

# Wicklow Local Authorities



# Customer Action Plan

2006





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## CUSTOMER ACTION PLAN

### Introduction

This Customer Action Plan has been produced to give people a better understanding of Wicklow Local Authorities. It describes what services the Council provides, how these services are provided and how you – the customer, can access the services you require at a particular time.

This plan has a strong strategic focus; it clearly sets out what Wicklow Local Authorities want to achieve with regard to improving customer service and how exactly we plan to achieve it.

This is an important first step in informing you of our plans to provide our services in a customer friendly manner.

**“Customer Orientation** -To develop a culture of Customer Service and to continually monitor customer expectations against achievements and resources”, is a core value in Wicklow Local Authorities Corporate Plan 2004-2009:

See [www.wicklow.ie](http://www.wicklow.ie) for a copy of the Corporate Plan

Wicklow Local Authorities will endeavour to deliver a first-rate quality service consistent with the objectives of the Corporate Plan 2004 – 2009. It is therefore our intention to become aware of the current and future needs of our customers and to facilitate the capacity to respond in an effective, efficient and economical manner.



## Section 1: About the Organisation

Wicklow Local Authorities has responsibility for the provision of a broad range of social, infrastructural, regulatory, and promotional services to and on behalf of the people of Wicklow. We are required by law to provide some services and others have been provided to improve the quality of life for residents of and visitors to the county. These services are provided in a complex, demanding and ever-changing environment. Customers require faster access to service delivery without compromise, which necessitates ongoing improvement.

The "Planning & Development Acts 2000-2002" and the "Local Government Act 2001" involve ongoing change and development of the Local Authorities' services and activities. The promotion of Social Inclusion and the need for rural, poverty and equality proofing of all plans and strategies requires attention and specific training supports to ensure delivery. Wicklow Local Authorities has, and will continue to promote inclusion in its activities and work to ensure an excellent quality of life for all citizens of Wicklow.

### The range of services are provided under the following Directorates:

- HOUSING AND CORPORATE ESTATE
- COMMUNITY CULTURAL & SOCIAL DEVELOPMENT
- TRANSPORTATION & ROADS INFRASTRUCTURE
- PLANNING AND ECONOMIC DEVELOPMENT
- WATER & ENVIRONMENTAL SERVICES
- SPECIAL PROJECTS
- SUPPORT SERVICES

### Services are provided under the following Directorates: -

- HOUSING AND CORPORATE ESTATE
  - Allocation of Social Housing
  - Building Control (Housing Commencement)
  - Collection of Rent
  - Construct Social Housing
  - Corporate Estate
  - Disabled Persons Grants Scheme
  - Estate Management / Anti Social Behaviour
  - Provision of Affordable Housing / Private Sites
  - Provision of Social Housing Options
  - Provision of Traveller Accommodation
  
- COMMUNITY CULTURAL & SOCIAL DEVELOPMENT
  - Amenity Areas
  - Arts Promotion
  - Community & Enterprise
  - Facilitation of County Development Board
  - Facilitation of County Community Forum
  - Guide the Council's activity related to community activity in its broader sense
  - Libraries
  - Playgrounds
  - Promote strategies to address social inclusion
  - Promote link between CDB + SPCs

- Recreational Facilities
  - Social Inclusion
  - Swimming Pools
  - R.A.P.I.D.
  - Wicklow Gaol
- 
- TRANSPORTATION & ROADS INFRASTRUCTURE
    - Car Parks
    - General Transport issues
    - Hackney Licences
    - Local Improvement Schemes
    - Public Lighting
    - Road Construction
    - Road Improvement and Maintenance
    - Road Safety
    - Traffic Management
- 
- PLANNING AND ECONOMIC DEVELOPMENT
    - Building Control (Planning and Enforcement)
    - Conservation of Buildings
    - Dangerous Places
    - Economic Development
    - Film Commission
    - Heritage
    - Land Use, Planning & Control
    - Open Spaces & Amenity Planning
    - Regional, Town, Village & Rural Development
    - Tourism Development
- 
- WATER & ENVIRONMENTAL SERVICES
    - Bathing Waters - monitoring of
    - Beach Maintenance / Management
    - Burial Grounds
    - Casual Trading
    - Coastal Protection
    - Community Employment Projects
    - Derelict Sites
    - Dog Licensing & Control
    - Environmental Awareness
    - Fire & Emergency Services
    - Group Water Schemes
    - Litter Prevention & Control
    - Local Agenda 21
    - Monitoring of Water Supplies
    - Pollution Control - Air, Water, Noise
    - Veterinary Services
    - Waste Prevention, Recycling & Disposal
    - Water Monitoring - Ground & River
    - Water Services including waste water
    - Waste Management
- 
- SPECIAL PROJECTS
    - Bray Harbour & North Beach PPP Project
    - Greystones Harbour & North Beach PPP Project

