disposal



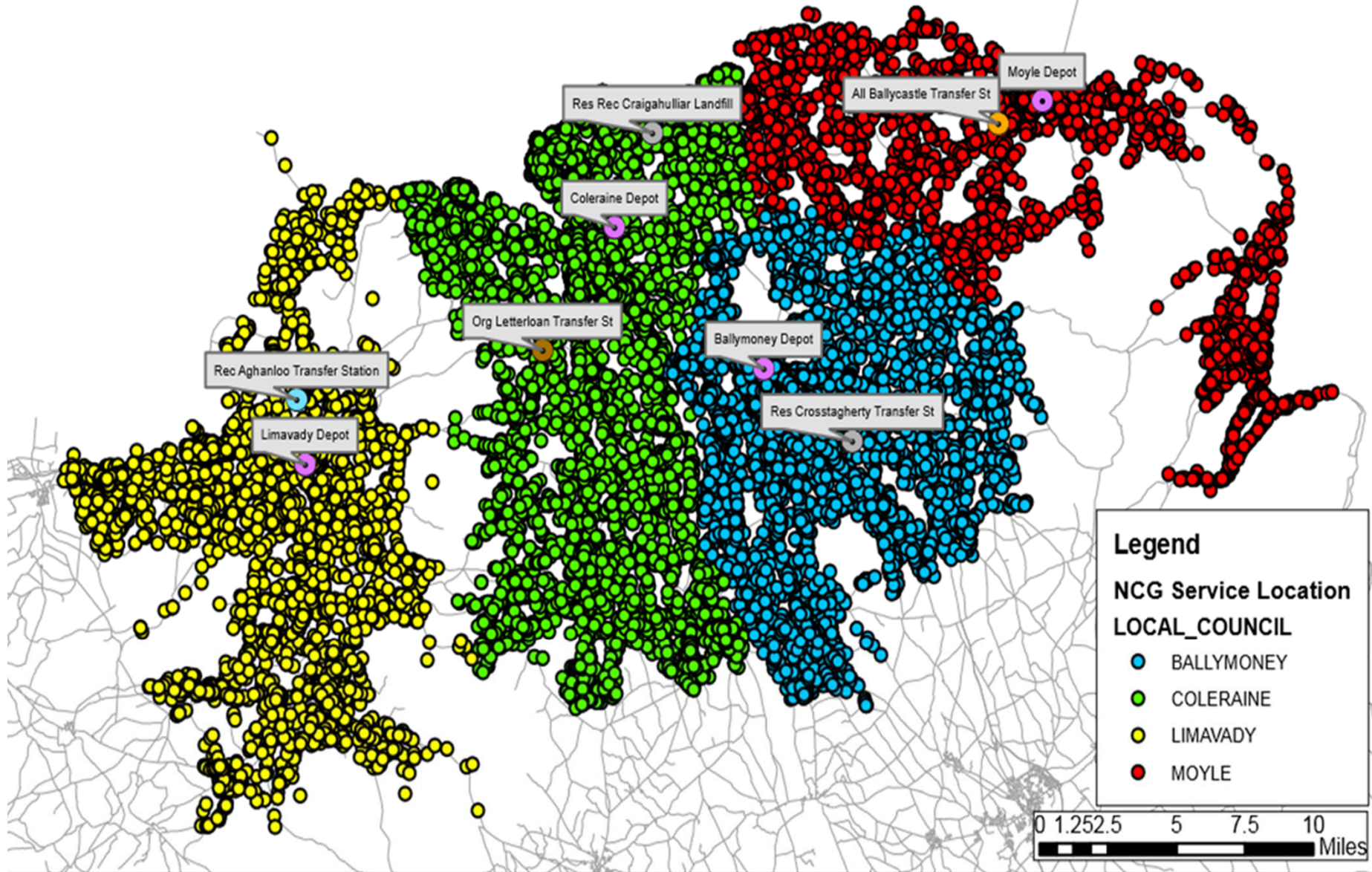
**Causeway Coast
and Glens
District Council**

Effectiveness of Current Services

- Sharing best practice at sub group meetings
- Exploring alternatives
- Working together towards delivering more effective and cost efficient services
- Being Innovative



