

South Dublin County Council — Award Winners

South Dublin County Manager received "Innovator of the Year Title" in the eGovernment Innovation through Technology Awards for spearheading real IT innovation for the Council in delivering improved services for customers and in driving business efficiencies for the organisation. County Manager Joe Horan received this overall award at a ceremony hosted by Eircom and Inside Government Magazine and is pictured with the Taoiseach receiving his award.



Irish Planning Institute Planning Achievement Award 2005 for the ground breaking work in preparing and implementing the Planning Scheme for the new residential community at Adamstown in Lucan. This is the first Strategic Development Zone (SDZ) in the Country.



Success in the Human Resources area followed when South Dublin County Council was awarded "Excellence Through People 2005" – a Human Resources Development standard. Recognised nationally, this award is granted to organisations in recognition of their commitment to Training and Development of their Staff.



Following critical assessment, the Council received this recognition for Organisational Aims and Objectives, the preparation, implementation, recording and review of Organisational Training Plans, and for Employee Communications and Involvement. South Dublin County Council are committed to maintaining and improving our staff levels of expertise to ensure they are equipped to deliver our services to our customers in an efficient and effective manner. Appraisals for Excellence through People 2006 have just commenced.

Over the last two years South Dublin County Council has achieved great success and received acknowledgment in other areas. Recognition in the O2 Ability Awards 2005 brought home to South Dublin County one of the inaugural "O2 Ability Awards" that acknowledge and profile the top Irish businesses that demonstrate best practice in the employment of disabled people. South Dublin was given the award for its recruitment and selection processes and was also awarded a quality mark in the leadership and physical access categories. The commitment of this Council was reflected in its continued success in the 2006 ceremonies.



Balgaddy A — winner of the RIAI award 2004 "Best Housing Project" Howley Harrington/Sean Harrington Architects

South Dublin Libraries received the People of the Year Award 2005 for contributions to education and lifelong learning.



Other prestigious awards received by South Dublin County Council include the Community Council Environment Award 2005 received by the Parks Department in recognition of the excellent work in the development and maintenance of the parks and open spaces in the Tallaght area.



In February last year, South Dublin County Council was recognised as one of the top 50 companies to work for in Ireland and was given the Irish Independent – Best Companies to Work For – 2005 standard for the year. This award was granted following a detailed assessment by the "Great Place to Work Institute Ireland". The study identifies and recognises the finest employers and consequently the most satisfied workforces in Ireland.



At the same ceremony South Dublin was also successful in two other categories. The Council received merit awards for the integration of the physical service delivery channels with available information resources in order to serve the customer better and secondly for its innovative approach to dealing with organizational change.

The prestigious Chambers of Commerce of Ireland Excellence in Local Government Awards again recognized South Dublin County's lead in the technology and economic development areas and awarded them the Chambers of Commerce of Ireland Economic Development Award 2004 and 2005 for the development of the Grange Castle Business Park and the Councils integrated area planning strategies. The Chamber also awarded to this Council the Chambers of Commerce of Ireland Technology Award for its Spatial Information Delivery. The Council received a citation at the same time for the Customer Care Policy and was a close runner up to Cork City Council in the overall Local Authority of the Year in 2005.

The Council's Angling facilities on the lakes in Corkagh Park was recognized in the Living Dublin Community Development Awards in 2006.



Irish EGovernment Awards 2006 South Dublin were recently shortlisted in two categories, **The Best Local Irish eGovernment** for our innovative delivery of Customer Care through implementation of eGovernment practice, and the Best Commercial State Body Irish eGovernment Award for the development of 'Roadmap'. ROADMAP [Roadworks Operations And Datalogging Management Application Project] is an internet based system for coordinating roadworks in all its facets which has been recommended for use countrywide by the Dublin Transportation Office and the Local Government Computer Services Board. It covers such diverse areas as eform processing, roadworks license applications, project conditioning, tracking road projects from cradle to grave, roadworks condition enforcement, safety, finance, work guarantees, security, GIS/CAD and roadworks history.



JUNE, 2006

south dublin county today
A NEWSLETTER FROM SOUTH DUBLIN COUNTY COUNCIL

www.southdublin.ie Comhairle Contae Átha Cliath Theas

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Community Connect — a new way of communicating direct to our customers

From June 2006, the Council is launching a new service — Community Connect — for customers who wish to receive information on areas of interest to them relating to a wide range of Council service areas.



By accessing our website (www.southdublin.ie)

you can register your interest on the Community Connect registration screen, by choosing from a list of nine categories:

- ▶ Social / Affordable Housing
- ▶ Planning Issues
- ▶ Libraries / Parks Issues
- ▶ General Issues
- ▶ Environmental Services (Water / Drainage / Waste)
- ▶ Roads & Transportation
- ▶ Economic Development
- ▶ Community
- ▶ Press Releases

You can select any number or all of these categories.

