

South Dublin
County Council



Comhairle Contae
Átha Cliath Theas

www.southdublin.ie

Draft Customer Service Action Plan & Citizens Charter





Draft
South Dublin County Council
Customer Service Action Plan & Citizens Charter

Contents	Page/s
Introduction by Mayor	
Introduction by County Manager	
Section 1 — Our county, our structures	2 - 3
Section 2 — The local government modernization agenda — recent initiatives	4 - 5
Section 3 — Our Mission Statement , Organizational Values & Quality Service Standards	6 - 9
Section 4 — Contacting us	10
Section 5 — The response you can expect	11 - 13
Section 6 — Consultation with citizens / customers	14 - 17
Section 7 — Complaint handling procedure	18 - 21
Section 8 — South Dublin County Citizens Charter — a blueprint for a better county	22 - 24



Section 1— Our county, our political & management structures

The physical area

The administrative area of South Dublin, is 223 sq. kilometres in extent and is located approximately 16 kilometres southwest of Dublin City. The county extends from the Dublin Mountains in the south to the River Liffey in the north and contains the large urban centres of Tallaght, Lucan and Clondalkin, old village centres such as Palmerstown, Rathfarnham, Templeogue and the rural villages of Rathcoole, Saggart, Newcastle and Brittas.

Our political structure

The County Council is the only body with a democratic mandate for the county. Our Council has 26 members who are elected for a 5 year term to represent the citizens of the county's five Electoral Areas. The Mayor of the County is elected by the members at the annual meeting in June and serves a one year term. The full Council deals mainly with strategic leadership and policy development issues.

There are 3 Area Committees of the Council – the Lucan / Clondalkin Area Committee, the Tallaght Area Committee and the Terenure / Rathfarnham Area Committee who deal with local operational issues and represent the interests of local citizens and communities.

Strategic Policy Committees

The Council has six Strategic Policy Committees (SPCs) in the areas of Planning & Economic Development, Housing, Environment, Transportation, Sports & Recreation and Arts, Culture & Gaelige. The committees incorporate sectoral interests working alongside elected councilors (who act as Chairpersons) to assist in the development of Council policy.

Corporate Policy Group

The Chairpersons of the six SPCs together with the Mayor and County Manager comprise the Corporate Policy Group (CPG). The CPG has a number of roles such as the development of policy for the full Council as a committee in its own right, coordination of SPC activities, (however SPCs do not report to the CPG), assisting in development of council policies in conjunction with the County Manager e.g. preparation of Corporate Plan & Annual Budgets.



Management Structure

The Executive is headed up by the County Manager . The senior management tier consists of six Directors of Service in charge of Planning, Economic Development, Housing & Social Development, Environmental Services, Transportation and Community Services and four Heads of Function in charge of Human Resources, Corporate Services, Finance and Information Technology who together with the County Architect and the County Law Agent comprise the management team.

The realisation of the Council's Annual Operational Plans is through a teamwork approach coordinated by **three Cluster Groups** established within the management team . These groups deal with **Organisational Change** (*modernisation agenda, e-Government initiatives, excellence in service delivery and customer care, elected member supports etc. driven mainly by Corporate Services, Human Resources, Finance & Information Technology Depts.*), **The New Built Environment** (*urban intensification linked to high quality public transport, transportation access strategies, key infrastructural projects, amenity networks, spatial modelling etc driven mainly by Planning, Architectural Services, Economic Development, Transportation and Environmental Services Depts.*) and **Quality of Life** (*economic and social development, statistical analysis and research, employment access projects, coordinated neighbourhood planning, social inclusion etc. driven mainly by the Housing, Community Services and Law Depts.*).

These Cluster Groups provide the necessary co-ordination required to achieve "joined up" delivery over a large number of diverse services provided or facilitated by us.



