

## **Annual progress report on the Corporate Plan 2017**

Section 134 (11) of the Local Government Reform Act 2014 requires the preparation of an annual progress report in respect of the Council's Corporate Plan, and for such report to be submitted to the elected Council.

The Corporate Plan was adopted by the Council at its meeting held on 13<sup>th</sup> April 2015. The draft 2017 Annual Service Delivery Plan, which will include the 2017 objectives and priorities for each of the Council's services, implementing the corporate goals and objectives, is currently being prepared. Set out below is the 2017 progress report on the Corporate Goals included in the Plan.

### **Theme 1 - Creating an environment for economic growth**

**Corporate Plan Goal 1:** *To leverage the Council's enhanced role in economic development and enterprise to promote the economic growth of the County*

#### Progress:

Preparation on the 2 year Review of the County Development Plan 2016-2022 commenced with a view to presenting a progress report to Council in March/April 2018

The Section 48 Development Contribution Scheme 2016-2020 adopted in December 2015 aims to foster economic growth.

- Indexation will be applied from January 2018 as provided for in the Scheme
- There has also been a significant increase in the collection of development contributions which goes to the funding of infrastructure. €19.9 million collected in 2017 up from €14.1 million collected in 2016 which represents a 41% increase.
- The Cherrywood Contribution Scheme was made in 2017 incorporating the Countywide Scheme to allow for increased infrastructural works in that district;
- The Cherrywood Planning Scheme Development Contribution Scheme 2016 – 2022, which was provided for in Countywide Section 48 Development Contribution Scheme, was adopted by the Elected Members at the Council Meeting held 13<sup>th</sup> June 2017 which will support the delivery of infrastructure for the Cherrywood SDZ

Update on the Implementation of the economic objectives of the Local Economic and Community plan 2016-2021.

- Supported the development and implementation of key LEO actions in the Dublin Regional LEO action Plan for Jobs.
- 2017 saw a net gain of 167 jobs across the LEO client portfolio demonstrating the success of meeting the targets of creating sustainable employment.
- 78 Trading Online Vouchers were approved in 2017 totalling €137,530 supporting businesses across all key sectors.
- 11 Client Companies were transferred to Enterprise Ireland as part of the inter-agency Progression Pathway, resulting in 35.5 jobs transferring. This transfer is a reflection of their growth in maturity and readiness for investment.
- €696,121.50 funding was provided through feasibility study, business priming and business expansion grants leading to the creation of 65 new jobs. €154,481 was

spent on training initiatives in 2017 to support self-employed people mostly in the form of early stage business support.

- 8-Week Teen Entrepreneur STEM programme in partnership with DLR Libraries (dlr Lexicon)
- 1447 students from 25 schools participated in a Student Enterprise programme while collaborations with UCD and IADT continued, underlining commitment to enterprise at third level.
- 747 people attended 20 events across the County, during a very successful Enterprise Week held 6th – 10th March 2017.
- There were quarterly publications of the Dublin Economic Monitor, including a launch in dlr.
- LEO DLR hosted a National Women’s Enterprise Day event on behalf of the Dublin Region in September 2017 with over 200 delegates attending.
- 78 Entries (a record number for DLR) were received for Ireland’s Best Young Entrepreneur’s competition with Ciara Clancy of Beats Medical, based in Sandyford, was awarded Best Established Business for 2016 and winning the overall Ireland’s Best Young Entrepreneur award.
- 364 clients availed of Business Advice & Mentoring, 1468 attended training courses, workshops and seminars, and 792 attended networking events. A total of 3022 clients were assisted by the LEO in 2017.
- 29 small craft businesses and exhibitions availed of the pop-up shop in 2017
- Actively collaborated with multiple stakeholders to include IADT, UCD, Dun Laoghaire BID, Sandyford BID, DLR Chamber of Commerce.
- We regularly meet with our LEO colleagues in Dublin County to plan the delivery of programs to the broader regional client base. Collaborations include such events as; IBYE, Dublin Food Chain and Enterprise week.