You can then select your geographical area of interest from any one (or all!) of the five Electoral Areas into which the county is divided ie:

- ▶ Lucan
- ▶ Clondalkin
- ▶ Terenure / Rathfarnham
- ▶ Tallaght South
- ▶ Tallaght Central

The precise boundaries of these electoral areas can be accessed from the Community Connect registration page.

On our registration screen, you will be asked for your name, e-mail address, mobile phone number, your chosen information categories and geographical areas of interest.

You will also be asked if you would consider being involved in occasional online Customer Surveys and Customer Focus Groups to advise the Council on areas of policy formulation and service delivery.

When an item of significant interest is posted on our website which comes under the categories and areas you select, you will be informed in one of two ways,

- ▶ By e-mail, giving a hyperlink to the details of interest on our website
- ▶ By SMS text message to your mobile phone alerting you to go to the Community Connect notice board on our website and access the information of interest

The website details will include a facility for you to submit your observations about the issue online to the relevant Council department.

You can at any time unsubscribe from the service or send registration information to your friends or colleagues.

This will be a very powerful, timely method of getting Council related information to interested individuals, residents associations, businesses, schools etc., and of eliciting feedback on these issues to relevant Council staff.

This is the first occasion on which this type of facility is being made available by an Irish local authority. It is founded on this Councils policy of open communication and consultation with all our Customers & Citizens on matters of importance to us all.





LEADING THE WAY IN CUSTOMER SERVICE

South Dublin County Council is proud to have been the first Local Authority to establish a Customer Care Centre at County Hall in Tallaght. A dedicated team staff this Centre and deal with all enquiries first hand. This is an important Customer Service Initiative, improving the quality of our services, allowing you the customer to do business on a variety of issues at first point of contact. In its first year of operation, the Centre dealt with 25,000 personal callers and dealt with a high volume of queries first hand for the customer without referral to departmental staff, thereby ensuring immediate response in 80% of cases.

The staff of the Customer Care Centre also deal with all telephone enquiries and endeavour to answer as many queries as is possible for you. At present the staff of the Centre deal with in excess of 1,500 calls per day and through training and gained experience are building up the same level of efficiency on the phones as at the public counter.

INFORMATION AT YOUR FINGERTIPS — VISIT OUR WEBSITE AT www.southdublin.ie

Do business online with us. Visit www.southdublin.ie Through this portal you can access a wide range of services from PLANNING TO VOTERS REGISTRATION, from BILL PAYING TO JOB OPPORTUNITIES.

Our PLANNING INFORMATION available ONLINE has been a very successful example of how this works. You can search by location, applicant name, reg. Number and or date. Site notices, location maps, plans, correspondence and decisions are there **NOW** for your information.

Make the Most of YOUR PC — Our Service is Online 24/7

CHECK OUT OUR CUSTOMER CARE PAGE ON OUR WEBSITE

- ▶ SEE THE A-Z OF OUR 400 SERVICES
- ▶ OBTAIN REPLIES TO FREQUENTLY ASKED QUESTIONS
- ▶ ACCESS FORMS BROCHURES AND LEAFLETS REQUIRED BY YOU
- ▶ SEE CONTACT NAMES AND DETAILS FOR THE VARIOUS SERVICES
- ▶ VIEW OUR CUSTOMER SERVICE ACTION PLAN AND CHARTER
- ▶ MAKE A SUGGESTION, COMPLAINT OR GIVE A COMPLIMENT ON LINE



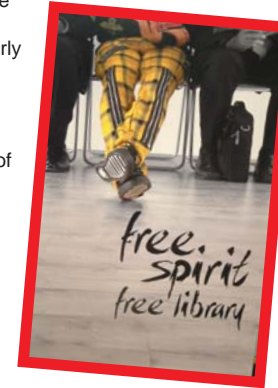
Bringing Your Library to You 24/7

South Dublin County Council provides a progressive, community-based public library service to all who live, work or study in our County. The public library service is an important focal point at the heart of the local community and aims to be pro-active and dynamic in addressing its manifold needs, particularly in the areas of information, culture and heritage, literature and life-long learning.

The branch network at, Ballyroan, Castletymon, Clondalkin, Lucan and Tallaght serve a population of 240,000 people in 68,000 households. Last year there was over 900,000 visits to these libraries and 999,367 items were borrowed.

South Dublin Libraries On-line Services — Always Open for YOU!

www.southdublinlibraries.ie



ADAMSTOWN — A NEW CONCEPT IN PLANNING AND DESIGN

IT IS apparent to anyone passing by Adamstown that something big is happening. The site has been a hive of activity from more than a year now and recent television adverts herald the launch of the first units for sale.

In all a total of 10,000 residential units will be constructed over the next ten years, and those already completed form an impressive gateway to the development. The first streets and squares are taking shape and over 300 houses constructed by Castlethorn Construction have been sold at Adamstown Castle. A second developer Maplewood Homes has commenced work on The Paddocks very recently.

Adamstown is a deliberate shift in planning and design away from the traditional suburban housing estate format with over-provision for car use. To this end, alternatives to the use of the private car in the form of a new railway station and transport interchange, additional rail capacity, dedicated bus routes and a continuous network of walking and cycling links are being provided.