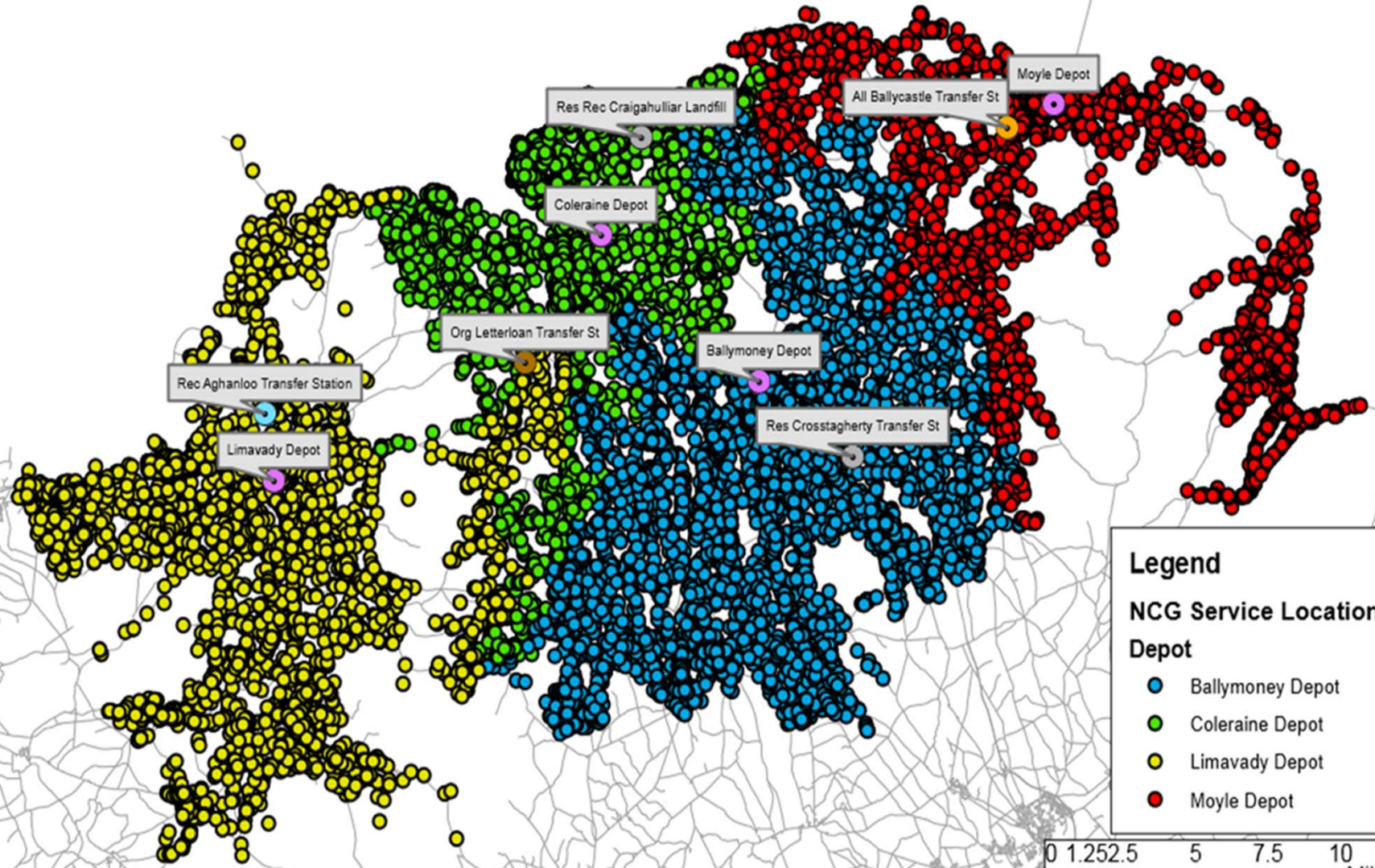
Current Local Councils for all Properties in The North Coast and Glens





Depot Split for Scenario B Residual

A fortnightly Collection, 16kg per bin

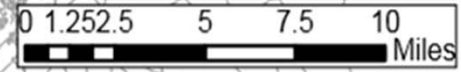


Legend

NCG Service Location

Depot

- Ballymoney Depot
- Coleraine Depot
- Limavady Depot
- Moyle Depot



Effective Communication

To effectively communicate, we must realise that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.