**Corporate Plan Goal 2:** *To increase the supply of housing in the County and facilitate the expansion of employment opportunities by the removal of any infrastructure deficits*

Progress:

- The output of the construction activity within the County is continuing to increase year on year with 1,373 new homes constructed in DLR in 2017 (based on ESB connection figures and projections for November and December 2017), which is an increase of 16% on the total output for 2016 (1,179 homes).
- On sites of 10 or more units, the first nine months of 2017 saw a 122% increase in the number of homes within the planning system (including An Board Pleanála) from 1,654 homes at the end of 2016 to 3,678 homes by September 2017. There were 6,771 homes with planning permission by September 2017, excluding sites of 9 or less units.
- There are currently 37 active development sites, with 1570 homes under construction (on sites of 10+);
- 3 No. Strategic Housing Developments were received in 2017:-
  - U.C.D. – 512 Student Accommodation Units
  - Clay Farm – 927 Residential Units
  - Blakes/Esmonde Motors – 179 Student Accommodation Units + 103 Residential Units

- The Cherrywood Strategic Development Zone (SDZ) Town Centre application, which includes 1,269 apartments, was also lodged with DLR in September 2017.
- With respect to the Vacant Sites Register, following the issue of notices, we have received submissions from the owners which are now being assessed. Further notices are being prepared for issue.
- The Woodbrook-Shanganagh Local Area Plan was adopted at the July 2017 Council meeting and came into effect on the 1<sup>st</sup> August 2017. The 2016-2022 County Development Plan's Core Strategy sets out an indicative range of 2000-2300 new homes for the lands at Woodbrook Shanganagh.
- The Cherrywood Town Centre Urban Form Development Framework came into effect as and from 20th September 2017 in relation to any planning permissions for the Cherrywood Town Centre. The purpose of this UDF is to provide clarity and to assist the assessment of whether planning applications are consistent with the objective of the Planning Scheme. Any development permitted in the town centre shall be in accordance with this UDF.
- Planning applications for the Cherrywood SDZ area, which include a residential element, have been lodged in the latter part of 2017.
- The drafting of the Phasing Amendment to the Planning Scheme has advanced. The purpose of the Amendment is to accelerate the delivery of housing acknowledging the large scale of infrastructure of roads and public parks currently under construction. It is envisaged that the proposed amendment will make the site more accessible for development in respect of all development, most notably, accelerated residential delivery.

**LIHAF and NTA funding for infrastructure:**

- The Local Infrastructure Housing Activation Fund (LIHAF) is a key element of Pillar 3 of *Rebuilding Ireland: An Action Plan for Housing & Homelessness*. The objective of the fund is to provide public off-site infrastructure to relieve critical infrastructure blockages which have been identified as one of the main impediments to the development of key sites for housing, thus enabling the accelerated delivery of residential units on these sites in both Dublin and urban areas of high demand for housing.
- On the 28th of March the Government announced the approval of 34 projects across 15 Local Authorities for the Local Infrastructure Housing Activation Fund (LIHAF), as part of the 'Rebuilding Ireland' programme. Dún Laoghaire- Rathdown received approval for the projects set out below.

Local Authority	Project Name	Detail of infrastructure	Total Allocation under LIHAF (€m)	Amount to be funded by Dept (€m)	Amount to be funded by LA (€m)
Dun Laoghaire Rathdown	Cherrywood	Road upgrade, bridge	15.19	11.39	3.80
	Clay Farm	Loop Distributor Road and Bridge	10.15	7.61	2.54
	Kiltiernan Glenamuck	Distributor Road, relocation of ESB lines	10.5	7.88	2.63
	Woodbrook Shanganagh	Distributor Road, Junction upgrade	4.16	3.12	1.04

- Minister Coveney also announced that the National Transport Agency agreed to part fund the Dart Station in Woodbrook/Shanganagh.
- DLR welcomes the commitment by the Government to support infrastructure projects in this County. Following extensive negotiations and dialogue with the respective Landowners across all 4 project areas, the signed Grant Agreements in respect of the Cherrywood, Clay Farm and Woodbrook/Shanganagh projects have been returned to the Department of Planning, Housing, Community and Local Government.
- It is envisaged that the Kiltiernan/Glenamuck project will form part of LIHAF 2 for future funding consideration and approval by the DHPC&LG. The Council will continue to work with the Department and the Land Owners in addressing infrastructure deficits required in opening up land for development, particularly housing.