- A railway station-transport interchange is currently under construction and is due to open in March 2007;
- The provision of two dedicated Quality Bus Corridors;
- Site works to include supporting road, water, drainage and telecommunications infrastructure.

This development is to be delivered on a phased basis, to ensure that it is supported by all necessary infra-structure, services, amenities and facilities.

When completed, Adamstown will consist of:

- Up to 10,000 housing units;
- Up to 125,500 square metres including childcare, community, retail, leisure, office, employment and civic/cultural uses;
- At least 30 hectares of public open space, the majority of works on the Public Park located within the Adamstown Castle development have now been completed. There has been extensive landscaping and paving done throughout the park and the childrens play areas and play equipment have been completed.
- Two school sites have recently been taken to planning stage with two more to follow. In April Minister Mary Hanafin announced, under the school building and modernisation programme, the approval for tender and construction of the first new primary school at this location. The current time frame for delivery is September 2007 in time for the 2007/2008 school year.
- A fire station site;



Ag Obair as Gaeilge

Cén chaoi a bhfuil sibh uile go léir? Ba mhaith liom mo mhíle buíochas a chur in iúl daoibh as ucht ar thug sibh de thacaíocht dúinn i rith Sheachtain na Gaeilge i Mí an Mhárta i mbliana. Bhí an-chraic agus an-spraoi ag gach duine. Tá muid i mbun oibre agus ag réiteach anois chun Seachtain níos fearr a chur le chéile don bhliain seo chugainn, Seachtain na Gaeilge 2007!!

Fuair Comhairle Contae Átha Cliath Theas litir ón Aire Gnóthaí Pobail Tuaithe agus Gaeltachta, Éamon Ó Cuív, T.D., ag iarraidh orainn Scéim Teanga a réiteach faoi alt 11 d'Acht na dTeangacha Oifigiúla. Is éard atá i gceist anseo polasaí a scríobh chun an Ghaeilge a chur chun cinn agus a fhorbairt i measc fhoireann oibre Chomhairle Contae Átha Cliath Theas ionas go mbeifear in ann seirbhís a chur ar fáil don phobal trí Ghaeilge.

Tá sé mhí ag an gComhairle chun an polasaí seo a réiteach agus nuair a bheidh an polasaí seo glactha ag an Aire agus an gComhairle beidh trí bliana againn chun é a chur i bhfeidhm. Faoi láthair tá muid ag breathnú ar na bealaí gur féidir linn an Ghaeilge a fhorbairt anseo.

Bhí Seimineár ar súil ag Comhairle Contae Átha Cliath Theas ar an 9ú Bealtaine, anseo i Halla an Chontae. Bhí sé ar súil ó 10.00m go 12.00m, agus lón ina dhiaidh.

Bhí Déaglán Ó Briain, Príomh-Oifigeach, An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta, Seán Ó Cuirreáin, An Coimisinéir Teanga agus Orla Mc Murrow, Oifigeach Gaeilge, Comhairle Cathrach Bhaile Átha Cliath ag plé na ngeíthe éagsúla a bhaineann le hAcht na dTeangacha Oifigiúla agus le hUllmhú Scéim Teanga faoin Acht seo. Bhí fáilte roimh thuairimí an phobail faoin scéim atá á réiteach ag Comhairle Contae Átha Cliath Theas. D'fhreastail slua maith ar an gcuinníú, thugadar a gcuid tuairimí agus tá na tuairimí sin liostaithe sa dréachtScéim. Bhí an dréachtScéim atá á ullmhú ag an gComhairle le fáil ar an lár. Bhí tuairis ar Nuacht RTÉ faoin seimineár an tráthnóna sin. Ba mhaith liom mo bhúochas a chur in iúl dóibh siúd a ghlac páirt, a thug tacaíocht dúinn agus a chuir a dtuairimí in iúl.

Tá cóip de dhreachtScéim Teanga Chomhairle Contae Átha Cliath Theas le fáil ar www.sdcc.ie. Beidh eolas le fáil ar an suíomh idirlín seo i nGaeilge go luath freisin. Tá liosta ríomhphost na ndaoine á bhfuil suim acu in "An Ghaeilge agus an Chomhairle" á réiteach faoi láthair. Beidh na daoine seo á gcoinneáil ar an eolas faoi na himeachtaí sin de chuid na Comhairle a bhfuil baint acu leis an nGaeilge, mar shampla, Seachtain na Gaeilge, an Seimineár thuas, cóip den scéim agus araile. Má tá suim agat a bheith ar an liosta teagmhála seo seol ríomhphost le do sheoladh, d'uimhir fóin agus araile go dtí gaeilge@southdublincoco.ie.

Go raibh samhradh deas agaibh go léir, agus má bhíonn ceist nó tuairim ar bith agaibh beidh fáil orm ag an seoladh ríomhphost thuas nó i Halla an Chontae. Gach dea-ghuá.