Section 2 — The local government modernization agenda – recent initiatives

'**Better Local Government – a Programme for Change**' (Department of the Environment – December 1996) was a government policy document charting a new direction for local government into the new millennium. It was based on four core principles of **Enhancing Local Democracy, Serving the Customer Better, Developing Efficiency and Providing Proper Resources**. This has led to fundamental changes in both the structure and the operating environment of South Dublin County Council which are outlined in Section 3.0 of the Council's Corporate Plan 2004-2009 – "*Connecting with Communities*"

Under '**Sustaining Progress - Social Partnership Agreement 2003-2005**', considerable progress has been achieved in the area of customer care, partnership working arrangements, Information and Communication Technology (ICT) advancement and in business process improvement. This work is continuing at a fast and sustained pace and is having a positive effect on the level of service to our customers.

In this digital age, citizens have increased expectations and many seek to transact business with the Council in a different way. South Dublin County Council is committed to facilitating the technological changes necessary to meet this need.

Recent key initiatives / developments in this area include

- Setting up of the country's first **Customer Care Centre** by a local authority. Highly trained staff now fully answer 80% of enquiries from personal callers to County Hall without need for onward referral. Call Centre technology is now installed to extend this level of service to telephone callers.
- **Contact Management software** has been developed in-house to record and track queries / complaints from customers from receipt to conclusion within set timeframes.
- The **South Dublin County Portal**, www.southdublin.ie is being developed as an all encompassing focal point for the county's web resources. Administered by South Dublin County Council, it will combine the best of government, tourism, community, commercial and media information.
- The Council is supporting the community and commercial sector through participation in the '**MoBhaile**' project, www.southdublin.ie/mobaile which will assist in connecting communities across the county. It provides a vehicle to enhance spatial information through the merging of Council, community, leisure and commercial information.



- The opening of "**Property Path**" the new affordable housing sales office in County Hall, Tallaght. This contemporary new Sales Office creates a modern, welcoming and helpful environment to people buying their first home and offers sales of Affordable Housing, Shared Ownership purchases and Tenant Purchase Houses. This initiative is supported by a new website www.propertypath.ie.
- Development in-house of the "**Council Meetings Application System**" through which Council meetings are conducted more efficiently online.
- Making available of planning application documentation on-line through our website www.southdublin.ie thereby removing the need for the public to attend in person at the Council offices.
- Our innovative on-line consultation system, **Community-Connect**, is a proactive method of informing our citizens of Council initiatives (major projects, new policies etc.) and seeking on-line feedback. This is a unique method of keeping our citizens informed and encouraging interaction on important issues between our citizens and the Council.



Section 3 — Our Mission Statement, Organizational Values & Quality Service Standards

Corporate Plan

Our corporate plan is a statement of policy covering all aspects of our operations over the 5 year term of our elected council. Our corporate plan was adopted in February 2005 to cover the period up to 2009 when the next local elections will be held.

The following extracts from our **Corporate Plan 2004 – 2009 - "Connecting with Communities"** specifically relate to how we deal with our citizens / customers.

Mission Statement

"To provide open, effective, inclusive and participative local democratic processes together with best quality services, facilities 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 here."

Organizational Values

Quality and equitable service provision

Provide the highest quality service in an economic, efficient, effective and equitable manner

Leadership & Collaboration

Be the lead agency and co-operation with others in fostering the social, environmental, cultural and economic betterment of South Dublin County.

Sustainability

Ensure the highest standards of sustainability are applied throughout South Dublin County.

Integrity, Probity and Accountability

Ensure that the highest standards of ethics, integrity, probity and accountability are exercised in all Council activities.

Staff Empowerment

Encourage and develop the full potential of a committed and talented workforce through training, personal development, delegation and partnership working arrangements.



Community Involvement

Facilitate maximum community involvement through consultation, information provision and innovative two-way communication channels."

Quality Service Standards

A core aim of South Dublin County Council is to provide citizens and customers with the highest quality service in an economic, efficient, effective and equitable manner. A customer is any individual, group or organisation who avails of a service or information from the Council.

The Council undertakes to comply with the following **Quality Service Standards**.

A Equality/Diversity

1. Ensure the rights of equal treatment established by equality legislation are adhered to and that people in similar circumstances are dealt with in a like manner.
2. Identify and work towards eliminating barriers including geographical barriers to access for people experiencing poverty / social exclusion and disabled people.
3. Ensure sensitivity having regard to age, disability, cultural diversity and capacity to understand often-complex rules.
4. Ensure, where feasible and having regard to statutory obligations, that rules are not applied so rigidly as to create inequity.

