

Corporate Plan Achievements 2010 Report



South Dublin County Council's [Corporate Plan 2010-2014](#) outlines the Council's strategy for the next five years. It refers specifically to **8 Core Organizational Values** which underpins all our work, **4 Cross Cutting Themes** and **4 Strategic Themes**.

Section 5 of the Plan in relation to implementation, monitoring and reporting on its activity and achievements requires the submission of an annual progress report to the elected members of the Council as part of the annual budgetary process and states as follows:

Each year as part of the Annual Budget Process we report on the Corporate Plan and the progress made in delivering our priorities, and improving the quality of life for the citizens of South Dublin County. In addition we will report on our achievements of the Corporate Plan in the Council's Annual Report which also details our performance in relation to other Local Authorities through the National Performance Indicators. These are a set of nationally collected statistics on services provided by local authorities. These statistics are independently audited by the Local Government Management Services Board. The most recent information is available in the Council's Annual Report which is available on the council website at www.sdcc.ie

The achievements noted in this 2010 Report represent South Dublin County Council's continuing commitment to implementation and measurement of the Council's corporate objectives, and are indicative of Management and staff's ongoing collaborative efforts towards achieving a more effective and citizen focused public service.

<p>3.1 Mission Statement</p>	<p>To provide open, effective, inclusive and participative local democratic processes together with good quality services and supports which sustain, improve and promote the social, environmental, cultural and economic fabric of South Dublin County for all who live, work and visit there.</p> <ul style="list-style-type: none"> • The Development Plan 2010-2016 process and adopted Plan reflects and promotes the values set out in the Mission Statement and the Plan has been structured to mirror the themes of the Corporate Plan and identify opportunities to implement and build on them.
<p>3.2 Core Organisational Values</p>	<p><i>Putting The Citizen at the centre of what we do</i></p> <ul style="list-style-type: none"> • Dedicated Customer Care Centres at Tallaght and Clondalkin maintain a high standard of service, and continue to deal with citizen requests and issues. The facilities which this Council has provided enable specific issues to be championed within the organisation by the customer care team ensuring issue deadlines are met. Longer opening hours allow more convenience for the personal caller. In addition the staff deals with all phone, online, email and SMS queries. Performance levels continue to rise, 160,000 points of contact were logged within the customer care area, 80% of which were dealt with at first point of contact without need for referral. • Clerical Officer Customer Interface Training and Placement Programme initiated • South Dublin County Council’s website www.southdublin.ie is for many customers, the main point of contact with the Council. In 2010, volumes of business rose by almost 20% and a total of 148,804 enquiries were logged, 84% of which were handled through the Customer Care staff. • Over 500 Media queries were processed and 172 press releases issued, providing information on Council initiatives and services • During the year, in an effort to overcome persistent difficulties and complexities being experienced by students in the completion of applications for Higher Education Grants, the HEG unit worked closely with the Department of Education and Skills on the introduced a new application form for the 2010/2011 academic year <p><i>Stronger Local Democracy and Leadership</i></p> <ul style="list-style-type: none"> • New Corporate Plan 2010-2014 approved by Elected Members and published • South Dublin County Today Magazine delivered to 80,000 households in the County • Civic Events -Over 200 public relations events hosted and attended by the Mayor’s Office working with Council Members, Local Community Groups, Schools, Businesses, Council Departments and other public bodies in 2010

- Training & Development Policy developed and approved for the Elected Members. A new
- Polling Scheme 2010 was adopted by the Council on the 13th September 2010, effective from 15th February 2011 and will be used for future elections and referenda within the County

Community Development and Participation

- South Dublin Children's Services Committee is piloting the Well Connected Toolkit which facilitates the examination, by its partner organisations, including SDCC, of policies which facilitate the engagement of citizens in influencing policy decisions

Making the best use of our resources

- Introduction of self service continued in the library network during 2010 freeing up staff to do more customer focused enquiries
- The payment of Student grants by Electronic Fund Transfer (EFT) which was piloted in 2009 was extremely successful and all payments are now made in line with agreed timeframes with other Local Authorities, Department of Education, Education Institutions and Students Unions.
- During 2010 Membersreps (the online tracking system for Members public representations) was upgraded providing a mechanism for creating and managing commitments given to Elected Members, as well as a facility whereby Members can track when they have notified their constituents. Over 5300 public representations were managed through the system during the year.
- Resources optimised through co-ordinated and co-operative working by Frontline Departments including Parks Dept.
- Non domestic water metering project to increase revenue.

High Standards in Corporate Governance

- **Audit Committee** met 4 times and continued to engage in the review of financial and budgetary reporting practices and procedures, assessment of VFM, efficiencies, adverse incidents, progress on Audit Plan, implementation of audit recommendations and management of risks. The 2010 Annual Audit Committee Report was presented to the Council in September 2010
- Efficient and up to date briefing of the Public Representatives and Council Members in relation to all major projects, acquisitions and disposals of land within the County.
- Ethical Framework in place for Elected Members and relevant employees

Staff Empowerment

- Staff nominated as Liaison Officers to various Dublin Local Authorities' collaborative proposals.
- 8 staff trained as VDU Assessors
- Team plans and personal development plan reviews, which reflect the agreed changes under the "Croke Park Agreement" and ensure the maintenance and delivery of existing services
- STEPS to excellence Training Programme delivered to large cross section of staff.

Implementing safe systems of work

South Dublin County Council has a Safety Management System in place to ensure, as far as reasonably practicable, that all our operations are conducted to best national safety practices. We are committed to ensuring that all our staff have a safe and healthy workplace environment and that the Council complies with our legal duties

- Health and Safety group set up to enable inputs from staff on measures needed to ensure a high standard of safety.
- Major revision of the Ancillary Safety Statements undertaken
- Safety Committees operating in Housing Depots, Parks Depots, Environment Depots, Libraries and County Hall
- Ongoing delivery of Health and Safety Training Programme e.g.
 - Manual Handling
 - Signing, lining and guarding
 - Confined spaces
 - Forklift training
 - Health and Safety at Roadworks
 - Occupational First Aid Training
 - Safe Pass Training

Flexibility and openness to change

- During the course of preparation of the 2011/2012 Draft Register of Electors five Field Inspectors entered data directly from workbooks and RFA forms
- Social networking embraced for service promotion
- Website updated, taking account of user suggestions: Homepage rearranged, books section redeveloped, online mobile library timetable, access page developed which includes access details for all service points, etc
- Roll out of self service facilities to Lucan Library
- Mobile Libraries re-structured and additional stops and service introduced

4.1 A Living Place

A Community which has the skills and supports to create and sustain a Vibrant, Participative, Safe and Inclusive community in which each person is enabled to live a fulfilling life

Development Plan - The direction given by the members at pre-Draft phase and adopted during the Development Plan process and final Plan stated that :

- That the Plan consolidates future development, particularly residential, in areas zoned and serviced.
- That the Plan supports and facilitates economic and employment growth in the County through strategic land use and transport policies.
- That the Plan supports sustainable development and integrated communities with good quality of life through robust policies in relation to climate change, waste management, environmental protection,

accessibility and good design standards.

