

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

Meeting: 20th March 2018

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 in February 2018.

All Operational departments would have their own CRM Complaints procedures and a large number of complaints received in our office would be put directly through to contact persons in these offices.

| Type of Complaint | Count of Incidents February 2018 |
|-----------------------|-------------------------------------|
| Illegal Dumping | 12 |
| Report Dog Fouling | 4 |
| Report Graffiti | 25 |
| Report Litter Offence | 3 |
| Total | 44 |

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.

National Spring Cleaning Programme

National Spring Clean is Ireland's most popular, well recognised and successful anti-litter initiative. Taking place during the month of April and now in its 20th year, the campaign encourages every sector of society to actively participate and take responsibility for litter, by actually conducting clean ups in their own local environment.

In 2017, an estimated 2,660 tonnes of litter was collected of which 35% was recycled. In the current era of climate change the more we recycle, the more we reduce our carbon emissions, so by taking part in National Spring Clean we are making a difference! The effort and enthusiasm of the National Spring Clean volunteers from the North West Area has ensured the campaign's real triumph and success. As National Spring Clean has become a fixed date on the school and community calendar, this partnership can hopefully look forward to an even greater success for many years to come.

Ballymun



Finglas



Scribblestown



Update of Decorative Clock & Civic Space Finglas

The official unveiling of the Clock and Civic Space will take place on Thursday 22nd March at 3.30pm at the junction of Jamestown Road and Seamus Ennis Road. It will be unveiled by Ardmhéara Mícheál MacDonncha. Following the official unveiling all Councillors and other guests are invited for light refreshments in St. Canice's Girls School Hall.



Barnamore Enhancement Works

A planting project was completed in February at Barnamore Park/Kippure Park. The Public Domain Team, in partnership with the Finglas Area Housing Department and local residents carried out Phase 2 of our enhancement project. This consisted of a number of trees, plants and shrubs being planted at the green space boundary between the estates. A large number of residents were involved in the planting on Saturday 17th February.

In conjunction with the planting project, Waste Management Division carried out a deep clean of the roads and footpaths and green spaces within the area. We have requested our Parks Department to plant new trees along Barnamore Park and we have also requested that our Roads Department repair a number of potholes within the area.



A number of locations within Barnamore/Kippure Estates have been identified and considered suitable for the installation of railings to secure and safeguard the public from horses and speeding motorbikes.

Shanard Shops Enhancement

Discretionary funds have been allocated for the enhancement of the Shanard Shopping area. As part of this project the Public Domain Team arranged graffiti removal and painting of walls in the laneway between Shanard Road and Shanliss Road. A number of planters have been ordered and will be delivered in the coming weeks.



Anti-Dumping Initiative 2018 Grant Application

Ballymun has been identified in various IBAL reports as a black spot for dumping. The Public Domain Team and Ballymun Housing Staff made a joint effort in completing the application for an Anti-Dumping Initiative grant.

Seven sites were identified. These sites are dumping hotspots, based on data from our CRM system, in consultation with Waste Management and based on the results from the IBAL report. These areas also have significant potential for environmental improvement and have residential properties nearby, making them suitable for pocket park development.

The sites are:

1. **Entrance to St Margaret's Park** (*green space to the side of entrance gate to halting site*) – this area is very heavily dumped and badly in need of enhancement
2. **Belclare Crescent** (*facing main row of shops on Balbutcher Lane*) – the entrance to this estate is unkempt and is a major dumping hotspot. Balbutcher Lane scored badly in the IBAL report. It is an entryway to Ballymun and reflects badly on the area
3. **Belclare Avenue** (*site of ongoing dumping, possibly commercial*)
4. **Carton Estate** – (*Estate with a mixed population of travellers and non travellers*)-
5. **Knowth Court** (*two grassed areas at the back of the shops*)
6. **Silloge Gardens**, (*beside Virgin Mary Nursery*)-
7. **Sallowood View** (*walkway through to Santry Avenue, heavily dumped*)

If the grant application is approved, work will commence mid-year.

Patrick Smith

A/Public Domain Officer

