

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

Meeting: 21st February 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 1st January to 31st January.

Type of Complaint	Count of Incidents
Abandoned Bicycles or Trolleys	3
Bonfire Materials	1
Community Cleanups	12
Dog Fouling Sign	1
Footpath Issues	1
Illegal Dumping	134
Overflowing Skips	2
Public Lighting Repairs	2
Public Litter Bin Maintenance	1
Remove Hazarduous Waste	1
Report Dog Fouling DCC	2
Report Graffiti	15
Report Litter Offence	2
Roads	1
Sweep Your Street	3
Tree Maintenance	1
	182

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.

St. Mobhi Road Enhancements

Work is now almost complete on enhancements at the area of the junction between St. Mobhi Road and Botanic Road. Included in the works are the replacement of existing bollards with stainless steel replacements, the installation of replacement seating at the shops and across the road at the bank, the repositioning of existing bike racks and the installation of decorative 'St. Mobhi Road' signs. The bike racks are now in a more user friendly position where both sides of the rack can be safely utilised, increasing the capacity to secure bikes at the location. Both ends of St. Mobhi Road will now be marked by decorative signage, indicating to passers by that they are passing through what is a very attractive tree lined location. In addition to the above, the existing bins have been replaced with decorative alternatives, further enhancing the site.



Bollards installed on St. Mobhi Road

CCTV in Finglas/Ballymun Area

The problem of illegal dumping is well known throughout the North West Area. To help combat this issue a mobile CCTV camera has been secured for a 6 month period and will be positioned in several locations throughout the area during this time. The idea is to target littering and dumping black spots, including areas mentioned in the recent IBAL report on the Ballymun area. Due to difficulties in identifying the perpetrators of dumping, CCTV is primarily of use where offenders use vehicles and registrations can be obtained and the cameras have been sited with this in mind. It is hoped that this step will lead to the issuing of fines against offenders and will help to reinforce opposition to this anti social behaviour in our communities.

Tree planting on Cranogue Road

A major success story in the Ballymun area has been the partnership between local residents and Dublin City Council in improving the public domain around Cranogue Road and Doon Court. Areas which previously had suffered from a very high level of illegal dumping have been transformed, where residents have taken real ownership of their community. In this positive environment Dublin City Council is very happy to commit resources in the knowledge that improvements are sustainable and a real reduction in anti-social behaviour will follow.

A recent contribution to this project was made by our colleagues in DCC Parks who arranged for the planting of a number of trees on Cranogue Road and at the rear of Doon Court. As these trees mature they will provide a visually attractive backdrop to a community.



Trees on Cranogue Road

Enforcement in the Barry Area

The dumping and in particular the burning of domestic rubbish continues to be a problem in the green space adjacent to Barry Close. In attempts to alleviate this, the Public Domain Team is currently engaged in enforcement action under the 'Bye-Laws for the Storage, Presentation and Collection of Household and Commercial Waste'. Under the bye laws a resident is required to respond to a request from an Authorised Officer when advised of the need to provide details on their method of domestic waste disposal. Recently a letter was delivered reminding residents of the requirement to have a waste disposal system in place. This has been followed up a number of visits on bin morning where dwellings not presenting bins for collection have been noted. These householders will now be formally asked in writing to provide details of their waste provider under the bye laws. Non response to this request from an Authorised Officer is an offence subject to the issuing of a Fixed Penalty Notice.

A dumping incident witnessed can be reported to the NWA Public Domain Team by phoning 222 5412 / 6754 / 5407 / 5400 or emailing nwa.publicdomain@dublincity.ie. Alternatively the Free Phone Litter Hotline can be contacted on 1800 251500 or DCC Customer Services on 01-2222222.

North Road Clean Up

A significant volume of illegal dumping was removed from the site under the pedestrian bridge at North Road recently. This location is constantly subject to illegal dumping and thick undergrowth, particularly directly under the bridge, most of which is now removed, made the cleaning of the site problematic. Additional fencing will be fitted on the walkway shortly to alleviate the problem of the dumping of bags into the shrubs adjacent to the wall at the rear of the site.



The recently cleaned site at North Road

JOHN TWAMLEY
PUBLIC DOMAIN OFFICER