- That the Plan supports the continued roll-out of infrastructure, (including community facilities), in South Dublin County.
- The approach adopted by SDCC has been proven by The NUIM and DoEHLG studies on vacancy/ghost estates which have demonstrated that South Dublin is one of the least effected Counties in this regard.

South Dublin County Development Board recognises the contribution which is made to the life of the county by volunteers and active citizens. Their involvement in the development of this County is encouraged by the various agencies represented on the CDB. South Dublin County Development Boards organised and **Active Citizenship Week** in partnership with the following organisations:

- CPLN Area Partnership
- Dodder Valley Partnership
- The Square Shopping Centre
- The Mill Shopping Centre
- Active Citizenship Together
- Tallaght Youth Service
- South Dublin County Libraries
- Irish Blood Transfusion Board
- An Garda Siochana

The **Social Inclusion Unit** organised the following events:

- Unemployment Seminar in Tallaght Stadium
- Meet your Neighbour Café Event for Residents in MacUilliam Estate
- Fettercairn Horse Project towards Integration for Young Children
- Golf Programme towards Integration for Young Children
- Traveller Culture Programme including "The T Factor "Talent Show
- 2010 Annual Social Inclusion Week – 'Connecting with Communities'
- Poverty and Social Exclusion Competition for Young Children
- World Café Discussion on Poverty and Social Exclusion in Fettercairn
- Social Inclusion Competition on Awareness and Active Citizenship for Second Level Schools
- Annual Tea Dances for older persons in the Community
- IT Training for Disabled People, Active Retired and New Communities
- Anti Poverty Awareness Training
- Employment Internship Scheme
- European Week against Racism Soccer Blitz
- Living Library
- Horticultural Therapy for Disabled People
- Tenancy Advisory Introduction Programme
- Celebration of Bealtaine Festival

Sports & Recreation Office were involved in the following activities

- Volunteer Fair with Tallaght IT
- Supported Adamstown Cricket Club and helped secure a home in Corkagh Park
- Fettercairn Horse Project towards Integration for Young Children
- Golf Programme towards Integration for Young Children
- Spring – Late Night Soccer Leagues
- European Week against Racism Soccer Blitz
- Gaelic For Girls Programme
- National Bike Week
- Establishment of “South Dublin Gladiators” sports club for young people with a physical disability
- Bealtaine Festival
- Intergenerational Dance Programme
- Summer Project Programme
- Football for All Summer Soccer Programme
- Summer Programme in Balgaddy
- Numerous Soccer Programmes rolled out by our Football in the community development officers
- Numerous Rugby programmes rolled out by our Rugby in the community development officer
- Autumn Late Night League Programme
- National Recreation Week – week of activities
- Transition Year Disability Awareness Training
- Disability Bowling, Tallaght Leisure Plex

Ongoing support and assistance to the following projects

- South Dublin County Sports Partnership
- Spóirt Teic
- Sports Flexibility
- Football in the Community Development Officers
- Rugby in the Community Development Officers
- Fettercairn Youth Horse Project
 - County Dublin VEC’s Youth Sports Officers

South Dublin Co. Sports Partnership (SDCSP): The following actions took place in 2010:

- Buntús (Start) programme - equipment and training provided to 35 crèches
- Buntús programme - equipment and training provided to 12 primary schools
- €20,000 in grants allocated to local groups
- Support for local initiatives such as a walking programme for women and soft play equipment for toddlers in local community centres, both in West Tallaght
- Link 2B Active programme targeting the unemployed expanded to 20 centres. 2 national commendations received for this programme through Chambers Ireland and the Irish Healthcare Awards. Presented on Link 2B Active programme at European conference on local sports participation in Belgium
- A permanent orienteering course set up in Corkagh Park
- Training courses provided in child protection; managing challenging behaviour; food & nutrition; circuit

- training; training female athletes
- Support for participation programmes for Tallaght Travellers and Tallaght Womens Network - dance, aerobics, swimming etc.
- Organisation of club development seminar in Aviva stadium for 200 club reps
- Network meetings held with sports development officers, facility owners and school completion officers
- Presentations made to 2nd level schools through SPHE classes
- Participation at unemployment seminar in Tallaght Stadium
- Support for Recreation Week and National Bike Week
- Foundation Dance course for teachers
- Launched Strategic Plan for sport and recreation 2010-2016
- Redeveloped website www.sdcsp.ie
- Family Days
- Education Bursary in partnership with Tallaght I.T
- The Sports Bursary continues to be operated in conjunction with the Institute of Technology Tallaght for students of schools in Clondalkin and Tallaght areas.
- extension and refurbishment of Neilstown Community Centre and Boxing Club
- Ballyroan Community Centre/Pastoral Centre completed
- Official opening of Brookfield Youth and Community Centre
- Provision of School Meals to schools

Deputation meetings: A number of groups continued to be received through this forum.

Comhairle na nÓg continues to give children and young people the opportunity to be involved in the development of local services and policies.. Its structure changed in May 2010 to suit the criteria of membership, now in partnership with Foroige and Catholic Youth Care to progress South Dublin Comhairle. Activities during 2010 included :

- In 2010 Comhairle na nÓg attended Dáil na nÓg,
- AGM took place in October 2010 – 75 in attendance. 21 young people elected onto 2010 – 2012 Comhairle.
- Fortnightly meetings ongoing.
- Representatives attended White Paper on Crime Consultation and White Paper on Junior Certificate Consultation.
- South Dublin Dragons

The **ARTS OFFICE** works alongside artists, community, other sectors and other public service providers to deliver arts programmes and services. It promotes access to and participation in high quality arts experiences and local capacity building.

