

Kildare County Council

**Service Arrangements under Level 5 as of 21 October 2020
(in line with HSE and Government guidance for Local Authority Sector)**

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Access to Council premises is for essential services only by appointment.

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Department	Service	Level 5 (Essential/Non)	Service Arrangement
Water	Water Capital	Y	In-line with Government policy for the construction sector.
See Water webpages including Irish Water website	Water Maintenance	Y	In-line with IRISH WATER.
	IRISH WATER water supplies	Y	Including sampling/analysis. In-line with IRISH WATER.
	Wastewater	Y	Including sampling/analysis. In-line with IRISH WATER.
	Group Schemes	Y	Including sampling/analysis.
See Environment Webpages	Playgrounds / MUGAs / etc (including outdoor gyms)	Y*	
	Landscape Maintenance	N*	*Unless related to essential construction/roads activities.
	Vets	Y	
	Horse Control	Y*	*On callout basis.
	Dog Control	Y*	*On callout basis.
	Heritage Services	Y	e-mail - heritageofficer@kildarecoco.ie
	Environmental Awareness	N	
	Environmental Regulation	Y	
	Burial Grounds / Mass fatalities	Y	
	Waste Collection / disposal	Y	
	Water Quality WFD RBMP	Y	
	Transfrontier Shipments	Y	
	Allotments	Y	
Roads	Maintenance	Y	
See Roads Webpages	Reconstruction	Y	In-line with Government policy for the construction sector.
	Surface Restoration	Y	In-line with Government policy for the construction sector.
	Emergency Callouts	Y	
	Traffic (parking enforcement)	Y	
	Public Lighting / Traffic management	Y	

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Floods / Harbours	Flood Defence Capital	Y	In-line with Government policy for the construction sector.
	Flood Defence	Y	In-line with Government policy for the construction sector.
	Piers and Harbours	Y	In-line with Government policy for the construction sector.
Housing	Anti-social behaviour	Y*	*Callout as required.
See Housing Webpages	HAP	Y	
	Voids / Prelets / Retrofits	Y	Inspections and work to Voids and Pre-let repairs will continue. Surveys of occupied dwellings for Energy Efficiency Retrofitting Works will continue. * In accordance with updated existing SOG's
	Loans (existing)	Y	
	Loans (new)	Y	
	Rents	Y	
	Rental Inspections	Y	*In accordance with updated existing SOGs.
	Maintenance and Supply	Y**	*In accordance with updated existing SOGs. **Emergency situations.
	Capital Projects	Y	In-line with Govt policy for the construction sector.
	Homeless	Y	
	Travellers	Y	
	Applications / Allocations	Y*	*Where allocations can proceed safely.
	RAS / Leasing	Y*	*Emergency situations.
	DPGs (Disabled Persons Grants)	Y*	*In accordance with updated existing SOGs.
	Estate Management	Y	*Emergency situations.
	Social Workers	Y*	*Vulnerable groups.
	LIHAF and SSF	Y	In-line with Govt policy for the construction sector.
General	Site inspections / house visits / other calls - non	Y	*In accordance with updated existing SOGs

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Community	Sports / Leisure - Outdoor: Golf Clubs / playing fields /	Y	Open- in line with Government directive
See Community Webpages	Sports / Leisure (Enclosed Facilities - Swimming Pools/Leisure Centres/Gyms)	N	Closed
	Community Call / Wellbeing	Y	Phone 1800 300 174, covidsupport@kildarecoco.ie.
Emergency Services	Fire	Y	
See webpages	Civil Defence	Y	
	Building & Development Control	Y	
Economic Dev	Retail & Business Supports	Y*	*In-line with Government directive.
See Business and LEO websites	Tourism / Promotion	Y*	*Promotion and planning.
	Retail & Business Supports	Y*	*In-line with Government directive.
	URDF / RRDF / Public Realm Projects (Planning & Design)	Y	
	URDF / RRDF / Public Realm Projects (construction phase)	Y	In-line with Government policy for the construction sector.
	LEOs	Y	
	Public Spaces	Y*	*Planning, Design & Licensing of public spaces to accommodate social distancing.
Planning			
See Planning webpages	Enforcement	Y*	*Pending legislative direction. Phone 045 980839 email – plandept@kildarecoco.ie
	Decisions	Y*	*Pending legislative direction. Phone 045 980845 email – plandept@kildarecoco.ie
	Development Plan	Y*	*Pending legislative direction. Phone 045 980790 email – plandept@kildarecoco.ie
	Vacant Sites Levy	N	Email – plandept@kildarecoco.ie

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Finance See Finance webpages	Accounts Payable	Y	
	Accounts Receivable	Y	
	AFS (Annual Financial Statements)	Y	
	Budget review	Y	
	Financial Monitoring	Y	
Corporate	Customer Service/Public Counters	Y	<p>Customers are encouraged to avoid unnecessary travel and avail of online services or email or call the Council</p> <p>EMAIL customercare@kildarecoco.ie PHONE: 045 980 200 OUT OF HOURS: 1890 50 03 33</p> <p>Access to Council premises is for essential services only by appointment. Make your appointment here</p>
	Human Resources	Y	
	Payroll	Y	
	Communications	Y	Press enquiries by email only to press@kildarecoco.ie
	Information Systems	Y	
	Property / Asset Management	Y*	* Where for essential and statutory programmes
	Freedom of Information and Data Protection	Y	<p>Freedom of Information: Email foi@kildarecoco.ie</p> <p>Data Protection: Email dataprotection@kildarecoco.ie</p> <p>Phone: 045 980 200</p>
	Procurement	Y	
	Register of Electors	Y	<p>To check the register, make enquiries:</p> <p>Online www.checktheregister.ie</p> <p>Email register@kildarecoco.ie</p> <p>Phone 045 980 201</p> <p>More information is here</p>

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	Bye Laws – Casual Trading, Alcohol Bye Laws	Y	EMAIL customercare@kildarecoco.ie PHONE: 045 980 200 More information: Casual Trading Alcohol Bye Laws
	Health and Safety	Y	
	Motor Tax	Y*	Customers are encouraged to avoid unnecessary travel and avail of the online service www.motortax.ie Access to Motor Tax Office premises is for essential services only by appointment. Make your appointment here
	Council Meetings	Y*	Kildare County Council meetings will continue to take place at council offices (pending the implementation of Ministerial Order regarding virtual meetings) with access to meetings by the media and members of the public, by appointment only. Enquiries to meetings@kildarecoco.ie Phone 045 980 200
Culture	Arts (indoors)	N	
	Arts (outdoor)	N	
	Arts (online)	Y	
	Library Services	Y**	**Online services only and housebound library delivery service
	Library Branches	Y**	**Online services only and housebound library delivery service
	Museums	N	
	Galleries	N	