B Physical Access

1. Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and facilitate access for disabled people and others with specific access / support needs.

C Information

1. Provide information that is clear, timely, complete, accurate, available at defined points of contact, and meets the requirements of people with specific access/support needs.
2. Ensure the optimum use of Information and Communications Technology.
3. Continue the drive for easily understood forms, information leaflets and procedures.
4. Translate signs and forms into other languages as required.



D Timeliness and Courtesy

1. Deliver quality services with courtesy, sensitivity and minimum delay.
2. Give contact names in all communications to ensure ease of all ongoing transactions.

E Customer Care Complaints

1. Sometimes the system may not function as well as expected. South Dublin County Council will therefore maintain an accessible, transparent and user-friendly customer complaints procedure for people who are dissatisfied with quality of service.
2. The Council will endeavour to learn from its mistakes.

F Consultation and Evaluation

1. Promote meaningful customer involvement in the planning, implementation and evaluation of services using customer panels, focus groups, customer satisfaction surveys and other innovative approaches.

G Choice

1. Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to increase choices for customers.

H Official Languages and Equality

1. Provide quality services through Irish and/or bilingually and inform customers of their rights to choose to be dealt with through one or other of the official languages

I Better Co-ordination

1. Foster a more coordinated and integrated approach to delivery of public services.

J Internal Customers

1. Develop appropriate facilities, support structures, and communication channels to recognise, support and respond to the important representational, corporate governance and community leadership roles of the elected members.
2. Ensure staff are recognised as internal customers and that they are afforded equivalent courtesy, facilities and level of service as external customers.



K Customer / Citizen's Obligations

In order to facilitate staff to deliver on the commitments given in these Quality Service Standards:

1. Staff should be treated in a courteous, civil and fair manner in all contacts with customers and citizens.
2. Customers / citizens should take personal responsibility where possible for dealing with issues within their own remit.
3. Understanding of the responsibility of the Council to act in the overall public good is required.
4. Patience is required on occasions where available staff are busy at peak times.

L Customer Action Plan

1. South Dublin County Council is committed to enshrining these principles in a detailed Customer Action Plan which outlines the service each customer and citizen can expect and what is expected in return. This plan will be publicly available, particularly at points of service delivery."



Section 4 - Contacting the Council

Our website www.southdublin.ie should be your first point of contact for those seeking information concerning the Council and its services. It is a valuable information resource and contains policy documents, details of work programmes, details and documentation in relation to planning applications, real-time views from our traffic monitoring cameras and much more. It is information at your fingertips 24 / 7 .

In the unlikely event that you cannot locate what you are looking for there or wish to make a comment / suggestion or complaint about our operations, then you can contact us online through the [Customer Care section](#) of our website. This will even give you the facility of identifying a particular site you may be referring to on aerial photographs of the county and attaching this to your query to facilitate ease of handling.

If you wish to talk to us in person, we operate [Customer Care Centres](#) in County Hall, Tallaght and the Clondalkin Civic Centre.. Highly trained staff now fully answer 80% of enquiries from personal callers 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 if necessary. Call Centre technology is now installed to extend this level of service to telephone callers.

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.

Opening hours of other facilities and services are listed at the rear of this document in Appendix 1.



Section 5 - The Response you can expect

Standards of Service

Written Correspondence / E-Mail

We will endeavour to:

- ✔ Acknowledge within 3 working days and issue a full reply within 15 working days. If not possible to achieve this we will write stating when we hope to be in a position to reply.
- ✔ 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 quickly and courteously
- ✔ Provide the information required in a helpful manner
- ✔ Try to deal with the enquiry without passing the call to another extension
- ✔ Take the enquiry, e-mail address and telephone number and write or call back if the enquiry cannot be answered quickly
- ✔ Indicate when our customer can expect to hear from us and arrange to call at a time, which is convenient to them
- ✔ 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.
- ✔ Voice mail calls in normal circumstances will be returned within 1 day
- ✔ Ensure the call forwarding system is used when people are absent.
- ✔ Provide a Minicom service for the hard at hearing

Callers to Public 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

Information and Openness

We will endeavour to:

- ✔ Supply our customers with all the information needed to deal with the enquiry
- ✔ Provide information that is clear, timely and accurate and meets the needs of all our customers
- ✔ Provide information about services and schemes in clear simple language
- ✔ Try to help as best we can if another organisation is involved

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 comhfreagras i. nGaeilge. Deanfar gach iarreacht ar daoine a cuireann glaoch orainn no a bhuaileann isteach chugainn agus a mian leo a gno a deaneamh trí gaeilge. Eagrófar Cursaí traenála do dhaoine ag cur seirbíshi trí ghaeilge ar fáil.