- Rua Red South Dublin Arts Centre wins Best Arts Building, Best Public Building and Grand Prix Award at the Zurich LAMA Awards.
- 50,000 people attend over 200 performance in drama, contemporary dance, ballet, children's theatre

and musicals at the Civic Theatre.

- Initiated a Theatre Artist Residency with the Civic Theatre and a Dance Artist Residency with Rua Red South Dublin Arts Centre.
- South Dublin Music Education Partnership provides vocal and instrumental tuition for 300 young people in the county, and provided an advisory service to organizations interested in setting up music education programmes.
- Public consultation for South Dublin Arts Development Strategy 2011-2015 carried out.
- Completion of mapping of public art in the county.
- Noise website, projects and events which showcase the creative talent of young people in South Dublin County initiated a new festival in 2010: NOISEmoves Youth Dance Festival
- The NOISE Film Festival was held for a second year.
- Noise Battle of the Bands competition provided a performance platform for 18 emerging bands across the county.
- Tallaght Young Filmmakers complete six films, two of which have gone forward to national film festivals.
- Facilitation, project support and evaluation support was provided to groups in the county including Tallaght Youth Arts Forum and the countywide Youth Arts Network.
- Contact Studio provided recording facilities for bands, solo musicians, writers, actors, artists, schools, community and youth arts groups, Youth Services, Libraries and production companies
- Creative Approaches to Learning Seminar held introducing teachers in second level schools to music, dance, art and architecture as teaching resources.
- A Laban Dance Foundation Course was held to train teachers and youth workers in delivering dance in the curriculum and in community settings.
- The events programme included Ruaille Buaille, Lucan Childrens Music Festival, Unwrapped and Readers Day which is co-produced with South Dublin Libraries and other partners.
- Other collaborative projects include Suburban Sounds, a music composition and performance programmes.
- Collaborative partner in the St. Kevin's Integrated Arts Project, in conjunction with Irish Wheelchair Assoc, St. Kevins, and Tallaght Youth Service/Foroige which realized a dance performance at the Civic Theatre and continued to a second project Click-Click.ie. The Project received funding from the Young Ensembles Scheme to assist the groups to form into ONE integrated youth arts group.
- It establishes a model of sustainability that champions the leadership of (integrated) young people in their own arts projects that can tested out for similar groups. Funding wise and impact wise, this is one of our most significant collaborations between, agencies, artists and young people to date and demonstrates the ways in which a local authority arts office can really support arts initiatives.
- Arts and Disability Seminar held to share the outcomes of the Arts and Disability Training Programme developed by a partnership between South Dublin County Council, Stewarts Hospital and CPLN Area Partnership.

4.1.1 Community Engagement and Participation

The Council will Continue to build a collective understanding of the type of society we want by engaging with citizens of all ages

- South Dublin Children's Services Committee is piloting the Well Connected Toolkit which facilitates the

examination, by its partner organisations, including SDCC, of policies which facilitate the engagement of citizens in influencing policy decisions

- Alternative Response Model- The aim of this demonstration project is to improve outcomes for children and families through enhancing interagency collaboration and the cohesive response of service to families and develop a model which can be replicated across the County. South Dublin County Council is represented on this group's Management Team.
- **Critical Incident Protocol** (an interagency response to the management of traumatic incidents). This protocol provides for an interagency response through its **Critical Incident Management Team** and its **Front Line Operation Teams** to traumatic incidents in the County which have the potential to overwhelm a community. SDCC is represented on its teams

The Council will develop and build on the concept of Social Capital, fostering greater civic responsibility and promoting Active Citizenship across all ages

- Bulbs not Bonfires campaign was the first strand of the Social Capital Programme to be launched. The initiative rewarded communities who prevented bonfires taking place on open space where there were bonfires last year. 29 groups registered
- Free access to the Civic Amenity, Ballymount was arranged for SDCC customers on 30th Oct to divert material from bonfires
- Active Citizenship Week 27th – 1st October 2010
- South Dublin Libraries worked closely with South Dublin Volunteers during 2010. There are currently ten volunteers running lifelong learning classes across the library network.
- South Dublin Libraries work with and support young people involved in An Gaisce Award

The Council will improve the profile of young people and recognise their contribution to Communities

- Dragon's Den 17th November 2010 gave young citizen's an opportunity to pitch their projects for community enrichment in the Council Chamber

The Council will empower communities to assist the local authority to create and maintain a high quality public realm which is attractive and safe.

- "Beautiful South Dublin County" Awards Competition continued in 2010
- Environmental Awareness programme continued in RAPID areas.
- Education and promotion of water conservation & general environmental awareness to school, community groups, businesses & the general public during Eco Week 2010
- Development & launch of a Water Conservation Roadshow
- Green Schools Network continues to develop
- Green Dream anti-litter Drama Ceremony
- Introduction of energy conservation pack available for all schools in the County
- Many environmental awareness initiatives such as the anti-litter campaigns, water conservation,

- energy efficiency etc school and community information sessions etc
- The Green Communities programme continued in the County in conjunction with An Taisce
- Introduction of the Stop food waste campaign
- Development of & launch of new brown bin organic system awareness initiative
- Development of & dissemination of waste charge information leaflet for entire County
- Development & introduction of Food Waste Regulation awareness initiative
- Development & introduction of Drainage and FOG awareness campaign
- WEEE collection days
- A Safe Place – South Dublin Joint Policing Committee Annual Work Programme 2010 Priority Area 3
- Implementation of a planned programme of works funded under the National Disability Strategy.
 - A Community Safety initiative in 4 communities in West Tallaght is under development by SDCSC and CDI. South Dublin County Council is directly engaged with this project and with another in North Clondalkin.