**Corporate Plan Goal 3:** *To support the development of strong transport links in the County*

Progress:

- The County Development Plan supports and facilitates transport links throughout the County through the provisions of Section 2.2: Sustainable Travel and Transportation and through the planning process.
- The Council together with the National Transport Authority, Transport Infrastructure Ireland and the Department of Transport, Tourism and Sport, continues to implement the sustainable travel and transportation objectives.
- A number of pedestrian and cycle infrastructure schemes were progressed in 2017 (in accordance with the National Cycle Design Manual and the Design Manual for Urban Road and Streets) including the following:

- N11 Johnstown Road improvement Scheme – construction complete
- Monkstown Village Road Safety Improvement Scheme – construction complete
- Cherrywood Junction upgrades – under construction
- Wyattville Road Cycle Improvement Scheme – Under construction
- Sandyford Cycle route (Clonskeagh to Sandyford) – Design stage
- Stillorgan Road Cycle route – Design stage
- Taney Road Churchtown Road junction improvements - Design stage
- Leopardstown Valley to Ballyogan Road Greenway- Design stage
- Brides Glen Cycle route- Design stage
- Blackglen Road Improvement Works – CPO Stage
- Dodder Greenway – Design Options in conjunction with DCC
- A Countywide Station less bike share scheme in conjunction with Bleeperbike Ireland with bikes available at all main towns and village

**Corporate Plan Goal 4:** *To support local business and communities by delivering facilities to better meet parking needs*

Progress:

- Six new paid parking schemes were introduced in 2017 at the request of local communities and businesses, including the introduction of a Local Parking Area in Blackrock.
- A County-wide Christmas parking promotion operated from mid-November 2017 to early January 2018. This promotion was introduced to encourage local trade and business for the Christmas shopping period. Parking promotions were also operated in support of local annual events such as the Bloomsday celebrations in Glasthule, Dalkey Book Festival and the Dalkey Lobster Festival. A parking promotion was also provided in Monkstown in support of the Monkstown Crescent Traders during Village Renewal works in 2017.
- The on-line residents parking permit application system, which was introduced in 2015 is operating successfully with over 60% of permit applications made online in 2017.
- There was increased usage of the Council's Cashless Parking payment service, Parking Tag, with 867,717 transactions recorded in 2017. This showed an increase of 178,950 transactions on the previous year.

**Corporate Plan Goal 5:** *To improve the vitality of towns and villages in the County*

Progress:

- The County Development Plan supports and facilitates the improvement of towns and villages within the County through the provisions of Section 1.3: Development and Regeneration, particularly so through Local Area Plans and Section 1.3.6: The Villages of Dún Laoghaire-Rathdown;
- An audit of the Villages Towns and Local Centres of Dún Laoghaire-Rathdown commenced during 2016, and will be finalised in 2018. The Architects' Department is leading and supporting the audit of towns and villages
- A consultant Architect reported on improvements of villages, towns and local centres in the County.

- Preparation of the Draft Stillorgan was completed in Q4 2017. The public consultation process will commence in January 2018;
- The preparatory work on the Pre-Draft Ballyogan and Environs LAP was advanced in Q3/Q4 2017. Public consultation will commence in Q1 2018
- Tender documents for the roll-out and administration of Free Wi-Fi are being prepared and will be advertised in 2018
- The Council supported the development and regeneration of the towns and villages throughout the County in 2017 by working closely with community groups, volunteers and individuals. Financial assistance towards community events and facilities was provided through the dlr Universal Grants Scheme;
- Supported roll-out of the Town and Villages Renewal Scheme through administration of €80,000 funding provided by the former Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs ;
- The Dún Laoghaire-Rathdown Joint Policing Committee held 3 committee meetings (March, June and November) and hosted an Open Public meeting in Stillorgan on 15<sup>th</sup> November 2017 which was very well attended. Work continued throughout 2017 on implementation of the dlr JPC six year work plan, including commencement of a review of the LPF;
- Support was provided for the three Local Policing Forums established in the County. These forums are chaired by an Inspector of An Garda Síochána and meet on average five times per year;
- Co-ordination of 2 entries in the 2017 All-Ireland Pride of Place competition.
- The Council supported Tidy Districts Competition and continued to promote engagement through the Estate Management Programme;
  - Kilcross Estate Management Forum and Ballyogan Estate Management Forum were winners in their respective categories
  - Cois Cairn Estate Management Forum were awarded the most improved Estate Management Forum 2017
  - Hillview Estate Management Forum received the Litter Wardens Award in recognition of their work
- Supported the skip collection programme in Estate Management areas, prior to Halloween;