Section 6 — Consultation with and feedback from our Citizens / Customers

Our Commitment to Consultation

The Council is committed to open and inclusive local government, and to using a wide range of approaches to public consultation to ensure we listen effectively and consider the views of its citizens as part of our decision-making with the aim of ensuring our policies and services reflect the aspirations and needs of South Dublin County's diverse communities.

We recognize that the services we deliver are for the benefit of the public and that our citizens / customers must be given as many opportunities as possible to have a say about how they judge these services are delivered, in order to inform our choices, decisions and priorities.

Customer Panels & Focus Groups

We will seek to involve those who feel strongly enough to share their views on Council services and discuss them objectively with us as users of our services and who are happy to contribute to the deliberative process affecting those services.

We are committed to establishing customer panels / focus groups in all the main customer service areas such as housing, transportation, planning, the environment, libraries etc.

These panels will give a **VOICE** to our citizens / customers

- V**iews to be heard
- O**pinions that count
- I**deas that matter
- C**ommunity involvement
- E**ncourage public participation

A **customer panel** consists of a small group of service users, that regularly come together with senior staff and councilors to discuss issues related to service provision. The panels will be used to come up with new ideas on how services can be provided, as well as acting as a sounding board for possible changes envisaged.

We will attempt to have a cross-section of service users on panels. Meetings will involve a small number of senior local authority staff and councilors as they are in a position to 'make things happen'.

Normally, customer panels will have a fixed-term membership. This particular method of consultation is seen as a valuable indicator of wider public opinion but it really does depend on membership remaining as representative as possible of the target population. The panels will be regularly updated and membership will be selected, as appropriate,



according to a range of relevant criteria depending on the panel topic. Given that a panel can only consist of a small number of people, it cannot be representative of the views of all users, and this has to be borne in mind - information from other sources can help complement views emerging from customer panels.

Focus Groups

Focus groups, usually containing between 6 and 10 people, will be established to gather detailed information on how a service might be provided, generally on a once-off basis (this is what distinguishes a focus group from a customer panel, which usually meets at regular intervals over a period of time). They will be composed of individuals with certain things in common that allow them to communicate more easily with one another, such as age, background, where they live etc.. They will also be used to find out what specific groups of service users, for example ethnic minorities or disadvantaged groups, think about a particular service or how it is provided.

What happens with the results?

We will use the information gathered from these panels to help develop new policies, improve and develop services, measure customer satisfaction levels and decide on Council priorities.

Results of panel deliberations will be passed back to the people who can effect changes - the relevant service managers, senior Council officials and elected councillors and to our County Development Board partners where relevant to their service area. It will also be publicized in the local media, in Council publications and on our website www.southdublin.ie.

Customer Feedback

We will use a variety of methods to obtain information on how we are performing in order to learn lessons and make improvements.

Exit / Online surveys

We will encourage all those who use our services and contact us with queries / complaints to let us know how we performed and suggest ways in which we might have done better. These responses will systematically be analyzed and fed back to service managers as part of a constant quest for improvement.

Staff feedback

Staff dealing with customers on a regular basis are in a good position to recognize areas where deficiencies in customer service exist which require action on the part of the Council to put right. The Council will put in place a procedure to identify such areas and rectify them.



“Mystery Shopper”

This involves having outside researchers act as ordinary ‘customers’ who visit or contact the Council and who then provide detailed evaluations of the service they experience. They will make typical everyday queries- the kinds of queries staff would get on a regular basis. So, for example, a researcher would phone our Customer Care Centre or our Environmental Services Dept. asking how to get a replacement wheelie bin or they would send an e-mail complaining about traffic congestion on the M50 etc. There will be no trick questions - the idea is not to catch staff out in any way but rather to assess service levels from a customer perspective.