Tony Robbins

Effective Communication

- New Causeway Coast and Glens website
- Monthly newsletters to all staff
- Regular updates on Local Government Reform at all team meetings
- One to one meetings with staff to explain progress and answer any questions re. LGR that may be concerning them

Embracing Change..



- 21 Workshops – ‘Moving Forward Together’
- Set the scene, SWOT Analysis, Rucksack Exercise, Next Steps.
- Analyse Results and Feedback from Staff.



Personal impact

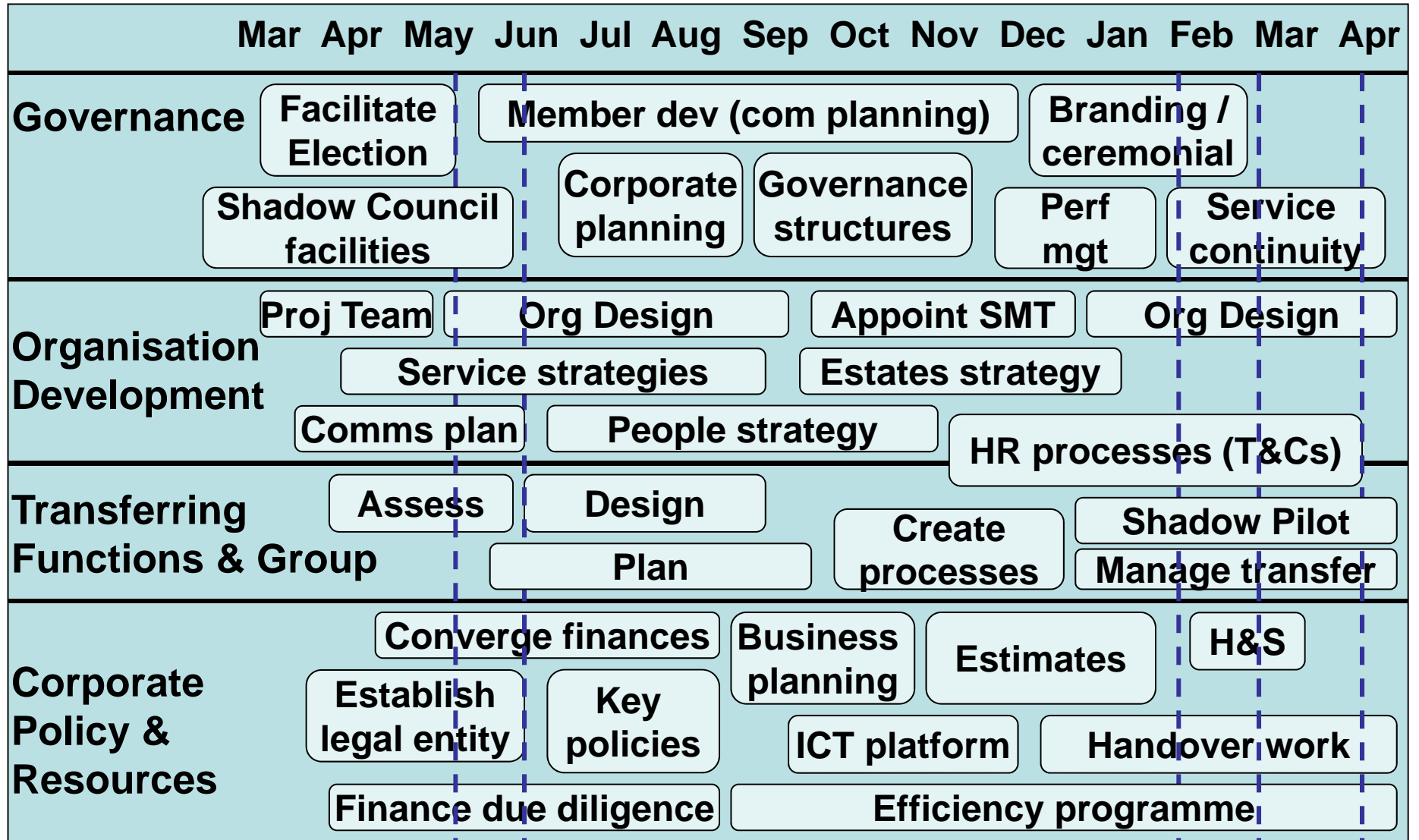
Staff concerns:

- Who will be affected by this change?
- When will we feel the impact of this change?
- Where will I be working?
- What work will I be doing?
- Will my pay remain the same?