4.1.2 Housing

The Council will continue to develop and implement sustainable inclusive and appropriate Housing policies, which meet the changing needs of all citizens throughout their lifetime

- Discussions ongoing with a Housing Association to finalise legal and financial aspects of the integrated development of social/affordable housing, community and care facilities under construction on lands partly in ownership of Council at Cookstown Way/Old Blessington Road
- Tenders are being assessed for a sheltered housing scheme at Valhalla in Clondalkin, comprising 10 units of accommodation and one office unit in conjunction with Clanmil Voluntary Housing Association.
- Housing Rents: Generating income of €20.5 million by the end of 2010.
- Housing Stock – approximately 9,000 homes being maintained.
- 146 grants paid under the Housing Adaptation Grant for People with a Disability (HAGS)(to 31 /10/2010)
- 22 grants paid under the Mobility Aids Housing Grant (MAGS) up to 31/10/2010.
- 82 grants paid under Housing Aid for Older People (HOPS) up to 31/10/2010.
- 112 grants approved under the Disabled Persons Grant (Tenants) up to 31/10/2010.
- It is anticipated that in excess of 21,800 maintenance requests will be dealt with in 2010 at an average cost of €205.83 each.
- In excess of 23 fire damaged homes will have been completely reinstated and repaired.
- Phase 2 of the major refurbishment programme completed.
- Phase 3 survey process completed and plan to go on site in early 2011
- Continued work by The Outreach Worker with homeless applicants
- 1,384 live home loan accounts in existence at the end of October, 2010.
- 83 loan redemptions were completed to end of October, 2010 (Anticipated total of 100 to year end)
- South Dublin County Council adopted a new Traveller Accommodation Programme 2009-2013 in February 2009 in accordance with the requirements of the Housing Traveller Accommodation Act 1998. The programme is to provide accommodation for the indigenous traveller population of South Dublin County Council.
- 8 new homes from December 2009 – October 2010 completed in Coldcut Crescent with another 13

homes under construction.

- 21 families have been accommodated up to 31/10/2010 including new builds and casual vacancies.
- New Capsule Library opened in Lynchs Park Community Centre in November 2010.
- Currently 190 Voluntary homes under construction.
- 4 purpose built dwellings have been provided up to October 2010 for the applicants with special needs.
- A further 20 homes will be provided in 2010 under a 'Special Call' for proposals under the "Capital Assistance Scheme" which includes 6 homes of homeless accommodation, 2 specially adapted, 3 homes for the elderly and 9 homes for persons with intellectual disabilities.

The Council will continue to develop Home Zones and Safe routes in our planning processes to ensure protection for all including the most vulnerable

- Land exchange at Balgaddy/Cooldrinagh progressed.

The Council will promote social integration through managed tenure mix

- Agreement to Lease of Balgaddy lands and transfer council's lands at Cooldrinagh to Council completed. Planning application granted by the Council for a mixed use development. The application is currently with An Bord Pleannala for decision. Site within the Balgaddy lands made available to Dept. of Education and Science for primary school in advance of the overall development of the lands.

Promote Social Integration through managed tenure mix

Rental Accommodation Scheme (RAS)

- 1107 cases have been transferred to RAS since 2005
- 310 vacant properties have been contracted into the scheme to meet the needs of those people whose landlords are not interested in RAS or whose accommodation is unsuitable due to size or condition. 60 of these properties were contracted into the scheme up to October 2010
- 3340 property inspections have been carried out since the scheme commenced in 2005
- 814 Inspections have been carried out to the end of October, 2010.
- The arrangement with North & East Housing Association Limited for the management and maintenance of the 100 homes purchased by South Dublin County Council and allocated to RAS eligible applicants is still in place and continues to work very well.

- A total of 138 homes which owing to altered housing market conditions failed to secure sales to affordable purchasers have now been transferred to temporary use as social homes for an initial period of 5 years in accordance with Department of the Environment, Heritage & local Government guidelines, 38 homes having transferred in the period 1/1/10 to 31/10/10. Approval has been received for transfer of a further 10 homes.

Promoting Home Ownership

- Affordable Housing currently still has some affordable homes for sale. www.propertypath.ie and

www.affordablehome.ie are still in operation with details of homes available under the scheme.

- Since 2003, a total of 1695 Affordable Homes have been sold in South Dublin. These homes have been provided through the Affordable Housing Scheme, Part V of the Planning & Development Acts 2000 to 2006 and the Affordable Housing Initiative.
- 22 Affordable Homes have been sold this year up to 31/10/2010.
- Property Path Website established in 2006 has now received over 400,000 hits to date.
- 10 homes have been sold to tenants through the Sales Scheme Section this year up to 31/10/2010

Adopt best practice in Estate Management

- 18,179 maintenance responses delivered to end of October, 2010 (21,800 anticipated to end of year).
- Average cost per maintenance response €205.83.
- 23 fire damaged houses re-instated at 31/10/2010.
- 112 alterations to houses to cater for the needs of disabled tenants.
- All the timber framed windows, facias and soffits in Kilcronan Estate were treated and painted.
- All the timber framed windows in Liscarne Dale were treated and painted and the common area in the apartment block was also painted.
- All of the timber framed windows, facias and soffits on the bungalows in Kilmahuddrick Crescent were treated and painted.
- Painting work has started in Airlie Heights.

Windows Programme

- Windows and doors have been replaced in 170 houses and work is in progress in another 30, which will bring the total to 200 by the end of the year. The average replacement cost was €5,000 per house. The year commenced with 484 houses on the Window Programme but a further 397 were added up to the end of October which leaves a balance of 681 still to be replaced. This includes 280 which have to be graded but the majority are coming in at grade 5, which is what is being worked on.

Energy Programme

- 58 of the housing relets are being upgraded under the energy programme. 37 are completed to date. The houses being upgraded are mainly three bed mid terraced houses constructed in the 1970s/early 1980s. These houses are being upgraded to an energy rating of C1 and sometimes higher from D and E ratings. The work includes replacement of windows and doors where required, installation of a condensing boiler and attic and wall insulation. This work will reduce the CO2 emissions into the environment, reduce the cost of energy bills to the tenant and prolong the life of the house. It will also make the house safer and improve the quality of life for the tenant.

Fire Blankets

- Fire blankets being installed in the entire housing stock. This work should be completed early in the New

Year. This is a requirement under the Housing (Standards for Rented Houses) Regulations 2008.

Refurbishment and upgrading of Council Rented Housing Stock

- Cushlawn, Quarryvale –Phases I and II of the Refurbishment Programme have been completed.
- Surveying work for Phase III of the Refurbishment Programme was completed in November 2010. Phase III will see 150 houses refurbished in Cushlawn, Greenfort and Shancastle.
- Tenders are currently being sought for the works in Cushlawn.
- Tenders will be sought in December 2010/January 2011 for the works in Greenfort and Shancastle.
- All of the Surveying, Design Work, Tender Preparation, Tender Examination and Architectural Supervision for Phase III are being carried out in-house by the Council's Technical Staff.