The main reason for carrying out such research is to see how well the Council actually performs with regard to the commitments made in our Customer Service Action Plan. Particular attention will be paid to how quickly queries are answered and how customer friendly our staff are.

Staff will be kept informed and involved from the outset via staff presentations, the intranet and the staff magazine.

Wider Citizen Surveys

At least twice in the term of office of the elected council, an extensive county-wide survey will be undertaken by a reputable market research company on the Council’s behalf. This will cover areas such as satisfaction rates with Council services, areas of concern to residents, effectiveness of our communication with citizens etc. Such a survey was carried out in **November 2004** the results of which are available on our website. A follow on survey will be undertaken in late 2006.

On-line Consultation and Feedback

Our innovative on-line consultation system, *Community-Connect*, is a proactive method of informing our citizens of Council initiatives (major projects, new policies etc.) and seeking on-line feedback. Individuals, community groups, schools, businesses etc are encouraged to **register on-line** indicating the geographic area within the county in which they are interested, their broad area/s of interest such as roads & transportation / social & affordable housing / arts, culture & libraries / major planning applications etc.

When relevant issues of significant interest are published on our website - www.southdublin.ie - an SMS message / e-mail with a link to the relevant information is transmitted to the individual / group concerned. The website then facilitates on-line feedback to the Council on the issue.

This is a unique method of keeping our citizens informed and encouraging interaction on important issues between our citizens and the Council.



Section 7 - Complaints Handling System

It is our intention to maintain the highest standard of customer service. However, we recognise that cause for complaints may sometimes arise and to this end we have put in place a system which aims to ensure that any such complaints are dealt with in a consistent, fair and open manner.

The term 'complaint' may cover a wide range of items not all of which may be appropriate to the complaints handling system, e.g. requests for information or matters for which there is a statutory right of appeal, for example, a planning appeal or a request for information under Freedom of Information legislation.

Another important consideration in determining what constitutes a complaint is the need to distinguish between a 'complaint' and a 'request for service'.

The Ombudsman's Office suggests the following definition:

“a complaint exists where a decision or action is taken which relates to the provision of a service or the performance of a function which, it is claimed, is not in accordance with the rules, practice or policy of the organisation or the generally accepted principles of equity and good administrative practice and which adversely affects the person concerned”

You have a right to complain about our services and seek resolution if you feel:

- you have been unfairly treated by the Council
- that a service to which you are entitled is not being provided;
- that a service which is being provided is inadequate;
- that a decision made with regard to you is wrong or did not take into consideration all the facts or
- that a request for a service/information has been ignored.

We will investigate all complaints in a fair and impartial way. We will treat your complaint confidentially as far as possible and only discuss it with relevant staff on a “need to know” basis. If you make a complaint we will not meet it with hostility or defensiveness. We understand that complaints can generate positive and helpful discussion about the services we provide.

Complaint files will be kept separately from any relevant files within individual service areas (e.g. housing, planning, environment, etc.). The making of a complaint will not in any way affect the complainant's future dealings with the Council.

We want to resolve your problem to the best of our ability and your satisfaction. We want to learn from our mistakes. This complaints handling system provides valuable feedback and helps us to provide a better service in the future.



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.

Step One

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?

Step Two

The next step is to 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 within two working days 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 for any reason a longer investigation period is required, you will be informed of the reason and the extended deadline for reply.

Step Three

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.



If I am still not satisfied, can I take my complaint further?

Yes, to the Office of the Ombudsman

The Office provides an independent complaint examination service to those who are unhappy with how they have been treated by public bodies.

Before you contact the Ombudsman you must first try to solve your problem with the Council using the procedure described above. If you fail to resolve your problem and feel you have not been treated fairly you can then complain directly to the Ombudsman.

The Ombudsman's Office is open between 9.15am and 5.30pm each day including lunchtime, Monday to Friday and is located at:

18 Lr. Leeson St., Dublin 2.

Tel: +353 1 6785222

1-890-223030(from outside 01 area)

Fax: +353 1 6610570

E-mail: ombudsman@ombudsman.irlgov.ie

Website : www.ombudsman.gov.ie

How we learn from Complaints made

Complaints will be monitored and classified by type , origin and frequency. The results will be circulated to senior staff on a regular basis to ensure ongoing commitment to customer care. If mistakes are identified an apology and explanation will issue.