## SUPPORT SERVICES

- HUMAN RESOURCES
  - Recruitment
  - Staff Welfare
  - Training and Development
- CORPORATE AFFAIRS
  - Civil Defence
  - Customer Care Services
  - Communications
  - Complaints Procedure
  - Cursaí Gaeilge
  - Elections
  - Electoral Register
  - Franchise
  - Freedom of Information
  - Health and Safety
  - Higher Education Grants
  - Internal Audit
  - One Stop Shop Initiatives
  - Superannuation
  - Workplace Partnership
- FINANCE
  - Accounts Payable
  - Driving Licences
  - Financial Management
  - Insurances
  - Motor Tax
  - Payroll
  - Revenue Collection
- INFORMATION SYSTEMS
  - Information Technology
  - On line Communications
  - Website
- LAW AGENTS
  - Court Proceedings
  - Conveyancing
  - Purchase and sale of assets



## Section 2: Our customers

Numerous customers make contact with Wicklow Local Authorities in relation to our services. They include:

- All people of County Wicklow, including vulnerable groups such as; disabled, older people, Travellers, ethnic minorities, homeless, and lone parents
- Local Public Representatives together with members of the Oireachtas and European Parliament
- Staff of other Local Authorities and other public service agencies
- Media representatives
- Tourists
- Local Community, Voluntary and Development Groups
- Department of the Environment, Heritage and Local Government
- Other Government Departments
- State and Semi-state Agencies
- Sectoral interests including commercial operators and their representatives
- Schools and pupils
- Sporting organisations
- Contractors and suppliers



### **Section 3: Standards our customers can expect**

We are conscious that these groups of individual customers have different needs to be met and that contact with us can be made through a number of means, including letter, fax, e-mail, telephone or in person. We set out below the standards that our customers can expect to receive.

#### **When providing service by telephone**

##### **We will:**

- Be polite and courteous and provide you with clear and accurate information.
- Our aim is to answer at least 90% of calls within 15 seconds, be courteous, and always give you a contact name or telephone number. If we cannot answer queries immediately, we will take your details and call you back, indicating a time when you can expect to hear from us which suits you.
- Provide "Voicemail" facilities on all telephone extensions ensuring that those calls that cannot be answered are recorded.
- Connect callers to "Voicemail" with discretion i.e., only outside normal office hours (including weekends) or when the person you wish to speak with is engaged or unavoidably absent and no other suitable person is available to take your call.
- Respond quickly to voicemail messages normally within one working day. If we need to transfer your call to a colleague, we will explain why, we will give you that person's name and number and ensure that your call is properly transferred.
- Provide Lo-call numbers for certain advertised services.

#### **If you visit our Offices**

##### **We will:**

- Be available to meet you during office opening hours. As office opening hours vary please consult the list provided at the back of this document. Some offices are open at lunch times; some offices close at 3.30pm, so please ensure you know the relevant times. It will be necessary to make appointments to meet certain members of staff whose job requires them to be away from their desk, on site visits or other such duties e.g. Planners. See also the section on consultation.
- Improve accessibility for all our customers including people with a disability.
- Conduct your affairs in a polite, courteous and fair manner.
- Deal with your enquiry and provide you with any relevant information which we have as quickly as possible.
- Respect your privacy.
- Keep our offices clean and safe.

#### **In corresponding with you**

##### **We will:**

- Endeavour to reply within 21 working days at the latest  
OR
- Acknowledge correspondence within 7 days.
- If there is going to be a delay, we will send you an interim reply explaining the position. This does not apply to Pre-planning enquiries.
- Use clear and simple language and only use technical terms when absolutely necessary.
- Include a contact name, direct telephone number, extension number, email address and reference (where appropriate) on all correspondence that we issue.
- Make arrangements to ensure that letters do not go unanswered when individual staff members are absent.