**Corporate Plan Goal 6:** *To promote and develop tourism within the County as part of the wider region*

Progress:

- During 2017 the Council supported and promoted tourism through its management of the Local Tourism Office which handled up to 1000 walk-in queries per month, as well as the [www.dlrtourism.ie](http://www.dlrtourism.ie) website which has been increasingly important in promoting tourism and events in the County.
- Dún Laoghaire-Rathdown supported and worked with Fáilte Ireland on the Dublin "A Breath of Fresh Air" promotional campaigns for Dublin, which has been successful in attracting over 7m visitors to Dublin during 2017;
- DLRCC have developed a new five year DLR Tourism Strategy and Marketing Plan (2017 - 2022). This strategy is based around the development of three signature experiences which Dun Laoghaire-Rathdown has to offer.
- "Urban Splash" promoting the Coastal activities and towns and villages

- "Well Worth the Climb" promoting the counties uplands and viewing points
- "Between the Lines" promoting the counties cultural heritage.
- A focused set of actions have been developed as part of this DLR Tourism Strategy Document.
- Plans finalised the developing of a new Tourism Kiosk on the Metals Plaza in 2018 to further enhance the visibility and availability of tourist information and supports.
- In 2017 DLRCC supported the development of Bloomsday Maps, An International Food Festival, Dalkey Street Festival and Airfield Food Festival.
- In 2017 a new framework for the development of International Relations and Twinning was developed by the Economic Development & Enterprise Strategic Policy Committee. This framework was presented at the County Council and approved at their meeting on November 13th.
- The Architects' Department promoted and supported the Open House Dublin program in 2017 by inviting the public to explore some of the great building and public open spaces in the County in 2017. Volunteers, particularly professional architects, offered their services and expertise on many of the public buildings in the County.

## **Theme 2 – Driving quality of life for all**

***Corporate Plan Goal 7:*** *To provide and manage social housing accommodation including Traveller Specific accommodation*

### Progress:

- The Social housing strategy set a target for DLR to deliver 681 units during the period 2015 - 2017. This Council delivered 933 units within this timeframe and continue to use all methods of delivery to advance additional units, with 259 identified for delivery in 2018. A number of larger sites are now being advanced, which will deliver additional units within the next 3 years. There has been increased activity in Planning Permissions and construction of private units, resulting in increased activity in the making of Part V agreements.
- One new Traveller specific site was provided in 2017 and a total of 3 units were re-furbished and re-let during 2017
- The Local Traveller Accommodation Consultative Committee (LTACC) met on six occasions during 2017.
- Regular communication and partnering with DHPLG, Housing Agency and Approved Housing Bodies has resulted in the advancement of 3 sites, which should deliver an additional 208 units by early 2020.
- During 2017 there were 372 housing allocations made which was over 50% increase on 2016.
- An online Choice Based Letting (CBL) system was launched in March 2017. The system/website allows people on the Council's Social Housing Support List to express their interest in available properties that are suitable for the size of their household and within their area(s) of preference. By the end of December 2017 a total of 53 properties had been advertised through CBL and the system had been accessed over 58,000 times by housing applicants. This is an average of over 1,500 logins per week.

- There were 337 properties on the RAS scheme as of December 2017. HAP was introduced successfully in DLR in March 2017 and during the nine month period to the end of 2017, 160 additional tenancies were created as well as 121 Homeless Hap tenancies.
- Acquiring private units through Social leasing scheme was promoted during the year.
- 446 private rental inspections were carried out during 2017.
- The implementation of the DLR Anti-Social Behaviour Policy continued with a reduction of 5.3% in anti-social behaviour cases reported in 2017.
- Two pre-tenancy courses were held in 2017 with over 70 households invited.