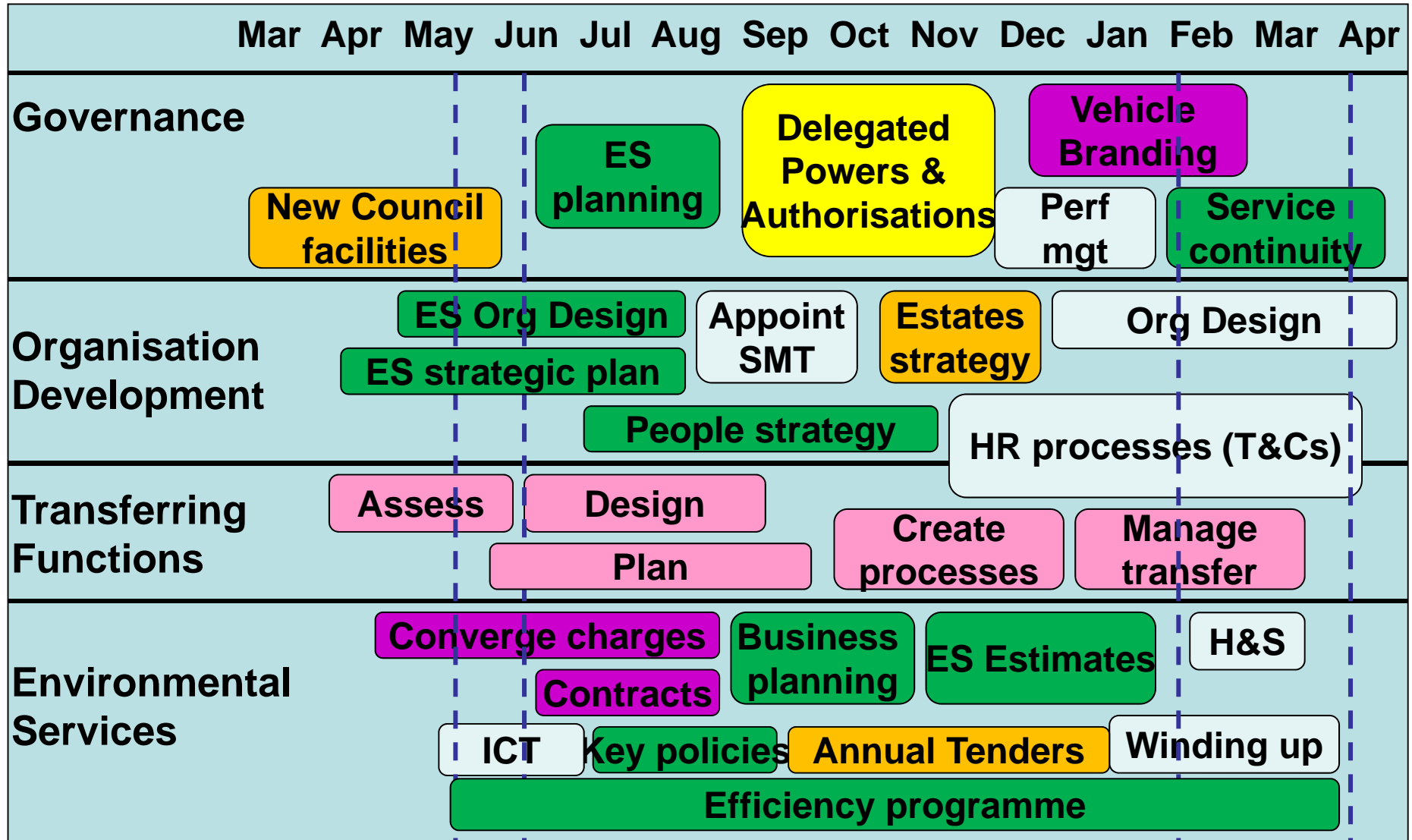
Other Concerns Identified

- Cultural differences
- Geographical size / rural
- A large council remit under Environmental Services
- Employee - terms and conditions
- Pulled in different directions during Shadow Cll Period
- Continuity of Service Delivery