## Forms / Leaflets / Documents

### We will:

- Use clear and simple language in leaflets and application forms.
- Explain exactly what is required.
- Only ask relevant questions.
- Ensure that leaflets and forms and downloads are freely available in a variety of formats if requested.

## In supplying Information

### We will:

- Provide clear, helpful, accurate information that is relevant to your enquiry.
- Try to ensure that all information is easily understood by using simple clear language.
- Meet the requirements of the Freedom of Information Act.
- Provide reasons for decisions affecting you.
- Review of information on a regular basis to ensure that legislative and procedural changes are taken into account in all our work and procedures.



## Section 4:

### Role of the customer - Helping US to help YOU

Customers have a role to play in the delivery of quality service and can facilitate us by:

1. Quoting reference numbers when available in all communications.
2. Completing all application forms carefully, accurately and legibly before submission.
3. Providing accurate and comprehensive information to enable a request to be dealt with without having to seek further information or clarification.
4. Providing any supporting documentation requested as part of the application process.
5. Checking that forms are completed and signed before submission.
6. Advising Wicklow Local Authorities of changes in circumstances that have a bearing on an application.
7. Responding promptly to requests for further information.
8. In relation to non-routine matters, making an appointment to ensure that the appropriate official is present and available and to keep these agreed appointments on time.



## Section 5: Principles of quality customer services initiative

In our dealings with the customers and clients of Wicklow Local Authorities we will be guided by the following principles:

Quality Service Standard	Our Customer Charter outlines the nature and quality of service which customers can legitimately expect. This is displayed prominently at the points of service delivery throughout the County.
Equality / Diversity	Ensure the rights to equal treatment established by equality legislation. Accommodate diversity so as to comply with equality legislation under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race, membership of the travelling community. Identify and work to eliminating the barriers to accessing services for people experiencing poverty and social exclusion and for those facing geographical barriers to services.
Information	Take a proactive approach in providing information that is clear, timely, accurate and available at all points of contact and meets the requirements of people with specific needs and disabilities. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.
Physical Access	Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and as part of this, facilitate access for people with disabilities and others with specific needs.
Timeliness & Courtesy	Deliver services in a courteous manner with minimum delay.
Complaints	Maintain an accessible, transparent and simple to use system for dealing with complaints about the quality of service provided.
Consultation	Provide a structured approach to meaningful consultation with, and participation by the customer in relation to the development, delivery, review and evaluation of services.
Choice	Provide choice where feasible in service delivery including payment methods, location of contact points, opening hours and delivery times.
Language	Provide services for those who wish to do business through Irish or Sign language.
Internal Customer	Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

## 5.1

### Customer service ethos

A Customer service ethos is promoted throughout the organisation. Customers and staff are encouraged to comment with a view to improving existing practices. Improvement on service delivery can also be expected from increased utilisation of information and electronic technologies.

Training on Customer Services issues is incorporated into our ongoing staff training programme.

#### **If you have a comment or complaint there is an official complaints procedure in place:**

Send your comment or complaint in writing or complete one of our complaint forms and return it to the relevant Section's Senior Executive Officer, e.g. Housing SEO, Wicklow County Council, County Buildings, Wicklow.

The SEO will arrange to have your comment or complaint acknowledged within five working days.

You should receive a response within 21 days. Sometimes cases take longer to resolve, but you will be advised of progress.

If you are not satisfied with the response, you may appeal within 3 weeks to the Council's Senior Executive Officer, Corporate Affairs, Wicklow County Council, County Buildings, Wicklow, who will examine the complaint afresh and respond to you within fourteen days.

Complainants should indicate if they wish their complaints to be dealt with in confidence.

Comments or suggestions are invited through our [countywise@wicklowcoco.ie](mailto:countywise@wicklowcoco.ie) email address also.

If you are not satisfied with our final response, you can contact:

**Office of the Ombudsman,  
18 Lower Leeson Street,  
Dublin 2  
Tel: 01 678 5222  
Fax: 01 6610570  
Email: [foi@ombudsman.irlgov.ie](mailto:foi@ombudsman.irlgov.ie)**



## Section 6

Wicklow Local Authorities are continually reviewing the service we provide. We intend to keep all customers informed of any improvements that have been made and of any improvements that are proposed.