**Corporate Plan Goal 8:** *To work towards the goal of achieving an end to long term homelessness and the need to sleep rough in Dublin by 2016*

Progress:

- Work continued in partnership with the Dublin Regional Homeless Executive (DRHE) who operate a shared service on behalf of the Dublin Local Authorities and with Approved Housing Bodies to promote the Capital Assistance Scheme.
- The Council continued to work with the Rough Sleepers Intake Team operated by Focus Ireland and Peter McVerry Trust; with the Simon Community who operate the Support to Live Independently (SLI) Service and with HAIL visiting support service and the Tenancy Sustainment Service.
- Two family hubs were provided in Monkstown and Dundrum during 2017, creating 29 additional family placements.
- The homeless circumstances of 189 households were alleviated through allocation of various forms of social housing support including HAP, Approved Housing Bodies and the Council's own housing stock.

**Corporate Plan Goal 9:** *To minimise the occurrence of flooding throughout the County and to work to achieve the requirements of the Water Framework Directive including bathing water quality*

Progress:

- Flood zone maps have now been prepared and incorporated into the Draft County Development Plan. These maps, which align closely with the Office of Public Works' ECFRAM maps, also show flooding 'hotspots', which are locations generally remote from the main rivers and streams that have flooded in the past. A Green Roof Guidance Document is now incorporated into the County Development Plan. This document is a key element of DLR's Climate Change Adaption Strategy, which is currently being drafted. The document will also assist with the roll out of DLR's Green Infrastructure Strategy;
- Flood alleviation works have been completed at several locations and a programme of culvert screen upgrading is ongoing. Screen upgrades have taken place at: Loreto Park, Ulster Terrace, Alma Park environs, St Heliers Copse, Belarmine, Blackrock and Monkstown. Screen upgrade works have also recently been completed at Old Dublin Road, Johnstown Road and Dargle View. A Part 8 planning process is planned to commence early in 2018 for a critical screen upgrade on the

Deansgrange River in Kilbogget Park. It is planned to incorporate a flow restriction into the design that will create a flood storage area in the park thus assisting with flood alleviation downstream. A programme of installing cameras that can remotely monitor critical culvert screens is being implemented with screen cameras now in-situ at seven locations;

- Water Services Section is working closely with the OPW in advancing online flood storage/attenuation ponds at various locations including Kilbogget Park (mentioned above), Glenavon Park, Cabinteely Park, Sandyford Park, Fernhill Park and Ardglas;
- Coastal Erosion Protection: Design and Tendering are now complete for the Corbawn Lane Beach Access works. This scheme will incorporate approx. 150m of coastal protection works using rock armour. Separately design work is underway for a coastal erosion protection project at the old Bray landfill.
- Integrated Catchment Models will be commissioned in 2018 for 2 significant stream catchments in the County. These are the Dundrum Slang stream and the upper stretch of the Carysfort Maretime Stream. When complete in 2020 both models will greatly assist with determining the flood risk/impact of developments in the stream catchment areas.
- The Water Pollution Control Section (WPCS) has been engaged with the EPA in the production of the National Plan for the implementation of the second phase of the Water Framework Directive (WFD) including participating in a number of national and regional working committees.
- Numerous public engagement events with local residents, local representatives (SPC) and interest groups publicising and receiving feedback on the next WFD draft Management Plan.
- River sampling, misconnection surveys, septic tank, construction site and farm inspections have all continued. DLR is also a participating member of the East Coast Pollution Working Group on oil pollution and hazardous and noxious substances at sea hosted by the Dublin Fire Brigade.
- Commissioning of a report on the occurrence of high pH due to construction activity in streams in the Ballyogan, Carrickmines and Deansgrange areas.
- Application for Life Funding in partnership with South Dublin County Council for a project to carry out 7000 misconnection surveys in the Shanganagh catchment
- Cherrywood SDZ - Surface Water Attenuation Strategy – technical workshops are on-going with both landowner technical representatives and dlr Water Services to agree a collaborative approach on various aspects of the requirements of the Cherrywood Planning Scheme.