Residents enjoying Tymon Park woodland playground. This newly constructed play area affords an opportunity for adults as well as children to exercise on specially constructed play equipment as part of the Council's initiative to promote healthy and active lifestyles.



As Mayor of South Dublin County Council 2005/2006 my main priority this year has been to work towards taking a gentler approach to the vulnerable in our society with particular regard to the elderly and those with mobility difficulties. My main desire that I would like to achieve during my term of office would be to open up our Council to the needs of the vulnerable people in our County and to achieve a meaningful and workable dialogue with local community groups, the Council and the Gardaí to bring about an increase in gardai numbers so that their ratio to population would reflect the growth and specific needs of this County and to ensure a safe and secure environment for all who live and work here.

I hope I can assist in the ongoing great work of the various departments of this Council with the executive and the members of the management team and most importantly, the elected members. I trust that we will have a fruitful and productive year.

Thérise Ridge

Mayor South Dublin County Council



Joe Horan, County Manager

South Dublin County Council Members



ELECTORAL AREAS

1. Lucan
2. Clondalkin
3. Tallaght Central
4. Tallaght South
5. Terenure/Rathfarnham

 MAIRE ARDAGH (FF) 168 Walkinstown Road, Dublin 12. Tel: 458 9736 (O) Tel: 490 4182 (H)	 CÁIT KEANE (PD) 26 Rushbrook Court, Templeogue, Dublin 6W. Tel: 450 9876 (H)	 JOHN LAHART (FF) 6 Orlagh Grange, Scholarsdown Road, Rathfarnham, Dublin 16 Tel: 493 9608 (H)	 STANLEY LAING (FG) 86 Templeville Road, Terenure, Dublin 6W. Tel: 490 5571	 TONY McDERMOTT (GP), 31 Westfield Road, Dublin 6W. Tel: 086-8327450	 EAMONN WALSH (LAB) Deputy Mayor 133 Limekiln Green Walkinstown, Dublin 12 Tel: 414 8309 (O) Tel: 450 4772 (H)	 ALEX WHITE (LAB), 30 Fortfield Road, Terenure, Dublin 6W. Tel: 490 3889 (H) Mobile: 087 2208533
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 1 DEREK KEATING (IND) 66 Beech Park, Lucan, Co. Dublin. Tel: 087 285 7435 Tel: 628 11633 (H) Fax: 610 0716	 FINTAN MCCARTHY (GR) 16 Ballyowen Green, Lucan, Co. Dublin. Tel: 087 2781876	 GUSS O'CONNELL (IND), 47 Palmerstown Green, Palmerstown, Dublin 20. Tel: 626 8554 (H) Mobile: 087-8538254	 EAMONN TUFFY (LAB) 22 Liffey Wood, Liffey Valley Park, Lucan, Co. Dublin. Mobile: 086-3863173	
 2 ROBERT DOWDS (LAB) 43 Castle Park, Clondalkin, Dublin 22. Tel: 459 4583 (H)	 TREVOR GILLIGAN (FF), 112 Cappaghmore, Estate, Clondalkin, Dublin 22. Mobile: 086-3111117	 SHANE O'CONNOR (SF) 170 Cherrywood Park, Clondalkin, Dublin 22. Tel: 4575668 (H) Mobile: 087-2407922	 THÉRÈSE RIDGE (FG) Mayor 4 St. Patrick's Avenue, Clondalkin, Dublin 22. Tel: 457 3438 (H)	 GERRY CULLEN (PD) Bamrook House, Main Street, Newcaste, Co. Dublin Tel: 087 1339221
 3 MARK DALY (SF) 31 Cill Cais, Old Bawn, Tallaght, Dublin 24. Mobile: 086 407 0180	 MICK MURPHY (SP), c/o SDCC, County Hall, Tallaght, Dublin 24. Tel: 4934696 (H)	 EAMONN MALONEY (LAB) 84 St. Maehruans Park, Tallaght, Dublin 24. Tel: 452 5969 (O) Tel: 452 5298 (H)	 JOE NEVILLE (FF), c/o SDCC, County Hall, Tallaght, Dublin 24. Mobile: 087-8506650 4149050 (W)	 KAREN WARREN (FG), (Deputy Mayor), 3 Bawnville Close, Tallaght, Dublin 24. Tel: 2441709 (H) Mobile: 087-7679304
 4 MARIE CORR (LP), 59 Coolumber Drive Rathcoole, Co. Dublin. Tel: 458 9782 (H) Mobile: 085-7359200	 JIM DALY (FF) 11 Knocklyon Heights Friarhouse Road, Dublin 16 Tel: 494 2045 (H) Mobile: 086-2542454	 JOHN HANNON (FF) 11 Knocklyon Heights Friarhouse Road, Dublin 16 Tel: 494 2045 (H) Mobile: 086-2577213	 CÁITRIONA JONES (LP), 26 Allerton Drive, Ballyragh, Dublin 24. Mobile: 087 6182710	 CATHAL KING (SF), c/o SDCC, County Hall, Tallaght, Dublin 24. Tel: 4149063 (O)



South Dublin County — Building a City

Tallaght Town Centre Local Area Plan

Travelling northbound on the M50, as you descend from the foothills of the Dublin Mountains, it is now possible to see a new Town Centre emerging on the skyline in front of you.