### Recent Improvements

- Appointment of Estate development/Tenancy liaison officers.
- Settlement/Outreach officer working in the area of homelessness in Wicklow.
- CountyWise newsletter keeping customers informed.
- Development of the new council chamber and seating areas for the public.
- Disability awareness training provided to staff.
- Improved opening hours, most offices open at lunch-time.
- Introduction of the Mobile Library Service.
- Local area meetings to facilitate improved local governance.
- New fire-station Blessington.
- New foyer design in County Buildings to improve access.
- New public display area in County Buildings.
- New water laboratory at Murrough Recycling Centre.
- Oxfam Shop at Murrough Recycling Centre.
- Programme of staff training being provided on Customer Care.
- Public consultations continue on all major infrastructure projects.
- Re-cycling facilities in Arklow, Wicklow and Avoca.
- Signage improvements in our public areas in County Buildings.
- Sign language training for staff members.

### Improvements to be made/objectives for the future

- All non-domestic premises will have water meters installed; customers will be charged per usage.
- Extension to Rampere landfill.
- Increased flexible opening hours will be explored.
- Increased provision of playgrounds throughout Wicklow.
- Major capital investment in infrastructure.
- New fire stations at Baltinglass & Rathdrum are under construction.
- New library for Blessington.
- New re-cycling facilities proposed for Bray.
- New sporting facilities in Charlesland, Greystones.
- Provision of swimming pool and community centre in Greystones.
- Touch screen information computers for Motor Tax and other general queries are being examined for installation in the reception area of County Buildings.
- Water and waste-water investment programme is on-going.
- Web-sites - Application forms available for job vacancies and other services are available on [www.wicklow.ie](http://www.wicklow.ie)

### List of some Publications produced by Wicklow Local Authorities:

- County Wicklow Development Plan 2004 – 2010
- Bray Development Plan 2005 – 2011
- Arklow Development Plan 2005 - 2011
- Local Area Plans
- Corporate Plan
- Customer Action Plan
- Annual Budget
- Annual Financial Statement

- Annual Report
- Register of Community and Voluntary Sector
- Outlook-CDB strategy
- Homeless Action Plan
- Waste Management Plan

### **Communications:**

- You can access our web-site on [www.wicklow.ie](http://www.wicklow.ie). There is a link to e.mail facilities to different sections available on this site.
- Freedom of Information manuals are available on request from Corporate Affairs Section, Wicklow County Council.
- Staff are contactable on email.
- Workplace Partnership produces a customer newsletter entitled CountyWise and a regular staff newsletter.
- The Wicklow Library website [www.wicklowlibrary.ie](http://www.wicklowlibrary.ie) provides details of all library services including access to the entire catalogue of books, historical, genealogical and topographical information, community information and a guide to the arts.

### **Consultation:**

- Public consultation is an important part of the process of preparing a County Development Plan in order to address issues and concerns, which relate to the new Plan, to ensure that the final Plan reflects public aspirations as well as Government policies, strategies and guidelines. Public consultation is undertaken at various stages of the process.
- In accordance with the Planning and Development Act 2000 and (Amendment) Act 2002, Wicklow County Council is committed to making Local Area Plans in respect of areas which:
  - Are designated as a town in the most recent census of population
  - Have a population in excess of 2,000
  - Are situated within the functional area of the Planning Authority
- The consultation process for the development of Local Area Plans is lengthy. Dates of public meetings are announced on local radio and notice of these meetings is placed in the local press. All proposals are put on public display.
- Our Tenancy Liaison Officer, Social Workers and Estate Development personnel meet regularly with various members of the community to discuss current needs and to work towards meeting these needs in a practical way.
- We organise formal public consultation with our customers when major infra-structural projects are being undertaken. The views of the public are taken into consideration before our elected members adopt these proposals.
- It is intended to examine the use of further customer surveys or consultation panels.
- Our Elected Members work closely with local organisations, the business and farming communities and development groups when formulating policy through the Strategic Policy Committees.
- The County Development Board also places great importance on the input from community representatives and from other agencies in seeking to improve service delivery and in reaching the most marginalised in our society.
- The Library Service and Arts Office both work extensively in consultation with local communities and give considerable support to projects in terms of information, administration and co-ordination.