Family Support

- This service is targeted at families who are at risk of losing their tenancies through anti-social behaviour. The Housing Welfare Team develops a plan with the family in question in consultation with other relevant support agencies. Families participating in this plan are required to sign a Behavioural Agreement requiring them to adhere to the terms and conditions of the plan. Breach of this contract can result in the loss of their tenancy.

Family Functional Therapy

- This service was established in 2007 and is operated by the Clondalkin Partnership. The Council has nomination rights for families who reside in its dwellings. This system was developed by James Alexander in Holland. It is aimed at children between the ages of 11 and 17. The programme functions as both a preventative and intervention mechanism and as such has the capacity to address both those at risk of developing problem behaviour and those experiencing behavioural difficulties at the present time. 345 families county wide have participated in the scheme to date having been nominated by several agencies including SDCC, Dept of Education and Science and Community workers. There are currently 223 families receiving therapy.

Estate Management

- The Council's Estate Management Service continued its work in developing relationships with communities and assisting in the further development of those communities.
- The Service Programmes were further enhanced by developing county wide focus and standardisation.
- The Estate Management Section continues to assist in the overall running and management of the Community Centre for Senior Citizens in Liscarne Estate, Clondalkin.

Junior Estate Management Programme:

- Estate Officers continued to work with Junior Estate Management Groups Countywide and participated in urban art projects aimed at reducing/eliminating graffiti, environmental projects, sports initiatives, clean-ups, training courses etc.

Promote safer communities by working in partnership with communities and other organisations

- The Council's Anti-Social Service has received 963 reports in relation to 814 anti-social incidents at 31/10/2010.
- At present the service is involved in the investigation of 937 live files.
- Quarterly reports on the Service continue to be discussed at Area Committee Meetings. This reporting relationship with the Councillors has facilitated a better understanding of the level of activity within the service. The following are statistics for the period January – October, 2010.
 - ◆ 1594 House calls made
 - ◆ 445 Formal interviews held
 - ◆ 28 House inspections carried out
 - ◆ 253 Consultations with An Garda Siochana
 - ◆ 23 Consultations with the Health Services Executive
 - ◆ 57 Formal warnings issued
 - ◆ 3 Pre-emptive surrenders
 - ◆ 7 Notices to Quit served
 - ◆ 8 Abandonment notices served
 - ◆ 2 Exclusion orders obtained from the district court
- Work continued on the elimination of anti-social blackspots. The type of works undertaken included –
 - ◆ Re-enforcement of walls
 - ◆ Installation of railings
 - ◆ Elimination of laneways
 - ◆ Additional lighting within estates
 - ◆ Stub wall construction
 - ◆ Installation of anti-vandal mechanisms
 - ◆ Re-instatement of areas
 - ◆ Removal of areas prone to dumping
 - ◆ Landscaping, design and development
 - ◆ Ground cover redevelopment
 - ◆ Footpath extension
 - ◆ Enhancement of entrance areas (improve access)
 - ◆ Improvements through Painting programmes
 - ◆ Boundary treatments and fencing Improvements

- Resources can be directed at encouraging Pro-Social behaviour through physical improvements to eliminate Anti Social blackspots.
- In 2010, the Service continued to increase focus on the protection of victims of anti-social behaviour through the implementation of the Council's Anti-Social Behaviour Policy and Initiatives developed to target the problems.
- SDCC Anti Social Behaviour Strategy adopted by Council October 2010.

Inter-Agency Co-operation

- The Service continued its work with other agencies in the further development of Integration Initiatives, Environmental campaigns, health promotion and awareness, promotion of awareness of opportunities for training and development. The Service has worked closely with FAS, RAPID, local Partnerships, Probation Services, the HSE, An Garda Siochana, Dublin Bus, local development agencies, PAKT-YMCA, F.A.I., etc.

Liaison Committee

- The liaison committees comprise of community representatives, the Gardai, Mediation Service and various representatives of the Council. The purpose of these committees is to ensure an integrated response to local service delivery. The Liaison Committee Initiative was established in 2007 with McUilliam, Daletree and Balgaddy estates.

4.1.3 Community Facilities – Cultural, Sporting, Recreation

The Council will support sustainable local arts and cultural programmes in South Dublin

Zurich Lama Awards

- RUA RED, South Dublin Arts Centre won the award for Best Public Building, Best Arts Building and the prestigious Grand Prix Award.

Chamber's Ireland- Excellence in Local Government Awards 2010

- South Dublin County Sports Partnership's Link 2 B Active Programme won the award in the category for best Sports and Recreation Initiative .

E- Government Awards 2010

- South Dublin Libraries New Website was short listed for an Award at Ireland's eGovernment Awards

2009 which are the recognized benchmark for excellence in Irish eGovernment services and standards

Irish Healthcare Awards 2010

- South Dublin County Sports Partnership received a commendation in the Best Public Healthcare Initiative category for the Link 2B Active Program

Airtricity League Pitch of the Year 2010

- Tallaght Stadium won the 2010 Airtricity League Pitch of the Year award, following an inspection by the Irish Institute of Sports Surfaces (IISS).

Provide a quality Library service which caters for the Lifelong learning needs, both Educational and Recreational of all communities

- Over two thousand cultural events held across the Library service in 2010
- In 2010 1.5 million visitors used South Dublin Libraries and 1.2 million items were borrowed
- Delivery of 24/7 services from the website resulted in over two million hits on www.southdublinlibraries.ie site during 2010
- Family Learning Projects delivered in association with An Cosan, Killinarden Community School, South Dublin County Child Care Committee, Irish Multiple Births Association, CPLN, Dochas, Aras Chronain, Irish Architectural Foundation

The Council will promote digital literacy by providing access to technology

The Connect School Project in St Aidan's Community School, Brookfield, Tallaght had a number of very significant milestones in 2010 including:

- The Connect Education Community of Practice was launched in March and continues to grow apace. The CoP allows teachers to come together to create and share digital resources for use in the classroom.
- In May the Connect School Evaluation carried out by Farrell Grant Sparks was launched in the Big Picture by Minister Eamon Ryan.
- With September's rollout of netbooks to 1st Year students St Aidan's became Ireland's only one-to-one computing school
- In September St Aidan's partnered with Camara for the provision of second use laptops to St Aidan's Teacher and this partnership allows for the ongoing provision of hardware to the school in a sustainable manner.
- The Connect Education 2.0 Seminar held in November as part of Innovation Dublin was a great success with presentations from Microsoft, Google, Camara, An Cosan, St Aidan's School and UCD