Citizens are entitled to proper, fair, impartial and timely treatment by South Dublin County Council. Where there is a shortfall in these standards, and the fault lies with the Council, we will remedy the shortfall through the provision of redress where possible.

Your Local Councillor

You can also contact your local county councillor to assist you in your dealings with the Council. You can e-mail or write to him / her at County Hall or in many cases visit their local clinic. You can get the names of your local councillors and details of how to contact them from our website www.southdublin.ie.



Freedom of Information

The Freedom of Information Act, 1997 as amended by the Freedom of Information (Amendment) Act, 2003, is designed to provide a right of access to information held by public bodies to the greatest extent possible. However, the Acts, by making certain exceptions, seek to achieve a balance between this right of access, on the one hand, and, on the other, the right to privacy and in some cases the public interest in maintaining confidentiality.

Freedom of Information is about customer service and ensuring that our operations and procedures are transparent and readily open to public scrutiny. A Reference Manual detailing all the services and the structure of South Dublin County Council available on the Corporate Services Department section of our website www.southdublin.ie .

Freedom of Information application forms and details of fees payable are also available on our website.



Section 8 — South Dublin County Citizens Charter — a blueprint for a better county

South Dublin County Council is a public service provider. This means that our role is to be of real service to our citizens. We want to improve your quality of life and your physical environment in ways that do not compromise the quality of life for future generations.

If we are to achieve this then we need to work in partnership with you the Citizen. This is a two way relationship and there is much that you can do to help. A lot of Council funds are spent solving problems that could be prevented by good citizenship for example the amount spent on cleaning up litter every year. If this litter problem did not exist, we could use this money on really necessary things like increased funding of the Disabled Persons Grant Schemes, buying more Library Books and developing much needed Community and Recreational facilities.

We have drawn up this Citizens Charter to make it clear how you, as a Citizen, can exercise your responsibility in improving quality of life for all in South Dublin County.

THIS IS WHAT SOCIETY EXPECTS FROM YOU

PROTECT YOUR ENVIRONMENT

Litter

- Keep our streets clean. Put litter into on-street litter bins or take it home and put in your wheelie bin.
- Adopt the public footpath and grass margin in front of your home or business premises. Sweep it clean and cut the grass on a regular basis.

Fly Tipping

- Keep our countryside clean and beautiful by only using registered removal companies to get rid of builders rubble, old fridges, white goods and furniture. You can safely get rid of unwanted appliances at our Civic Amenity Centre in Ballymount. If you have an old car to scrap, just give us a call and for a small charge we will take it away and dispose of it properly.



Recycle

- Reduce, reuse, recycle - Use your green bin and your local Civic Recycling Centres.

Water Supply

- Follow our Tap Tips. Use water sparingly in your home or business and fix leaks promptly

Rivers & Streams

- Adopt (with your neighbours or work mates) a stretch of river or stream that flows through your estate or businesses lands. Keep it clean by removing litter and debris on a regular basis.
- Keep our rivers and streams fresh and pure. Don't throw old household items or shopping trolleys into them.

Dogs/Pets

- Keep your pet under control at all times. Don't let your dog or pet wander or stray in public areas. If it fouls the public park, open space or footpath, use your scooper or bag to pick it up and bring it home for safe disposal.

Parks & Open Spaces

- Share the enjoyment of our public parks and open spaces. Don't interfere with the enjoyment of others by being aggressive, playing loud music, drinking alcohol or any activity that will annoy and upset the enjoyment of others.

Trees & Public Planting

- Respect our public planting schemes. They are there for the benefit of everybody. Don't damage or destroy public street planting, trees or flowerbeds.



DRIVE CAREFULLY

Speed

- Respect the speed limits and drive with care especially in built up areas, near schools, play areas, churches or shopping centres.

Drink Driving

- Respect life and Arrive Alive - do not drink and drive.

Car Parking

- Do not park on open spaces/grass verges, or footpaths. These areas are for pedestrians not vehicles.