## CONTACT DETAILS

Wicklow Local Authorities Headquarters are at:  
Wicklow Local Authorities, County Buildings, Wicklow  
Tel: 0404 20100 Fax: 0404 67792

### WICKLOW LOCAL AUTHORITIES – CONTACT INFORMATION

	Telephone	Fax	Email
Arklow Recycling Centre	0402 32759		
Arts Office	0404 20155	0404 20113	wao@wicklowcoco.ie
Avoca Recycling Centre	087 2288132		
Civil Defence	0404 67402	0404 67294	wdownes@wicklowcoco.ie
County Enterprise Board	0404 67100	0404 67601	enterprise@wicklowceb.ie
Community & Enterprise/ County Development	0404 20208	0404 20113	dce@wicklowcoco.ie
Economic Development	0404 20176	0404 62136	xxx@wicklowcoco.ie
Environment	0404 20296	0404 67792	env@wicklowcoco.ie
Environmental Awareness Officer	0404 64120 (LoCall 1890222276)	0404 64100	eao@wicklowcoco.ie
Corporate Affairs	0404 20158	0404 20112	cosec@wicklowcoco.ie
Register of Electors	0404 20161	0404 20112	franchise@wicklowcoco.ie
Freedom of Information	0404 20158	0404 20112	foi@wicklowcoco.ie
Fire Service – Fire Prevention & Administration	01 2862929	01 2861535	firehead@wicklowcoco.ie
Heritage Officer	0404 20191	0404 67792	dburns@wicklowcoco.ie
Higher Education Grants	0404 20288	0404 20112	heg@wicklowcoco.ie
Housing	0404 20120	0404 67722	housing2@wicklowcoco.ie
Law Agents	0404 20122	0404 20144	lawagent@wicklowcoco.ie
Litter Line	(LoCall 1890548837)		
Motor Tax - Wicklow	0404 20118 (LoCall 1890 333339)	0404 20293	motortax@wicklowcoco.ie
Motor Tax - Bray	01 2014186	01 2744955	braymotortax@wicklowcoco.ie
Motor Tax - Blessington	045 858031	045 891248	
Planning	0404 20148	0404 69462	plandev@wicklowcoco.ie
Rampere Landfill Baltinglass	059 6481677		
Revenue	0404 20128	0404 20140	finoff@wicklowcoco.ie
Roads	0404 20181	0404 20101	roadtran@wicklowcoco.ie
Road Design Office, Kilmantin	0404 64280	0404 69144	roadtran@wicklowcoco.ie
Special Projects Office	0404 20208	0404 20113	hpurcell@wicklowcoco.ie
Stores	0404 67654	0404 67792	
Wicklow County Tourism	0404 20070	0404 20072	wct@iol.ie
Wicklow Family History	0404 20126		wfh@eircom.net
Wicklows Historic Gaol	0404 61599		wccgaol@eircom.net
Wicklow Film Commission	0404 20257		wfc@wicklowcoco.ie

Wicklow Recycling Centre	0404 64120		
Wicklow Water Conservation Project	0404 20451	0404 20450	
<b>TOWN COUNCILS</b>	<b>Telephone</b>	<b>Fax</b>	<b>Email</b>
Arklow Town Council	0402 32819	0402 39773	tclerk@arklowudc.ie
Bray Town Council	01 2744900	01 2860930	tclerk@braytc.ie
Bray Area Office – Boghall	01 2869736		
Greystones Town Council	01 2877122	01 2877173	greytc@wicklowcoco.ie
Wicklow Town Council	0404 67327	0404 69158	tclerk@wicklowudc.ie
<b>AREA OFFICES</b>	<b>Telephone</b>	<b>Fax</b>	<b>Email</b>
Arklow	0402 32717	0402 39388	arklow@wicklowcoco.ie
Blessington	045 891222	045 865813	blessington@wicklowcoco.ie
Greystones	01 2876694	01 2877173	greyston@wicklowcoco.ie
Tinahely	0402 38174	0402 38423	tinahely@wicklowcoco.ie
Wicklow	0404 20173	0404 67792	wicklow@wicklowcoco.ie
<b>LIBRARIES</b>	<b>Telephone</b>	<b>Fax</b>	<b>Email</b>
County Library	01 2866566	01 2865811	library@wicklowcoco.ie
Arklow	0402 39977		
Aughrim	0402 36036		
Ballywaltrim	01 2723205		
Baltinglass	059 6482300		
Blessington	045 891701		
Bray Eglinton Rd.,	01 2862600		
Carnew	055 26088		
Dunlavin	045 401100		
Enniskerry	01 2864339		
Greystones	01 287 3548		
Rathdrum	0404 43232		
Tinahely	0402 38080		
Wicklow	0404 67025		