Connect Web

- County Library Tallaght delivered live stream of interview with internationally acclaimed author Colm McCann during the launch of National Readiscover Week April 2010

- Home Delivery Service operated by the Mobile Libraries to housebound citizens across the County
- Internet service in branch libraries upgraded and future-proofed with all branches now receiving 30 Mb/s of broadband for service delivery
- Delivered Media Engagement Programme with the National Learner's Network
- Fas eLearning programmes delivered across library network
- Promotion of NALA distance learning programme for low skilled employed people across library network
- Digi-Art Programme for Teenagers delivered at the County Library 2010
- New computers for young users delivered in Whitechurch Library and WiFi internet access made available in Whitechurch Library
- Capsule libraries delivered at Lynch's Park and The Café at Tallaght Youth Service
- Delivered Fast-track Information Technology workshops in conjunction with www.mypastmypresent.eu


The Council will promote the facilities and amenities in Parks, by supporting a healthy lifestyle through active and passive recreation

- Maintenance of approximately 1,700 hectares of public parkland, open spaces, river valleys including 5 Regional Parks & 50 Neighbourhood Parks.
- 14 Children's Playgrounds are available to the public
- 160 Playing Pitches are available to cater for the 89 GAA / soccer clubs comprising of 742 teams with approx 16,000 players which have registered with the Council.
- 11 Five-a-side All Weather Astro pitches.
- 2 All Weather Athletic tracks.
- All weather hockey pitch
- Tennis Courts
- Skate Park
- Baseball facility
- Grange Castle Golf Course – 41,000 green fees in 2010
- Camac Valley Caravan and Camping Park,,
- Corkagh Fishery
- Construction of new path in Kiltipper to connect Tallaght to the
- Dublin Mountains Way, one of the many positive outcomes of the establishment of the Dublin Mountains Partnership, a body comprised of Coillte, South Dublin and DunLaoire Rathdown County Councils, Dublin City Council, the Dublin Mountains Initiative and the National Parks and Wildlife Service.

Promote pro-social behaviour through the introduction of Social credits

The Social Credit System was launched by the Mayor in Fettercairn in November.

- Bulbs not Bonfires campaign was the first strand of the Social Credit programme to be launched.

<p>4.2</p>  <p>A Connected Place</p>	<p><i>A County whose infrastructure is of high quality, sustainable with modern infrastructural networks including Roads, Water and Drainage Services, Waste, Telecommunications / Broadband and Energy Resources that provide for existing and future communities</i></p>
<p>4.2.1 Strategic Goal – To develop and maintain high quality, sustainable and modern Infrastructural Networks including Roads, Water and Drainage Services, Waste, Telecommunications / Broadband and Energy Resources that provide for existing and future communities</p>	<p><i>The Council will have regard to all relevant International, National, Regional and Local strategic requirements influencing infrastructural provision in the county</i></p> <p>The new Development Plan 2010-2016 has been adopted and sustainability was the core strategy and direction of the process. SDCC have been active with the relevant stakeholders and agencies (particularly SEAI) in developing plans and policies on energy and sustainable planning including :</p> <ul style="list-style-type: none"> • Monitoring and improving energy efficiency in Council buildings • The development of an energy MAP • Examining the potential of geothermal in the County. • The Tallaght study on energy use and potential for district heating. <p><i>The Council will maintain the county's infrastructure to a consistently high standard in a professional planned and systematic way</i></p> <ul style="list-style-type: none"> • Construction of the Boherboy Water Supply Scheme is nearing completion and this scheme which involves two new reservoirs and 41km of new watermains will enhance the water supply for existing customers as well as providing capacity for future development. • The Tobermaclugg Stream Improvement Scheme is substantially complete and this will alleviate flooding in the area as well as servicing the SDZ lands at Adamstown <p><i>The Council will expand the use and sharing of spatial data to enable more effective and integrated service and infrastructural planning</i></p> <ul style="list-style-type: none"> • Optimised use of technology to include GPS, spatial mapping etc. <p><i>The Council will place sustainability and Climate Change strategies at the core of infrastructural and factor future operational implications into project specification and implementation</i></p>

- Installation of Pressure Reducing Valves (PRVs) and other improvements in the water network to reduce leakage.
- Separation of foul and surface water systems to reduce flooding on Whitehall Road.
- CFRAMS Study on the Dodder River and main tributaries to identify areas prone to flooding.
- Upgrading and modernising Pumping Stations to reduce pollution incidents
- Resources optimised through use of co-ordinated and co-operative working by frontline departments to secure efficient and effective management of the public realm

4.3



South Dublin is a place where enterprise and innovation is facilitated by the development of meaningful supports through the implementation of appropriate planning policies, development of infrastructure and the nurturing of creativity.

South Dublin County Development Board formally launched An Integrated Economic Development Strategy for South Dublin County in early 2009. This integrated economic strategy will help drive the economy of South Dublin County over the coming years. It is action oriented, largely within control of partners and in line with national economic development policies and programmes. This strategy has been reviewed taking into account the current economic climate.

The CDB have been concerned with the steady loss of jobs from this County and the rise in unemployment figures. While working on the development of new initiatives to stimulate job creation, it was also felt that a campaign to encourage residents and businesses in the County to support local jobs, businesses and community facilities was needed./ The think local campaign was launched in April 2010 and the website can be accessed at www.thinklocal.ie

4.3.1 Strategic Goal – Promote an urban environment with the right conditions to enable economic growth

The Council will promote attractive places in which to work, shop and recreate.

- South Dublin County Council promotes the urban environment and facilitates economic growth through the County Development Plan 2010-2016.

4.3.3 Strategic Goal – Assist in the control of the cost of doing business

The Council will encourage energy efficiency and adopt alternative/renewable energy sources and best practice in Council operations.

- Progress initiatives to incorporate sustainable energy process within the activities of the Parks Department, leading to a reduction of natural resource usage. Existing projects include Carbon sinks –

Tress and woodlands via the Arboriculture Programme, Allotments and Wildflower meadows. Further proposed to expand the oil seed rape project throughout the County and specific locations are being examined on a county wide basis

The Council will promote an energy efficient County that will be cost effective.