BE A GOOD NEIGHBOUR

Neighbours

- Be a good neighbour. Treat your neighbour, as you would like to be treated yourself.
- Know where your children are at all times and make sure that they understand the need to respect other people and their property.
- Make where you live a better place because of you. Get involved and play your part in the life of your community.

Social Housing

- Tell us about any changes that happen in your family of housing circumstances.
- Pay your rent on time and if you run into any difficulties let us know in good time so that we can take action to help you.
- Honour the terms of your tenancy agreement.



Appendix

South Dublin County Council Facilities

Location	Contact	Hours of opening
County Hall Tallaght Dublin 24 Payments Office Planning Desk	4149000	9am - 5.00 pm Mon - Thurs 9am - 4.30 pm Friday 9am - 4.00 Mon -Thurs 9am - 3.30 Friday 9am - 4.00 Mon - Friday
Civic Centre Clondalkin, Dublin 22 Payments Office	4149000	10am - 4.00pm Mon- Fri 9.30am - 3.30pm Mon- Fri
Libraries		
Library Headquarters Unit 1 Square Industrial Complex Tallaght, Dublin 24	4597834	9.30am - 8.00 pm Mon –Thurs 9.30am - 4.30 pm Fri and Sat
County Library Tallaght, Dublin 24	4620073	9.45am - 8.00 pm Mon- Thurs 9.45am - 4.30 pm Fri and Sat
Ballyroan Library Orchardstown Avenue, Dublin 14	4941900	9.45am - 8.00 pm Mon- Thurs 9.45am - 4.30 pm Fri and Sat
Castletymon Library Castletymon Shopping Centre Dublin 24	4524888	9.45am - 5.00 pm Mon - Thurs 9.45am - 4.30 pm Fri and Sat
Clondalkin Library Monastery Road Clondalkin, Dublin 22	4593315	9.45am - 5.00 pm Mon - Thurs 9.45am - 4.30 pm Fri and Sat
John Jennings 4b Stewarts Hospital, Palmerstown	626444	10.00am - 4.00 pm Mon- Fri
Whitechurch Library Whitechurch Road, Dublin 24	4930199	Opening Hours - enquire locally
Lucan Library Superquinn Shopping Centre Lucan, Co. Dublin	6216422	Opening Hours - enquire locally
Mobile Library Service Unit 1 Square Industrial Complex Tallaght, Dublin 24	4597834	
Environmental Facilities		
Ballymount Civic Amenity Centre Ballymount, Dublin 24	4596354 / 4621251	9.30am-5.00pm Monday-Friday, Sunday & Bank Holidays 9.00am-5.30pm Saturday
Arthurstown Landfill	045 877674	
Green Waste Facility	6283407	
Recreational Facilities		
Corkagh Angling Facility Corkagh Park, Dublin 22	4542622	

Appendix

South Dublin County Council Facilities

Location	Contact	Hours of opening
Grange Castle Golf Course Grange Castle Clondalkin, Dublin 22	4641356/ 4641043 (clubhouse)	Daylight Hours
Business Park		
Grange Castle Business Park Grange Castle Clondalkin, Dublin 22		
Theatre		
Civic Theatre County Hall Plaza Tallaght, Dublin 24	4637460 4627411 (box office)	Opening Hours- enquire locally
Camac Valley Caravan Park Corkagh Road, Dublin 22	4640644	9.00am daily
Playgrounds		
Griffeen Valley Park	6280612	
Corkagh Park	4592617	
Fetterciarn	4512207	
Jobstown	4521871	
Killinarden	4526617	
Tymon Park x2	4520530	
All Weather Pitches		
Clondalkin Sports & Leisure Bancroft Greenhills Road St Thomas School- Jobstown	4574858 4599822	
Housing Estate Offices		
Killinarden Community Centre		11 am 12 noon each Friday
Whitechurch Community Centre		11am -12noon 1st Thurs of every month
Fettercairn Community Centre		11am-12 noon each Wednesday
Mary Mercer Centre		11am -12 noon each Thursday
Jobstown Community Centre		11am-12 noon each Friday
Bawnogue Community Centre		10am- 12 noon each Tuesday
Neilstown CYC		11.30 am -1 pm each Tuesday
Clondalkin Civic Centre		10.00am- 11.00am each Thursday
Community Centres		
Neilstown Community Centre	4575943	
Quarryvale Community and Leisure Centre	6233417/6238170	
Quarryvale Community Resource Centre	6230264	
Knocklyon Community Centre	4943991	
Perrystown Community Centre	4515527	
Belgard Community Centre	4590522	
Greenhills Community Centre	4500165	
Rowlagh Community Centre	6231919	
Lucan Sports and Leisure Centre	6241930	
Clondalkin Sports and Leisure Centre	4574858/4574172	
Swimming Pool and Leisure Centre	4571263/4572152	
Firhouse Community Centre	4514455	
Killinarden Community Centre	4526617/4627266	
Fettercairn Community Centre	4512207	
Kiltalown House Center	4522466	