Since the late 1990's South Dublin County Council has facilitated over a third of a million square metres of development including 2,500 residential units, shopping, office and leisure uses in Tallaght Town Centre. Employment in the Town Centre has doubled to almost 10,000 and the Town is host to one of the largest Hospitals in the State. There are more than 3,000 people in third level education and training between the IT Tallaght, Hospital and Fas facilities. Tallaght is now linked to the City Centre by Luas and will soon acquire a new Stadium and Arts Centre in addition to the County Library and Civic Theatre. There are current proposals to redevelop and extend the Square shopping centre as well as the Town's Garda Station.



In order to build on the momentum of recent investment and to guide the next stage of the development of Tallaght Town Centre, South Dublin County Council has prepared a major Local Area Plan for the Tallaght Town Centre area.

The proposed Plan provides for the development of new streets, civic spaces, a park and a range of people intensive uses appropriate to a town centre based on high quality urban design.

Some of the key elements of the Proposed Tallaght Town Centre Plan include:-

- ◆ A new Town Square between the Square shopping centre and County Hall, the headquarters of South Dublin County Council;
- ◆ A new Town Park in the South Cookstown area together with new through-street links into the area;
- ◆ A wide pedestrian 'landbridge' over the N81 linking the Square shopping centre to Sean Walsh Park to the south;
- ◆ A new vehicular underpass to provide access to the Square direct from the N81;
- ◆ High quality east-west and north-south pedestrian routes including the Tallaght 'Zip' Project.

Further information on the Proposed Tallaght Town Centre Local Area Plan is available from Paul Hogan, Senior Planner at 086 173 1721 or Dara Larkin, Senior Executive Planner at 01 414 9000.

Did You Know that these Sports and Recreational Facilities are in your County?

- ▶ 5 Regional Parks and 50 neighbourhood Parks
- ▶ Over 4,000 acres of parks and open spaces for active and passive recreation
- ▶ 150 playing pitches for Gaelic Football, Hurling, Soccer, Rugby etc. serving almost 850 teams. Some 14,000 players use these pitches on a weekly basis
- ▶ 18 Tennis courts provided at 5 locations. Each Summer some 1,000 children use these Courts through the Dublin Parks Tennis League
- ▶ 2 All weather athletic tracks under local club management
- ▶ All weather hockey pitch at Lucan
- ▶ 11 All weather pitches at Astropark, Bancroft Park in conjunction with private sector
- ▶ Ireland has the only purpose built BASEBALL facility in Corkagh Park.
- ▶ All-weather/multi use facilities in Jobstown, Tallaght and Collinstown, Clondalkin.

Tackling Anti Social Behaviour

The re-organisation of the Council's Estate Management response team and the provision of significant budgetary resources demonstrates our commitment to tackling the problems of Anti Social behaviour in this County. South Dublin County Council is in the process of developing a structured approach in engaging with tenants to build communities and support capacity to challenge bad behaviour. Since 1st January this year 1542 individual actions to combat bad behaviour have been taken.

Incidents that range from Criminal Activity, Joyriding, Drugs Activity, Illegal Occupation, Vandalism, Violence, Intimidation and Harassment to Neighbours disputes, Children causing nuisance, Noise and Disturbance, Pets and Condition of Property are all acted on by the Estate Management and Officers dealing with Anti Social behaviour.

The focus of the Council is on the long-term elimination of anti-social problems, putting in place physical works to remove vulnerable space and a programme to do this is being implemented at the moment under the construction programme. High quality infill housing and commercial units are being built in several areas such as Moorefield, (pictured) and an ongoing programme to replace 'black spots' and provide high standard accommodation at these locations is being examined.



In the interim, investment in administration is very necessary. Problems occur through the behaviour of a minority of tenants and the Investigative officers have adopted a policy of pursuing known offenders, investigating claims of Anti Social behaviour when reported, examining the legal processes that can be taken and engaging with Tenants so that they can make their areas safer. A formal policy on ASB is being examined.

Criminal behaviour is and will remain an issue for the law enforcement agency — the gardai. However, the Council has very close and frequent formal and informal contact with the gardai at Senior as well as at front-line level.

Director of Housing Ms Philomena Poole says 'The investment of this Council in communities is unsurpassed by any other agency in this county. The way forward is about tackling the underlying causes, empowering people to take action, changing the physical place to relieve the situation and taking action against those who cause it'

- ▶ The National Basketball Arena in Tymon Park continues to enjoy a high profile and hosts many major sporting and cultural events.
- ▶ The Council's municipal Pay and Play facility Grange Castle Golf Course is used by over 41,000 golfers each year. Work is continuing on the redesign and new layout of the course and it is hoped the new holes will come in to play later on in 2006.
- ▶ The Camac Valley Tourist Caravan & Camping Park had 21,544 visitors from over 40 countries who stayed in the city's only municipal facility for caravan and camping holidays.
- ▶ The Corkagh Park Angling facility continues to attract many anglers/enthusiasts and has provided an additional recreational outlet. In addition to the fishery itself, the facility includes a tackle shop, fishing rod hire, coffee shop, public toilets and an outdoor timber deck and seating area. The facility is being developed into an educational and recreational resource.
- ▶ The skateboard facility planned for Griffen Valley Park is due for completion later in 2006.