### **Opening Hours County Buildings, Wicklow**

Wicklow's principal public offices are generally open between 9am-5pm Monday-Friday and the offices are open during lunch-hour for phone-calls and public counters.

Planning, Housing and Motor Tax counters close at 3.30.

Reception Desk and General Offices	9am-5pm
Environment, County Buildings	9am-5pm
Planning Public Counter	9am-3.30pm
Revenue Public Counter, Wicklow	9am-5pm

**Motor Tax**

Blessington Civic Offices 9am-12.30, 2pm-3.30pm  
 Bray Civic Offices, Main St, Bray 9am-3.30pm

**Town Councils**

Arklow Town Council 9am-1pm, 2pm-5pm  
 Bray Town Council 9am-1pm, 2pm-5pm  
 • Cash Office additional opening hours on Thursday and Friday 1pm-2pm  
 • Reception for General Enquires is open every day 1pm-2pm  
 Greystones Town Council 9am-1pm, 2pm-5pm  
 Wicklow Town Council 9am-1pm, 2pm-5pm  
 Blessington Civic Offices 9am-5pm, Closed for Lunch 1-2pm

**Recycling Centres**

The Murrough Environmental Centre, The Murrough, Wicklow Town  
 Tel: 1890 222276 Mon - Fri: 9am - 5pm Sat: 9am - 2pm  
 Arklow Recycling Centre, Croghan Industrial Estate, Emoclew Road, Arklow  
 Tel: 1890 22 2276 or 0402 32759 Tues-Friday 11am - 4pm Sat: 9am - 2pm  
 Avoca Recycling Centre, Ballymurtagh, Avoca, Co Wicklow  
 Tel: 1890 222276 or 0872288132 Tues-Saturday 10am-4pm, Closed for Lunch 1-2pm  
 Rampere Landfill, Baltinglass, Co Wicklow  
 Tel: 059 6481677 Mon-Fri: 8.30-4pm, Sat; 8.30-1pm

**Library Opening Times**

Arklow

Phone: 0402 39977

Mon, Thurs, Fri, Sat 10 am - 1 pm. , 2 pm. - 5 pm. / Tues-Wed 10 am - 1 pm, 2 pm. - 5 pm, 6 pm. - 8.30 pm.

Aughrim

Phone: 0402 36036

Mon & Fri 3 pm - 5 pm / Wed 3 pm - 5 pm, 7 pm - 8.30 pm / Sat 2 pm - 4 pm

Avoca

Phone: 0402 35022

Mon - Fri 9am - 5 pm / Sat 10 am - 2pm

Ballywaltrim

Phone: 01 2723205

Mon: Closed. / Tues, Fri & Sat 10 am - 1 pm, 2 pm - 5 pm / Wed. & Thurs 10 am - 1 pm, 2 pm - 5 pm, 6 pm - 8 pm

Baltinglass

Phone: 059 6482300

Mon. & Fri 3 pm - 5 pm, 6.30 - 8.30 pm / Wednesday 11 am - 2 pm / Saturday 2 pm - 5 pm

Blessington

Phone: 045 891701

Mon. & Fri 7 pm - 9 pm / Wed. & Thurs 2.30 pm - 5 pm / Saturday 11 am - 1 pm

Bray

Phone: 01 2862600

Tues. & Thurs 10 am - 8.30 pm / Wed, Fri. & Sat 10 am - 5 pm

Carnew

Phone: 055 26088

Monday 7 pm - 9 pm / Tuesday 2 pm - 4 pm / Wed & Fri 2 pm - 4 pm, 7 pm - 9 pm

Dunlavin

Phone: 045 401100

Monday 11 am - 1 pm, 6.30 pm - 8.30 pm / Wednesday 3 pm - 5 pm, 6.30 pm - 8.30 pm / Friday 3 pm - 5 pm / Saturday 11 am - 1 pm