High level road map



High level ES road map



Risk analysis

Causeway Coast and Glens
District Council

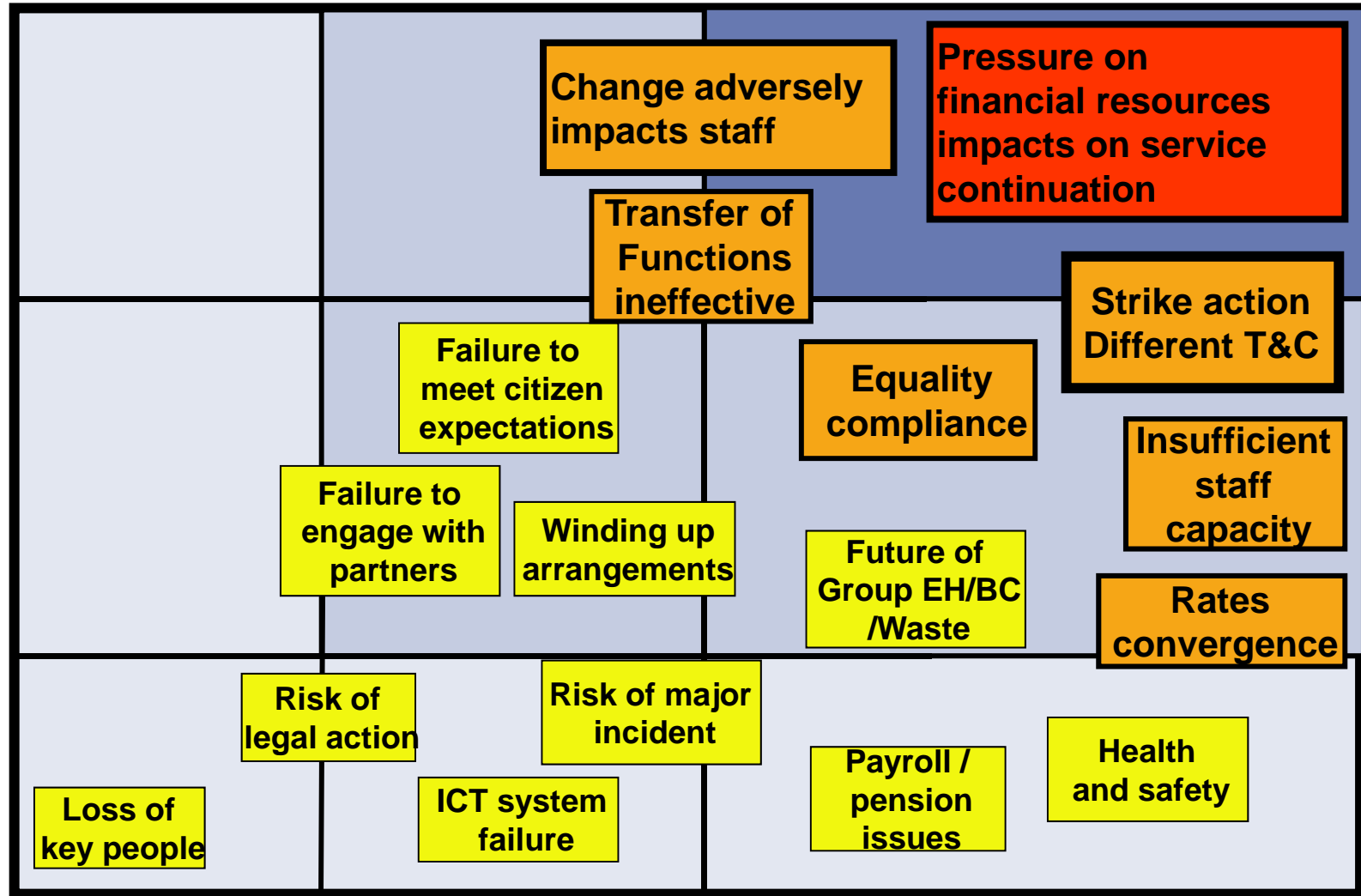
Likelihood



High

Medium

Low



Low

Medium

High



Impact

Top Tips

- **Believe in what you're doing**
- **Listen to staff**
- **Set realistic time frames**

Questions??