Your Council's Commitment to Customer Care



How to Contact the Council

If you wish to talk to us in person, we operate **Customer Care Centres** in County Hall, Tallaght and the Clondalkin Civic Centre. A dedicated team of staff can answer 80% of enquiries without the need for onward referral. If your enquiry is of a specialized nature, we can of course arrange for you to meet with appropriate staff.

Our principal public offices are generally open between 9:00 a.m. - 5:00 p.m. Monday to Thursday and 4:30 pm on Friday. The Payments Office in County Hall opens from 9:30 to 3:30 through lunch hour. An emergency contact number for housing, water and drainage is available after hours and weekends at telephone no. 4574907.

The Response you can expect

Correspondence / Email

We will endeavour to:

- ▶ Acknowledge written correspondence within 3 working days and issue a full reply within 15 working days.
- ▶ Write as clearly as possible
- ▶ Only use technical terms where it is absolutely necessary
- ▶ Ensure that all letters carry a contact name, e-mail address, telephone number and a reference
- ▶ Respond in Irish to letters received in Irish

Telephone

We will endeavour to:

- ▶ Answer telephone enquiries quickly and courteously
- ▶ Provide the information required in a helpful manner
- ▶ Take the enquiry, e-mail address and telephone number and write or call back if the enquiry cannot be answered quickly
- ▶ Give contact names in all telephone communications to ensure ease of ongoing transactions
- ▶ Implement a customer orientated voice mail service to ensure customers will know when calls will be returned
- ▶ Ensure the call forwarding system is used when people are absent

Callers to Council Offices

We will endeavour to:

- ▶ Ensure all frontline staff wear name badges
- ▶ Deal with the enquiries as quickly as possible
- ▶ Respect clients privacy and provide private interview room at public offices where possible
- ▶ Ensure that queues are kept to a minimum
- ▶ Keep our offices safe, clean, and accessible, particularly for disabled people
- ▶ Prominently display the hours of service in all public offices / counters

Forms and Leaflets

We will endeavour to:

- ▶ Use simple and clear language in forms and leaflets
- ▶ Explain precisely what is required
- ▶ Not ask unnecessary questions
- ▶ Make forms and leaflets freely available
- ▶ Provide bilingual text
- ▶ Review regularly
- ▶ Make them available in electronic format and facilitate on-line application

Applications / Claims

We will endeavour to:

- ▶ Make application forms available in electronic format
- ▶ Make a decision as quickly as possible on receipt of a valid application
- ▶ Deal with all applications consistently and impartially in accordance with the relevant rules and regulations
- ▶ Give reasons for our decisions
- ▶ Advise the customer of their right to, and procedures for, an appeal of our decision

Courtesy and Consideration

Whether your business is conducted in person, by e-mail, by telephone or by correspondence, we acknowledge that you are at all times entitled to be served:

- ▶ Promptly and in a courteous manner
- ▶ With due regard to privacy and confidentiality
- ▶ By friendly and helpful staff



Services in Irish

All customers have the right to do their business with South Dublin County Council through the medium of Irish or English. Our objective is to offer and provide services through the medium of both languages.

Is i nGaeilge a thabharfar freagra ar comhfreachas i nGaeilge. Déanfar gach iarracht ar daoine a cuireann glaoch orainn no a bhuaileann isteach chugainn agus a mian leo a gno a deaneamh trí gaeilge. Eagrófar Cursai traenála do dhaoine ag cur seirbhíshí trí ghaeilge ar fáil.

How do I make a formal complaint?

We want to know when our services have gone wrong. We want to put things right, and learn from our mistakes. So we have tried to make it easy for you to make a formal complaint.

You can use our online **comment / complaint form** available on our website www.southdublin.ie or you can send us a letter, visit our offices, telephone, or send an email or fax. If you have any difficulty in doing so, we will assist you. This is a preliminary step to a formal complaint and seeks to resolve the matter for you with a minimum of difficulty.

If I am not happy with the reply, what can I do next?

You may make a formal complaint in writing, using either our **on-line Customer Complaint Form** or by filling in a **Customer Complaint Form** in writing and submitting this to the **Council's Citizen Liaison Office**. These forms detail the level of information required in order to adequately deal with a formal complaint. Formal complaints must be made in writing.

We will confirm that we have received your complaint and inform you how it will be dealt with. Your complaint will be forwarded to a more senior person in the Department concerned and you will normally be sent a full written reply within 15 working days of the Council receiving your complaint.