Enniskerry

Phone: 01 2864339

Mon, Fri. & Sat 3 pm - 5 pm / Wednesday 11 am - 1 pm, 7 pm - 9 pm

Greystones

Phone: 01 2873548

Mon, Wed, Fri. & Sat 10 am - 5 pm / Tues & Thurs 10 am - 8.30 pm

Rathdrum

Phone: - 0404 43232

Mon, Thurs & Sat 2 pm - 4 pm / Wednesday 7 pm - 9 pm

Tinahely

Phone: 0402 38080

Monday 6 pm - 8 pm / Wed & Sat: 3 pm - 5 pm / Friday 11 am - 1 pm

Wicklow

Phone: 0404 67025

Mon/ Tues/ Fri. & Sat 10 am - 1 pm, 2 pm - 5 pm

Wed & Thurs 10 am - 1 pm, 2 pm - 5 pm, 6 pm - 8.30 pm

Wicklow County Council Library Service has a Mobile Library serving 32 areas in the County on a fortnightly basis. To find out the day and time the Mobile Library is in your area ring Library HQ on 01-2866566.



## Wicklow Local Authorities Recycling Banks

*HOUSEHOLD BATTERIES may be left for recycling at Wicklow County Council Area  
Offices at Wicklow, Arklow, Greystones, Blessington and Bray.*

### The Environment - Too Good To Waste!

EAST WICKLOW AREA	LOCATION	MATERIALS ACCEPTED
Arklow	Castle Park, Main Street Carpark, Arklow Recycling Centre, Emoclew Industrial Estate	Glass, Drinks Cans Glass, Drinks Cans, *Cardboard, *Newspapers, *Magazines, Plastic Bottles, Glass Jars & Bottles, Steel Food Cans and Metal Lids, Aluminium Drinks Cans, Household Batteries, Mobile Phones, Ink Jet Cartridges, Electrical Goods * Must be dry
Ashford	Main Street	Glass, Drinks Cans
Aughrim	Main Street	Glass, Drinks Cans
Avoca	Avoca Recycling Centre, Ballymurtagh, Avoca Avoca Recycling Centre DOES NOT ACCEPT UNSEGREGATED DOMESTIC or COMMERCIAL WASTE	*Cardboard, *Newspapers, *Magazines, Plastic Bottles, Glass Jars and Bottles, Steel Food Cans and Metal Lids, Aluminium Drinks Cans, Household Batteries, Mobile Phones, Ink Jet Cartridges, Garden Waste (Charges apply to Garden Waste) Electrical Goods * Must be dry
Brittas Bay	North Beach Carpark, South Beach Carpark	Glass, Drinks Cans
Bray	Church Carpark Herbert Rd., Superquinn Carpark, Gilsbur Heights Tesco Carpark, St Killians School Festina Lente, Old Connaught Road	Glass ,Drinks Cans,Textiles Glass , Drinks Cans Glass ,Drinks Cans Glass ,Drinks & Food Cans, Textiles, Books Glass , Drinks & Food Cans Glass , Drinks Cans
Carnew	Main Street, Outside Garda Station	Glass, Drinks Cans
Enniskerry	Bog Meadow Car Park Djouce Woods & Glenree Reconciliation Car Park	Glass, Drinks Cans Glass, Drinks Cans
Glendalough	Upper Carpark	Glass, Drinks Cans, Textiles
Glenealy	Carpark	Glass, Drinks Cans
Glenmalure	Glenmalure Inn	Glass, Drinks Cans
Greystones	Tesco Carpark, South Beach Seafront carpark, Supervalu Carpark & Trafalgar Rd Town Council Offices & Park and Ride Car park Mill Rd. (Opposite Tennis Club)	Glass ,Drinks & Food Cans, Textiles Glass ,Drinks Cans Glass ,Drinks Cans Glass ,Drinks Cans Glass ,Drinks Cans
Kilquade	Calumet Nurseries	Glass, Drinks Cans, Textiles
Newcastle	Community Centre	Glass, Drinks Cans, Textiles
Laragh	Heather House	Glass, Drinks Cans