- The **South Dublin Sustainable Energy Strategy 2008-2011** is an energy action plan to achieve improvements in our energy systems and supplies in the interests of greater efficiencies, long term sustainability and limiting our impact on climate change. ***The Council will promote Tallaght as a new energy zone through the use of energy mapping.***
- The **Tallaght Pilot Energy Study 2010** was the first step in the preparation of a baseline inventory of energy consumption for the entire county to inform future policy and strategy. This inventory was the first stage in the preparation of a **Sustainable Energy Action Plan (SEAP) for South Dublin County** as required by the South Dublin County Council Development Plan 2010-2016. The purpose of the SEAP is to show how this Council can achieve its CO² reduction target by 2020. It is required to include actions concerning both the public and private sector operating within the geographical area of the plan.
- South Dublin County Council has registered with the **Energy Management System (MAP)** supported by the Sustainable Energy Authority of Ireland (SEAI) which enables the management and monitoring of all initiatives through the appointment of an Energy Champion and interdepartmental Energy Team. The Energy Team within the Council has met relevant energy stakeholders within Tallaght Town Centre with a view to exploring the possibility of establishing a local sustainable community network in Tallaght using the Pilot Energy Study as a starting point for these discussions.

4.3.4 Strategic Goal – Promote South Dublin County as an educational, Research and Development centre of excellence

The Council will continue to foster linkages with educational institutions, business and the public sector to promote enterprise in South Dublin.

- Microsoft's first data centre outside of the United States opened in 2009, serving Europe and Asia. Wyeth Medical Ireland became a wholly owned subsidiary of Pfizer in Grange Castle with operations to proceed as before

The Council will continue to engage with the Creative Dublin Alliance.

- Presentation to the Creative Dublin Alliance on the IEZ concept by County Librarian
- Libraries worked closely with the Ryan Academy and ITT Dublin to deliver wide range of activities and events during Innovation Dublin 2010
- All Join in initiative a membership drive during 2010 by South Dublin Libraries targeted over thirty primary schools across the County
- App-ovation Competition launched November 2010 as part of an inter-agency project between South Dublin County Council, ITT Dublin and Vodafone

4.3.5 Strategic Goal – Maximise opportunities

The Council will support South Dublin County Tourism Ltd. in building this County into a premier business, sport and leisure destination.

for the highly skilled on the live register by encouraging new business start-ups and facilitating up-skilling for individuals

- Development of Pedestrian and Cycle Route along the southern towpath of the Grand Canal incorporating twin underground 110kv lines and three canal crossings to facilitate power supply to lands north and south of the Canal, was opened on the 18th June 2010

The Council will promote the capacity of South Dublin County to host international conferences, conventions and events.

The major projects undertaken by the Tourism Company in 2010 were:

- Implementation of a new business model for the company
- Implementation of a sales strategy for the company resulting in a doubling of the membership base.
- To date the company has assisted in securing €56 million of new business for South Dublin County of which €6.5 was delivered in converted business in 2010.
- Categories of membership expanded in 2010
- Design and implementation of additional revenue streams. Launch of eBay shop – the first Irish accommodation and activities presence within eBay.co.uk. Development of bespoke iPhone application, iGuide South Dublin
- Completion of a dedicated booking engine representing the member hotels and accessing external site location in the county.
- An expanded Halloween Festival 'Hallowfest' with a reduction in spend of 75%
- Development of a co-ordinated tourism signage strategy in co-operation with South Dublin County Council.
- Expanded internet presence through the eCommerce team and monthly eCommerce meetings.
- Public Relations Campaign
- South Dublin Libraries hosted international conference on Smart Libraries in April 2010 in the Maldron Hotel
- Bids presentations training for 11 members to bid on international events and conferences.
- Launch of new website under the domain of www.dublingolfhotels.com. Traffic to the site is now average 50,000 visits per month. Under the domain name of www.visitsouthdublincounty.ie traffic was minimal and research indicated that a new domain with Dublin as a first word was key to attracting new visitors.
- New defined member benefits and code of conduct for members of the company.

4.3.7 Strategic Goal – Promote South Dublin County as the premier location for business, sport and leisure tourism.

South Dublin County is an area of rich and varied landscapes, architecture, archaeology and culture. South Dublin County Council protects these elements of our heritage, to maximize the enjoyment and experiences of all citizens and visitors and to ensure their availability for future generations

4.4

The Council will support and implement the County Heritage Plan

- The heritage plan was adopted by the members on May 2010.
- Conservation Grants: €87,000 was paid to 8 applicants in 2010.
- SDCC recognises the importance of the Mountain area to the County and continued to support the ongoing work of the Dublin Mountains Partnership in 2010.
- The “Dublin Mountaineer” bus service was extended to Tallaght in 2010.
- The Dublin Mountains Way was extended to Sean Walsh Park and formally opened by the Mayor in November 2010.

The Council will protect and promote local heritage

- Development of Local Studies Collection for the County in the County Library
- South Dublin Libraries launched ENFO environmental information service for South Dublin in November 2010
- On-line Heritage Maps of South Dublin enriched with new layer of social history added for each map
- Delivery of over thirty events during national History and Heritage month 2010
- Delivery of ‘I love South Dublin’ photographic competition during 2010. Photos available on Flickr at <http://www.flickr.com/photos/ilovesdc/page4/>
- Developed first digital archive of heritage material for the County, SOURCE, using open source software at <http://source.southdublinlibraries.ie/browse?type=author#>

4.4.1 Strategic Goal – To protect and celebrate our heritage landscape we will strengthen and promote the identity of South Dublin County

The Council will develop and utilise a civic grant structure to support the protection of South Dublin County’s landscapes, habitats, structures and culture

- Implementation of the habitat management plan for Waterstown Park, Liffey Valley.
- Implementation of a scheme of protective and stabilising works to the Roman Arch (Ely Gate), Rathfarnham (Protected Structure 201) in association with the Council’s Conservation Officer and the Council’s Architectural Services Department, supported by the Heritage Council.
- Successful application for a licence from the Department of Environment, Heritage and Local Government to carry out protective works at Ballymount Castle, National Monument (DU021 – 01501), at Ballymount Park.