If you are not happy with the reply, you can appeal to the Council's **Citizen Liaison Office**. Your appeal will be acknowledged within two working days and you will normally receive a full written reply within 20 working days of the Council receiving your appeal. If for any reason a longer investigation period is required, you will be informed of the reason and the extended deadline for reply. This appeal will be considered by senior staff from outside the Department involved in the complaint.



For a copy of the Customer Care Action Plan contact Customer Care Centre, County Hall, Tallaght, Duoblin 24.

Text, e-mail or find it Online at www.southdublin.ie

You can Contact us by SMS Text cccounter and your message to 086 1731707
Contact us by email: cccounter@southdublin.ie

PLANNING FOR THE FUTURE

Council works to build traffic congestion maps

South Dublin's traffic management system is now part of a European wide network. The ITSS project links five European cities and is targeting congestion problems to improve the lives of residents using both private and public transport.

The goal is to provide commuters with as much information as possible, so that they can plan their journeys and take control of travel times.

South Dublins involvement in the project means that it can learn from partner cities experience and develop systems that are available in cities such as Cologne and Manchester at present.

The Council's Traffic Management Department has responsibility for this project and is already putting together a bank of information of travel times through the county and on our County's busiest roads. They use registration plate recognition cameras to monitor travel times from various points on these roads in order to build a 'congestion map' that will be accessible via the internet and 3G phones for information to road users.



School Wardens in South Dublin County

School Warden services are provided at over 100 crossings throughout the County providing safe facilities for children en route to and from schools.

In addition to the provision of the Warden service the Road Safety Section is involved with road safety education in the schools, publishes and circulates educational material for the promotion of road safety and runs an annual 'Road Safety Week', motorcycle training courses as well as support for other agencies involved in this area.

One of the most recent initiatives is Walk to School focus week to encourage parents and children to leave the car at home and walk part or all of the journey.

For further information contact the Road Safety Section at roadsafe@southdublincoco.ie Telephone 4149177



Tallaght Civic Theatre

The Civic Theatre had a very successful year. The last 12 months has seen 81 productions that cover all art forms from Drama, Contemporary Dance, Ballet, Children's Theatre, Musicals and for the first time ever we hosted two summer workshops for Children, the first covered Ballet and the second covered Musical Drama.

For programme and other information contact the Box Office @ Telephone: 4627477

FUSED 15TH -22ND JULY 2006

7 day, festival of visual arts, dance, literature, music and film. Highlights; "Mobile Homme" an aerial spectacle from "Transe Express" - 15th July; "Spotlight on Africa" - 19th July; "Congolese Motena" with musicians from Ghana; "County Lines"; "New Visions of South Dublin County with Dermot Bolger"; multimedia "The Banquet with Daniel Figgis" - 22nd July; — Libraries host a range of cultural workshops for children and adults; a mobile cinema will travel the county. The festival presents over 75 events, throughout South Dublin County. www.arts.southdublin.ie or Telephone 4149270.

Grange Castle Business Park

The Council, in association with IDA Ireland, continued the promotion of the Council owned Business Park at Grange Castle, Clondalkin (www.grangecastle.ie) to ensure that South Dublin is marketed as the premier strategic location for international investment.



Late last year pre-planning discussions started with IDA Ireland on an advance planning application for an integrated circuit manufacturing and research campus at Grange Castle. In addition, the Council approved the disposal of a site to IAWS GROUP plc whose business is focused on food and nutrition/agribusiness.

The two existing clients situated in Grange Castle are Wyeth & Takeda. Construction is complete on the Wyeth BioPharma Campus. The official opening by An Taoiseach, Bertie Ahern took place late last year and commercial production has commenced. The 1.2million square feet campus will employ a total of approximately 2000 people.

Construction of Takeda Chemical Industries Limited, facility is significantly advanced. Takeda Chemical Industries Limited is Japans largest pharmaceutical company and one of the top twenty pharmaceutical companies world-wide. The new Irish subsidiary, called Takeda Pharma Ireland Ltd. (TPI), will be the first bulk pharmaceutical plant constructed overseas by Takeda. The Takeda Pharma Ireland Ltd development consists of 8500 sq. metres of buildings on a site of approximately 20 acres. This investment of €100 million will result in the creation of 60 high quality jobs plus additional full time contracted service positions bringing the total employment of Takeda in Ireland to over 300.

A new master and marketing plan for the Grange Castle Business Park lands and a leisure/residential development adjacent to the Grange Castle Golf Course is currently under preparation.

We are Connecting Communities — Access any information you want about your area

South Dublin County Council is about to go live with a new website that will put communities in a position to use the internet as an everyday tool to improve their quality of life and develop opportunities for life-long learning, leisure, personal and social development. The idea is to enable all local communities through the use of technology and to make internet content more relevant to local interests and needs.



In order to do this a number of actions have been identified such as partnering community organisations to deliver Training programmes, allowing local communities to shape the internet, to develop local content and networking information, developing student centred technology and an innovative learning culture to improve school attendance, class participation and educational outcomes and delivering online map based information about local services and facilities.