Appendix

South Dublin County Council Facilities

Location	Contact	Hours of opening
Jobstown Centre	4521871	
Brookfield Community Centre	4621713	
St. Murin's House Centre	4590770	
Ballyroan Community Centre	4946676	
Bawnogue Youth & Community Centre	4946676	
Bawnogue Community & Enterprise Centre	4579662/ 4579663	
Bohernabreena Community centre	4520685	
Brittas Community Centre		
Earlsfort Community Centre		
Kilnamanagh community Centre	4521199	
Newcastle Community office, St. Finian's Hall	4586131	
Rathcoole Community Centre	4580238	
St. Aengus Community Centre	4527924	
St. Mark's Youth & Family Centre	4527913	
St Ronan's Parish Community Centre	4578211	
Tymon Bawn Community Assoc Ltd	4521028	
Ballycragh Community Enterprise Centre	4520685/ 4526291	
Ballyowen Castle Community Centre		
Tallaght Community School Sports Complex	4515105	
Stewart's Sports Centre, Palmerstown	6269879	
The Bush Resource Centre, Foxdene Ave., Dublin 22		
Greenhills Community Centre		
Rowlagh Community Centre		
Lucan Sports and Leisure Centre		
Firhouse Community Centre		
Killinarden Community Centre		
Fettercairn Community Centre		
Kiltalown House Centre		
Jobstown Centre		
Brookfield Community Centre		
St. Murin's House Centre		
Depots		
BALLYMOUNT Environmental Services Refuse Collection Ballymount Dublin 24	4596354	
Ballymount Cleansing Unit Depot Ballymount Dublin 24	4627867/4627872	
Ballymount Roads Depot Dublin 24	4515652/4515878 Fax: 4627736	

**Appendix****South Dublin County Council Facilities**

Location	Contact	Hours of opening
Ballymount Mechanical Services Depot Ballymount, Dublin 22	4501534	
CLONDALKIN Housing Depot Unit 10	4570099/ 4570945	
Grange Parks Depot Lynches Lane Clondalkin, Dublin 22	6240204	
CORKAGH Parks Depot Corkagh Park, Dublin 22	4592617	
DEANSRATH Water and Drainage Depot Deansrath, Clondalkin Dublin 22	4570784/4570785/4570786 4570784/4570785/4570786	
DEANSRATH Mechanical Depot Deansrath, Dublin 22	4574907	
ESKER Parks Depot	6280612	
PALMERSTOWN Roads Depot Deadmans Inn Palmerstown, Dublin 22	6267392/Fax: 6264872	
RATHCOOLE Roads Depot Old Library Building Main Street Rathcoole, Co. Dublin	4589590	
RATHFARNHAM Castle Parks Depot Rathfarnham, Dublin 16	4951094/4951623	
JOBSTOWN Housing Depot Tallaght, Dublin 24	4512320	
SAGGART Parks Depot Mill Road, Saggart	4588908	
SEAN WALSHE Parks Depot Tallaght, Dublin 24	4526379	
TYMON Parks Depot Tymon Park, Dublin 24	4512033/4520530	



South Dublin County Council
Comhairle Contae Átha Cliath Theas

County Hall, Tallaght, Dublin 24.

Civic Centre, Clondalkin, Dublin 22.

Telephone: 4149000

www.southdublin.ie

E-mail: cccusercontent@sdblincoco.ie