***Corporate Plan Goal 10:*** *To improve the road network (including pedestrian and cycle networks) in the County for the safe and efficient movement of all road users in a sustainable manner.*

#### Progress:

The following Transportation projects as identified in the Council's Capital Programme were delivered in 2017:

#### NTA Schemes

- N11 Johnstown Road improvement Scheme – construction complete

- Wyattville Road Cycle Improvement Scheme – Under construction
- Sandyford Cycle route (Clonskeagh to Sandyford) – Design stage
- Stillorgan Road Cycle route – Design stage
- Taney Road Churchtown Road junction improvements - Design stage
- Brides Glen Cycle route– Design stage
- Countywide Cycle Parking – 77 no. completed (154 no. stands)

#### Public Realm Schemes

- Monkstown Village Road Safety Improvement Scheme
- Stillorgan Village Area Movement Framework Plan
- Cross Avenue and Environs Traffic Improvement Scheme

#### Other Capital schemes

- Dodder Greenway – Design Options in conjunction with DCC
- Cherrywood Junction upgrades –Under construction
- Blackglan Road Improvement Works – CPO Stage
- Construction was completed on Foxrock Village Car Park in April 2017; Part 8 approved for Enniskerry Road/Glenamuck Road Junction Upgrade in September 2017; Part 8 approved for Bracken Link Road scheme in October 2017.
- Work commenced on the Monkstown traffic and public realm improvement scheme

The Council's Traffic & Road Safety Section continues to implement the Road Safety Plan 2015 – 2020 under the headings Education, Engineering and Enforcement. The following lists some activities carried out under each heading in 2017.

#### Education

- Delivered health and safety training to all 84 school wardens.
- AXA Road Safety Road Show in Dún Laoghaire with assistance from An Garda Síochána with 2,500 students attending.
- Open day at the Nutgrove fire station to promote the road safety activities of the Road Safety Authority, Fire Service and Ambulance Service with 4,000 attending from the local area.
- Halloween road safety campaign at Dún Laoghaire Fire station in conjunction with An Garda Síochána and Dublin Fire Brigade encouraging children to 'Stay Bright on Fright Night' with 2,000 attending.
- Promoted Project EDWARD (European Day without a Road Death) on September 21<sup>st</sup> using social media and placing awareness messages on VMS signs.
- Assisted a Cycle trainer with the delivery of the Department of Transport, Tourism and Sport 'Cycle Right' training standard to 1287 pupils in schools in the County.
- Worked with An Taisce to help deliver the Green Travel Programme in 2 schools.
- 4 Cycle Forum meetings and 3 Road Safety Working together Group meetings were held in 2017 to provide a focus on road safety and cycle initiatives.

#### Engineering

- A 30km/h Speed limit was introduced on 742 roads in housing estates and residential areas in line with the mandatory 'Guidelines for Setting and

Managing Speed Limits in Ireland' issued by the Department of Transport, Tourism and Sport (March 2015).

- N11 Brewery Road Safety Improvement Scheme – Design Stage
- Killiney Road / Ballinclea Road Safety Scheme – Completed
- Cross Avenue and Environs Traffic Improvement Scheme -Completed
- A number of junctions were also upgraded in 2017
  - Carysfort Avenue /Convent Road, Blackrock
  - Tivoli Road / Mulgrave Terrace, Dún Laoghaire
  - Barton Road East / Beaumont Avenue, Churchtown
  - Ballinteer Road / Broadford Road, Ballinteer
- New Pedestrian crossings were also provided at the following locations
  - Barton Road East
  - Monkstown Village
- Introduction of Variable Messaging Signage at six locations on N11 and Rock Road to deliver road safety messages.