The base of information being put together will cover anything from traffic restrictions or congestion information to bin collection times but will also plot local information on a map accessible on any computer with internet access. Tommy Kavanagh Head of IT says 'What you will have is a system where you can find out what services are available in say a five mile radius of your home. For example, if you are looking for a doctor or crèche, this site will show you where these services are.' The Council is the first local authority to start development of such a web based initiative.

CARING FOR OUR COUNTY

Waste Charges – where the money goes

Each week domestic refuse is collected throughout the County. A service for 83,000 households is provided. Each produces an average of 1.2 tonnes of waste and recycling material. The waste is baled at the Council's Baling Station at Ballymount, and disposed of in an engineered landfill at Arthurstown. The introduction of the Pay-Per-Use system has resulted in a substantial reduction in the amount of waste presented for disposal at landfill.

The green bin household collection and recycling service for waste paper, cardboard, aluminium tin and tetra pak continues to expand. Over 12,000 tonnes of recyclable material is collected each year in South Dublin County through this service. In addition facilities for waste disposal are available at Ballymount Civic Amenity and Recycling Centre and at the Green Waste Facility at Esker Lane (green waste). Last year approximately 5 Million plastic bottles were recycled and 10 new plastic recycling facilities provided across the County



In addition to this :-

- the road sweeping service collects 5,000 tonnes of waste each year
- 804 abandoned cars were removed for disposal last year.
- 1051 Litter Fines & 73 Direct Prosecutions were issued in the last 12 months, €60,000 was collected from on-the-spot Litter Fines and €12,830 was collected from Court fines.
- A total of 8,751 complaints concerning environmental pollution were investigated also
- 7,739 dog licences and a total of 599 on-the-spot dog control fines were issued
- 7 vehicles were stopped and inspected for alleged breaches of Waste Management Act (Collection Permit) Regulations & expenses of over €11,000 collected from alleged offenders.
- Household Hazardous Waste was collected from 5 locations in the County.
- Junk collections were provided to approximately 20,000 households last year

A HOME OF YOUR OWN AT AN AFFORDABLE PRICE

www.propertypath.ie

The eagerly awaited Property Path opened its doors last September. This contemporary new Sales office creates an up market welcoming and helpful environment to people buying their first home. The website developed alongside gives choice to the customer and an opportunity to carry out their own research and access our services at any time.

Properties on the market include:

- Chapel View, Lucan: 2 bed apts €177,300
- Weavers Court, Clondalkin: 2 bed apts €154,800, 1 bed apts €136,800
- Rath Geal, Clondalkin: 1 and 2 bed apts €128,300 - €170,300
- Belgard Square, Tallaght: 2 bed apts €167,050 - €177,300; 3 bed apts €184,406
- Esker Manor, Lucan: 2 bed apts €156,300 - €165,300; 1 & 3 bed duplex €188,300
- Maplewood Avenue, Tallaght: 2 & 3 bed houses €138,000 - €141,000.



Westend Gate, Tallaght Town Centre, 1 and 2 bed apartments — sold in record time.

The Property Path has a dedicated sales team who will help you to determine your eligibility and answer your questions on any element of the purchase process. They offer advice and properties for sale under the affordable housing scheme and the shared ownership scheme.

You are eligible for an affordable mortgage or shared ownership loan if your income in the previous tax year (for a single person) is under €40,000 or (for a couple) €100,000 This figure of €100,000 is calculated at 2 times the principal earner added to the secondary earner. The maximum mortgage granted under the Affordable Housing Scheme is €185,000 and the maximum Shared Ownership loan and rented equity is €210,000 euro.

Anyone who wishes to discuss eligibility, procedure, conditions of sale or properties on offer should contact the Sales Team Property Path at 4049091.

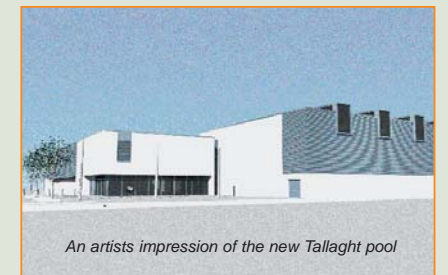


The Belfry, Citywest, recently sold. 2 bedroom apartments €141,484, 3 bedroom & duplex €181,484.

Swimming Pools



Mayor Thérèse Ridge officiates at the turning of the sod for sports and leisure centre in Clondalkin.



An artists impression of the new Tallaght pool

A new sports and leisure centre that will include a 7 lane 25 metre swimming pool, sports hall, gym, café and external changing rooms for Tallaght is already at an advanced stage of construction. At a cost of 16 million euro, this new centre is being constructed by Rohcon for SDC and when completed will provide the first 'state of the art' facilities in this County. This centre is located at the junction of Fortunestown Way and Cheeverstown Road in West Tallaght and is expected to be opened in late 2006. The refurbishment and extension of a similar facility in Clondalkin on the site of the original Clondalkin Sports and Leisure Centre will be ready in late 2007.