



**To the Chairperson and Members of the  
North West Area Committee**

**Meeting: 21<sup>st</sup> November 2017**

**Item No: 11**

**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> October – 31<sup>st</sup> October

Type of Complaint	Count of Incidents
Bonfire Materials	84
Abandoned Bicycles or Trolleys	3
Community Cleanups	55
Overflowing Skips	2
Illegal Dumping	104
Report Gully Problem	1
Report Hazardous Waste	1
Report Graffiti	5
Report Litter Offence	1
<b>Total</b>	<b>256</b>

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.

Public Domain Halloween Report

*Preparations and activities prior to Halloween:*

- Approximately 1,600 information leaflets outlining the dangers of bonfires and listing DCC contact details were distributed to householders by Public Domain and Housing staff in areas where bonfires are usually held.
- Businesses in the industrial estates in the NWA were visited by a Litter Warden and a member of the Public Domain team, given a leaflet and advised of the need to secure flammables in the weeks prior to Halloween.

- Meetings were held with the Gardai in the Finglas/Cabra and Ballymun areas and attended by DCC Public Domain, Waste Management, Housing and Parks staff. This ensured a high level of communication and co-operation in the lead up to and over the Halloween period.
- Flammables were collected by Waste Management, Parks and Public Domain Crews as located or reported.
- Regular inspections of voids and green areas were conducted by Public Domain Staff throughout the NWA to check for the presence of stockpiling.
- Approximately 650 tyres, 500 pallets and large quantities of wood were removed prior to the Halloween weekend.
- Additional grab lorries were provided through DCC Parks for use in the NWA over the Halloween Period.

*Actions over the Halloween Weekend:*

- In co-operation with the Gardaí, Waste Management, Parks and Housing removed large quantities of wood from over 40 locations over the three days of the Halloween weekend. In all, this constituted three grab trucks, several open back vans and several trailer loads of bonfire materials removed throughout the NWA over the three days.
- On 31<sup>st</sup> October, the Public Domain Office also hired an open back lorry with three operatives specifically assigned to the NWA.
- The assistance of the Gardai was required at many locations in the removal of stock piles or built bonfires.
- The Halloween Fright Night Festival in Finglas and the Ballymun Otherworld Festivals were very successful in diverting young people from bonfires and contributed to reducing the number of fires in the area.
- The NWA Public Domain Office was staffed from 9am-4pm from 29<sup>th</sup> – 30<sup>th</sup> October. This was of particular benefit as calls from members of the public reporting bonfire material were passed to crews and several stock piles removed as a result. In addition, Public Domain staff worked from 7.00am on 31<sup>st</sup> Oct, directing Contractors, Waste Management and Housing staff to locations containing stock piles for removal.
- There were a number of incidents throughout the day, however by far the most serious incident was a firework aimed and fired at Contractors cleaning bonfire material from Blackhorse Grove. The firework missed the Contractors by a matter of inches.

*Post Halloween clean-ups:*

The Public Domain team investigated and collated a list of all bonfire locations in the North West Area and sent it to a Clean-up Co-ordinator to carry out this work.

- Clean ups were ongoing in the NWA in conjunction with DCC Waste Management Parks and Housing for a number of days after Halloween.
- It should be noted the number of bonfire locations was down from last year's 39 to just 30 this year which shows the work carried out above and the two Halloween festivals are successful in reducing the number of Bonfires year on year.



### Control of Horses

In September we were informed that the Contractors had withdrawn from their contract and as a result there was no service for several weeks. A new Contractor was appointed on 1<sup>st</sup> October, 2017. The North West Area Office arranged a meeting with the Gardaí, the Control of Horses Section and the new Contractor to put in place procedures to ensure an effective service.

A very successful seizure took place on Friday 21<sup>st</sup> October, 2017.

- 4 horses - 3 mares and 1 small black colt male - were seized from Dunsink in Finglas.
- 1 Female horse collected beside Dunnes Stores, Cardiffsbridge Road, Finglas.
- 2 male ponies were collected from Ratoath area, Finglas.

The Public Domain section will continue to monitor the area and report any stray horses to the Control of Horses Section and will liaise with the Gardaí regarding same.

### North Road

After a number of meetings with residents regarding anti-social behaviour in the green space under the pedestrian footbridge on the North Road it was agreed with residents to erect new railings along the bridge and add elevation to the railings along the front of the green space, removal of shrubs, and pruning of trees, was also recommended.

During the week ending the 29<sup>th</sup> October the railings were erected and some shrubs removed.

Reports were received of people climbing over the wall at the rear of the green space facing on to the Finglas Road: as a result anti-climbing paint was applied to the vulnerable location of the wall to stop people climbing over.

The Public Domain section will continue to monitor this location to ensure these measures are successful in stopping anti-social behaviour and enhancing this green space for local residents.



### Mother and Child Statue

The Mother and Child Statue, official name “Let the Life Flow Through”, was knocked over by a fallen tree during Storm Ophelia and stolen on Monday 16<sup>th</sup> October, 2017. A multimedia campaign assisted in locating and return of the missing statue by the Gardaí within 24 hours. The statue was found in relevantly good condition. However, there is slight damage to her foot and wrists and upgrade to the plinth will be required. Arrangements are in place with Dublin City Council Arts Office for the repair works to be carried.



**Patrick Smith**  
A/Public Domain Officer