Newtownmountkennedy	Main Street	Glass, Drinks Cans
Rathdrum	Old VEC Car park	Glass, Drinks Cans
Redcross	Caravan Park	Glass
Roundwood	Coach House Carpark	Glass, Drinks Cans
Wicklow Town	AIB Carpark, Tesco Carpark, Leitrim Lounge County Buildings Carpark	Glass, Drinks Cans Glass ,Drinks Cans
Wicklow Town	The Murrough Recycling Centre The Murrough, Wicklow Town We accept the following – CLEAN, SEPARATED AND PLACED IN THE CORRECT CONTAINERS AS LISTED	*Cardboard, *Newspapers, *Magazines, Plastic Bottles, Glass Jars and Bottles, Steel Food Cans and Metal Lids, Aluminium Drinks Cans, Phone Books, Household Batteries, Mobile Phones, Ink Jet Cartridges, Electrical Goods * Must be dry
Ballycoog Carpark	Woodenbridge	Glass ,Drinks Cans

WEST WICKLOW AREA	LOCATION	MATERIALS ACCEPTED
Baltinglass	VEC Carpark Rampere Landfill	Glass, Drinks Cans Glass ,Drinks Cans ,Steel Food Cans and Metal Lids, Aluminium Drinks Cans Batteries, Flourescent Tubes, Electrical Goods
Blessington	Oak View, Opp County Council Offices	Glass, Drinks Cans
Coolfancy	Carpark	Glass, Drinks Cans
Dunlavin	Industrial Estate Church Lane	Glass, Drinks Cans Glass, Drinks Cans
Stratford-on-Slaney	Church Street	Glass, Drinks Cans
Rathdangan	Beside School	Glass, Drinks Cans
Shillelagh	Centra Shop Carpark & Coolkenno	Glass, Drinks Can
Tinahely	Co. Co. Carpark (behind Court House) GAA Carpark	Glass, Drinks Cans



# **Customer Charter Standards Our Customers can Expect**

## **Wicklow Local Authorities**

**“We are committed to providing a quality service to our customers”**

### **We will:-**

- Be polite and courteous
- Provide you with clear and accurate information
- Deal with you in a fair and open manner
- Provide clean, accessible public offices that ensure privacy
- Facilitate access for people with disabilities and special needs
- Ensure the right of equal treatment established by equality legislation
- Accommodate our customers who wish to conduct their business through Irish language or Sign Language.
- Provide assistance in completing application forms if requested

### **You can help us to help you:-**

1. By providing full and accurate information
2. Quoting reference numbers if available
3. By making comments, complaints or suggestions about the services you receive
4. By letting us know when we do something well

A standard form is available to register a comment, complaint or to make a suggestion. Please ask at any of our public counters.

**The above should be read in conjunction with the Wicklow Local Authorities Customer Action Plan.**

# **Staff Charter**

## **Standards our Staff can expect**

Wicklow Local Authorities aims to provide a high quality of service in a safe and secure environment.

We aim to ensure the safety, health and welfare of all our employees.

Our main offices are monitored by CCTV.








- Please remove helmets before approaching the counters.
- Mobile phones should be switched off when conducting business with our staff.

### **We ask everyone on our premises to note that the following behaviour is not acceptable:**

1. Behaviour which is disruptive and interferes with the use and enjoyment of the facility or services by others.
2. Harassment of staff or other members of the public by use of abusive, racist, obscene or threatening language.
3. Use of violence or threat of violence towards staff and / or members of the public.
4. Malicious damage to premises and / or theft of Wicklow Local Authorities property.
5. Smoking in all premises of Wicklow Local Authorities.
6. Leaving personal property unattended while using Wicklow Local Authorities facilities.
7. Conducting your business under the influence of alcohol or illegal drugs.

**Please help us to encourage the responsible and considerate use of Wicklow Local Authority facilities by observing these Codes of Conduct.**

# Local Authority Services in County Wicklow

-  Public Office
-  Fire Stations
-  Mobile Collections
-  Recycling Centre
-  Recycling Banks
-  Blue Flag Beach
-  Library



- Electoral Areas**
-  Baltinglass
  -  Arklow
  -  Wicklow
  -  Bray
  -  Greystones