



**The Chairman and Members of  
North West Area Committee.**

**Meeting: 20<sup>th</sup> June 2017**

**Item No: 14**

**PUBLIC DOMAIN REPORT**

North West Area Complaints received via CRM

The CRM is the system used by DCC Customer Services Centre and all departments to log and track complaints. Please see details below of the number of complaints received / investigated and closed by the North West Area Office from 1<sup>st</sup> May to 31<sup>st</sup> May.

Type of Complaint	Count of Incidents
Community Cleanups	12
Dishing (Wheelchair)	1
Footpath Issues	5
Illegal Dumping	107
Overgrown Hedge	4
Pothole	6
Public Litter Bin Maintenance	10
Report Graffiti	12
Report Litter Offence	6
Weed Control	8
	171

It is important to note that a significant number of additional complaints were also investigated as all area staff pick up complaints when carrying out daily duties but due to lack of resources all complaints are not logged.

Annamoe Parade Clean Up

In 2016 the Public Domain Team conducted works in Annamoe Parade, involving the moving of bollards to facilitate vehicle access to the cul de sac in the laneway for cleaning purposes. As a result of this work it has been possible to remove illegal dumping on a more frequent basis. A new initiative has now been commenced to again clean the laneway and remove graffiti and paint some of the walls to make the area more welcoming to local pedestrians using the lane to access the adjoining Charleville Road and Annamoe Drive

areas. This work will be undertaken jointly by both DCC Waste Management crews and by painting contractors and on completion the area will be monitored in an effort to maintain the appearance of the location. It is also proposed to utilise CCTV at this location for a period to identify illegal dumpers.



A recently cleaned Annamoe Parade, with graffiti removal works scheduled over the upcoming weeks

#### Mobile CCTV

The problem of illegal dumping persists in certain locations throughout the area, particularly on some green areas, having a detrimental effect on the quality of life of local residents. This was reflected in feedback received in the IBAL reports on Ballymun in 2016. To combat this, the Public Domain Team has deployed movable CCTV in dumping black spots in the area. Areas covered so far include Marewood Crescent, Gateway Crescent and Barry Close, and this surveillance has resulted in the issuing of a number of fines and the capturing of images for name and shame boards in the Ballymun area. Some difficulties have arisen, with vandalism of a camera and a name and shame sign, but feedback from residents where the cameras have been utilised has been universally positive. The use of CCTV will be continued over the summer months, with further green areas and laneways being assessed for camera locations.

#### Finglas in Bloom for the Tidy Towns

As the summer has progressed The Finglas Tidy Towns group have become a familiar sight in the village, having commenced their Tuesday night clean ups in preparation for this years competition. This work is building on the major success of the Team Dublin Clean up event, which saw large numbers of volunteers conduct a major clean up of the village. The Public Domain Team is supporting this work by carrying out a works programme in the village. Considerable work has already been undertaken. Further tree pits have been installed on Ballygall Road West and assistance provided in the purchase of flowers for planting at the location. It has also been possible to assist in the installation of a buddy bench near the site of the 1916 memorial on Seamus Ennis Road.

The flower baskets are due to be placed around the village shortly, and it has again been possible to provide additional planters around the village, with a new one installed as a permanent feature on McKee Ave. Good luck to the Finglas Tidy Towns group and to all the entrants from the NWA in the 2017 competition.

Following the very positive reaction to the three tier planters placed on Cardiffsbridge Rd last summer, these have again been placed on site for this year's summer season. It is hoped that residents in the area will enjoy them, as they bloom over the summer months.



Summer blooms in Finglas Village and safety measures installed on Griffith Road.

#### Safety Enhancements

Following on from requests from local residents on the unsafe nature of the grass verge at the junction of Griffith Road and Fairlawn Road and its unsightly appearance, caused by illegally parked vehicles, a knee high rails has been installed. This will allow for the reinstatement of the grass at this location. Also, an unsafe area in the laneway connecting Fairlawn Road and Park has been rectified with the laying of a new tarmac surface. New railings and a barrier, to impede the passage of motor cycles travelling from the green space between Barnamore and Kippure Park on to St Helena's Road are currently being constructed and will be installed shortly, as well as a barrier on the steps connecting Kippure Park and St Helena's Rd.

#### City Neighbourhood Entries

Entries have been received for the 2017 City Neighbourhood Competition. A record number of 90 entries have been received from residents/environmental groups in the NWA, including a number from recently set up groups. If recent trends are repeated the NWA will have the most entrants of the five areas within the city, with the excellent work done in the area reflected in the achievements of recent years, culminating in Courtland's being the 2016 overall winners. All the entrants will be visited by the judges and the NWA winners will go forward to the citywide competition. Good luck to all our entrants.



A Planter placed recently on Glasilawn Avenue

#### Planters for Environmental Groups

A core role of the Public Domain Team is to support environmental groups in the maintenance of their area. In addition, to the provision of clean up materials and the removal of collected rubbish, planters are provided to the groups to enhance entrances into estates and green areas. They have proved very popular with environmental groups with approximately 90 planters having been provided around the NWA in the last 18 months. Groups agree to maintain and water them and apart from a small number which had to be moved due to neglect, they have greatly enhanced the area. Residents groups are encouraged to avail of support by contacting:

[nwa.publicdomain@dublincity.ie](mailto:nwa.publicdomain@dublincity.ie)

**JOHN TWAMLEY**  
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