#### Enforcement

- Held a number of road safety education campaigns in conjunction with An Garda Síochána
- Worked closely with An Garda Síochána on day to day road safety and traffic issues and major traffic management works around the County.
- Worked closely with schools dealing with parking issues, safety issues and school warden issues.
- A total of 11 roads were re-constructed and/or re-surfaced during 2017, including: Cherrywood Estate, Avoca Avenue, Granitefield (Part of), Monaloe (Part of), Sycamore Road (Part of), Merville Avenue, Seafield Road (Part of), Kilgobbin Road, North Avenue (Part of), Nutgrove Way, Barton Road.
- Patching works were also completed at:  
Convent Lane, Coliemore Road, Mutton Lane, Brighton Avenue, Georges Avenue, Frascati Park, Wyckham Park Road, Kill Lane, Dalkey Heritage Centre, Trimleston Ave/Rock Road, Old Bray Road at Dunnes Stores Cornelscourt and Old Bray Road at junction Cornelscourt Hill. The patching process is beneficial in maintaining roads in a safe condition pending the carrying out of a full re-surfacing job, and extends the lifespan of the current road structure.
- Footpath renewals have been completed at:  
Killiney Hill Road, Avondale Crescent, Saval Park Gardens, Mapas Estate, Barnhill, Tivoli terrace East, Merville Avenue, Watsons Estate, Ashlawn Park, Ballybrack, Corke Abbey, /Woodbrook Glen, Glenavon Park (along the river), Ballybrack, Marley Grange, Ballinteer and Broadford estates, Ballaly Estate, Grange Road (to Pine Valley) and Tivoli Terrace South, Dún Laoghaire.
- Roads Maintenance also collaborates with the Community Development section in to support the estate management projected including Cois Cairn and Goatstown Close.

The following pedestrian and cycle facilities were improved during 2017:

- Junctions upgraded in 2017
  - N11 / Johnstown Road
  - Carysfort Avenue /Convent Road

- Tivoli Road / Mulgrave Terrace
- Barton Road East / Beaumont Avenue
- Ballinteer Road / Broadford Road
- New Pedestrian crossings at the following locations
  - Barton Road East
  - Monkstown Village
- Countywide Cycle Parking
  - 77 no cycle stands installed (154 spaces)

**Corporate Plan Goal 11:** *To continue to provide high quality open space and recreation facilities*

Progress:

- Statutory Public Consultation was completed in respect of the new Park at Fernhill and the scheme was formally adopted by the Council in November 2017.
- In addition to the Park at Fernhill, works commenced on three Public Parks in Cherrywood in accordance with the Planning Scheme adopted in 2014. They are Tully Park (12.9ha), Beckett Park (5.1 ha) and Ticknick Park (19.1 ha).
- Substantial public realm improvements were implemented in Sandyford in relation to street trees, prominent margins and junctions, and the installation of a new Pocket Park at Bracken Road.
- Phase 3 of the Marlay Courtyard Project was commenced and will see the installation of modern public toilets, exhibition space, and further craft units. This is being facilitated by the new ESB substation at Marlay.
- The development of a new Park at Hudson Road, Glasthule has been approved by the Council with construction to commence and be completed in 2018.
- The Cherrywood Amenity Open Space Guidance Document is complete and has been published on the dlr website. This document provides guidance for the design and management of quality communal open spaces in the Cherrywood SDZ area;
- The design scoping and brief for the supporting greenway infrastructure to include the Linear Park within the Cherrywood SDZ area is continuing

Completed Projects in 2017 include:

- The new Car park at Marlay Park College Road entrance has been completed providing substantially more spaces, and improving the circulation within the Park.
- Further improvements to Blackrock Park landscape upgrades, pedestrian paths, seating and stonework.
- A new pathway and viewing area was installed in Sorrento Park in Dalkey.
- Netting to facilitate playing pitches at Stonebridge Road Park Shankill were commenced, this work is due for completion in 2018.
- Interdepartmental Projects included: the 1916 Commemorative Garden at Blackrock and Cabinteely Parks; Pottery Road Drainage Scheme; road improvements at Junction N11 and Johnstown Road; Convent Road pavement upgrade; and replacement of Boardwalk in Cornelscourt.
- Rosemount Open Space improvements and new entrance at Larchfield Road; additional planters in Cabinteely Village; hanging baskets and civic displays provided throughout the County; installation of Big Belly Bins in Marlay Park;

upgrade of playground at The Gallops, Ballyogan; Green Flag Status awarded to 4 Parks, Marlay, Cabinteely, Blackrock, and The People's Park.