4.4.3 Strategic Goal – To promote education and awareness of the rich landscapes, habitats, architecture, archaeology and culture of South Dublin County :

The Council will raise awareness of protection policies, objectives and the work of the Council in the protecting these resources

- Continue to develop the collection and services of the Local Studies Section of the Library Service and make the collection accessible.
- A wide programme of events for History and Heritage 2010 delivered by Libraries
- I love South Dublin photographic competition delivered by Libraries November 2010
- SOURCE developed and ongoing upload of material. (eg. Thoms Directories covering South Dublin area

now available on SOURCE)

4.4.6 Strategic Goal – To develop and support the Irish language on a County basis and within the Council

The Council will consider the recommendations in the 20 Year Strategy for the Irish Language 2010-2030.

- Irish Version of Library website delivered in 2010
- Seachtain na Gaeilge 2010 South Dublin Libraries delivered 28 events for adults and children during the twelve day festival
- Adoption of Irish Language Scheme 2010-2012 in accordance with Section 11 of the Official Languages Act 2003
- Over 100 events took place throughout South Dublin County, celebrating Irish Language and Culture during Seachtain na Gaeilge 2010
- Launch of new and innovative websites, www.ging.ie, which will encourage and support private business in the County
- Launch of Irish website of South Dublin Libraries and www.abairleat.ie a new and creative way of online teaching and learning, to be used in classes, held weekly, free of charge in the County Library Tallaght.

5.0 Implementation and Monitoring

- SEA carried out in-house in respect of Development Plan. Systems incorporated and being developed to monitor and report on impacts of future decisions on SEA assessments.

5.1 Modernisation and Change

- Development Plan process was carried on the vehicle of the web with each stage of the Process published electronically and the opportunity for the public to submit views via the web. The Plan is now published in an electronic “live” format on the web.
- **Social Media Training:** In June 2010 all Elected Members, Staff and representatives from Partner Agencies were invited to sign up for social media workshops, conducted by Mediasnackers. Over 180 participants undertook training on Facebook, Youtube and Twitter.

You can follow South Dublin County Council and South Libraries on Twitter , Youtube and Facebook at:

- <http://twitter.com/sdublincoco/>
- <http://twitter.com/sdcclibraries>
- <http://www.youtube.com/user/southdublincoco>
- <http://www.youtube.com/user/SouthDublinLibraries>
- <http://www.facebook.com/pages/Tallaght-Ireland/South-Dublin-Libraries/123287894354717>

SDCC’s move to cloud technologies has been accelerated by our effort in SAN Storage, Server Virtualisation and Consolidation which has been implemented this year. SDCC has tendered for cloud based electronic mail and associated facilities which is envisaged will simplify the interface of the organisation to its electronic communications requirements. Rationalisation of the way email is used has also been undertaken during the

preparation process.

SQL Server Consolidation project implemented to greatly reduce the requirement for individual SQL server databases.

The need for business continuity is being addressed during the current year with the inclusion of Off Site disaster recover facilities which will enable the more significant computer systems to remain functional in the event of serious outage at County Hall.

The Council have upgraded our connectivity to Government networks including the Council's internet access – this upgrade has provided improved capacity and reliability whilst reducing the cost of the provision of the service.

The Council's Waste Management facilities became an advanced credit system which became fully operational in 2010 and involved the customer being able to purchase credit through traditional outlets as well as online. This credit is applied to their account and thereby enables their bin to be collected. Extensive systems modernisation, modification and change process have been incorporated to ensure this was successful.

The provisions of Major Emergency Planning should it be mobilised requires support in terms of ICT. Supporting technologies have been deployed throughout the year in this regard.

The council is acutely aware of its obligation under data protection provisions. With that in mind data security incorporating full disk encryption & device control has been implemented on all portable computers belonging to the council. Should a laptop now be stolen, we are compliant with the direction of the data protection commissioners office.

Websites Redesign & Content Management System Upgrade – multiple websites have been created and redesigned as requested throughout the year.

iDOCS: Currently there are some 1.76 million electronic documents scanned and uploaded with approx 5.2 million individual pages available in an instant through the system. SDCC has advanced integration with its corporate systems

- Waste Management System
- Keyhouse / iDocs
- IT Project Logging System
- Case Management System
- Vacant Dwelling Tracking System
- Fleet Management System
- Housing System

Included in Competency Framework Pilot Project –South Dublin one of 5 participating Local Authorities

5.2 Democracy on the Web	<ul style="list-style-type: none"> • MembersNet, incorporating the MembersReps system has undergone further development to provide enhancements to communicate more effectively with public representatives and the general public. • ConnectMe, our public web-based facility that stores, retrieves and displays information about the citizens' local area in South Dublin county, will be replaced in early 2011 by LocalView Fusion which integrates with Google Maps and provides improved and more user-friendly display and search facilities. • Customer Contact System has been extended to accept and process Customer Web Forms via our website to expedite Customer Care response times and improve on SLA.
5.3 Effective Management of Resources	<ul style="list-style-type: none"> • Successful completion of implementation of Agresso Rents and Water Charges Modules. • Successful pilot and implementation of electronic invoicing of Utility Bills. • Upgrade of Agresso Tax Module. • Upgrading of Agresso to account for new Public Bodies V.A.T. Regulations applicable from July 2010. • The introduction of a Disaster Recovery Back up for Payroll • Integrated HR and Payroll system <ul style="list-style-type: none"> • Personnel module operational • Pensions module operational • Time and Attendance at testing stage • Training module underway • Employee self-service at testing stage • CPD CPD accreditation retained • FAS Work Placement Programme <ul style="list-style-type: none"> • Energy Management • CCTV/ASB blackspots Monitoring • Library Local Collections research • Sports Partnership research • The Dublin Region Water Project office has commenced work on the migration of the Water Metering Database to a central shared services model • The Software Development Framework was further utilised to procure cost-effective software development services. Systems developed and under development include: - <ul style="list-style-type: none"> •Fleet Management System •Claims Management System •Planning Enforcement System •Managers Orders System
5.4 Reporting Performance	<ul style="list-style-type: none"> • The in-house developed PMDS system is updated and upgraded on a constant basis as required, to cater for new reporting requirements, statistics etc. • ICT policy formulation, monthly management reporting and the use of the IT Project Logging System to monitor IT projects ensures performance is monitored and reported. Our IT Helpdesk system administers and manages routine technical support issues. Detailed monthly budget analysis has been

	implemented