- Extensive work programme for the maintenance of grass pitches County wide.
- Replacement of goalposts and goalmouths at various locations throughout the County

**Corporate Plan Goal 12:** *To continue to provide and support a County-wide range of events and sporting activities catering to many different interests and abilities*

Progress:

- 2017 DLR Events programme consisted of 8 family friendly events run in 6 of the County's Parks from April to October 2017 and the Dun Laoghaire Christmas Festival. The same sequence of events is planned for 2018. All of events for the DLR Events Programme are accessible to all.
- Grant funding totalling €190,643.07 was provided to 31 organisations for cultural events within the County in 2017. 19 cultural events received were approved for grant funding of €125,300 for 2018.
- CoCo Markets held a summer of music with 20 performers and 6 family friendly events in the CoCo Markets in 2017.
- The Council continued to work with external stakeholders to attract a range of events to DLR throughout the year i.e. Ironman, Bay 10k, ATP Tennis, Women's Rugby World Cup and we will continue to work with our external stakeholders to attract further sports events in 2018 i.e. Ironman, Bay 10k, ITF Tennis;
- The Sports Development programme facilitated over 37 sports programmes for community groups & schools for approx. 13,000 participants across the County. Some of the sports taking place included Archery, Cricket Volleyball, Soccer, Sailing, Rugby, Basketball and more. In 2018 we will work in partnership with DLR Leisure, FAI, Leinster Rugby, Leinster Cricket, Leinster Tennis and Sailing Ireland
- The Council will roll out the Sports Development programme to include activities to include partnerships with dlr Leisure, FAI, Leinster Rugby, Leinster Cricket, Leinster Tennis and Sailing Ireland
- The Traffic Section held a number of events during National Bike Week in June 2017
  - Cabinteely Park 'Bike Fest' - About 3,500 adults and children attended an afternoon of cycling activities in Cabinteely Park that included a treasure trail on four routes to the park, bike tune -ups, 'Bling UR Bike' decorations, cycling information, and Smoothies made by a pedal powered Smoothie maker.
  - Street Velodrome event - 250 took part on this unique fun cycle event on a pop up velodrome with elevated banked corners including special needs cyclists.
  - Free Public Bike clinic held in Dún Laoghaire and Sandyford
  - School Bike Week Art Competition with a theme Cycling and Safety

**Corporate Plan Goal 13:** *To continue to manage the Council's Heritage remit and support the County's wider heritage*

Progress:

- 2017 saw the eighth year of the Council's ten week Summer of Heritage Programme, the introduction of a Spring Into Heritage Programme and a UNESCO Biosphere tour. Combined these attracted over 26,000 visitors.
- The Council's Heritage Maintenance staff continued to maintain and manage the Council's heritage properties including Cabinteely House, Marlay House, Seapoint Martello Tower and the Oratory.
- The Dalkey Island Conservation Plan continued through the implementation of a Rabbit and Rat control programme to boost the Island's biodiversity and protect the nesting Terns.
- A Biodiversity Officer has been recruited and appointed.

**Corporate Plan Goal 14:** *To develop and deliver a library, arts and cultural service which meets the information, learning and cultural needs of the community*

Progress:

*CG14.1 Implementation of the aspirations of Opportunities for All in dlr Libraries underway, with the following notable achievements during 2017:*

- dlr Libraries supported the Libraries Ireland National Delivery Service and the National Book tender process during 2017
- The DLR Culture and Creativity Plan 2017 was published as part of the Creative Ireland Programme and included running a range of creative activities and events
- Dlr Libraries delivered the Right to Read National Literacy Programme
- Summer Reading Stars was delivered with 1,732 children signed up and 2,428 children attending events during 2017
- Healthy Ireland and Work Matters initiatives were rolled out in dlr Libraries supporting wellbeing for all and grant aid for library stock, equipment and events was secured from the Department towards this

*CG 14.2, 3 Prepare and implement a Library Development Plan*

- Minor refurbishment works were completed in Cabinteely and Deansgrange
- Libraries worked in partnership with LEO DLR to deliver a successful 8-week STEM project; 7 schools in DLR participated
- A diverse and engaging LexIcon Culture programme was delivered throughout 2017, with an average daily footfall of 1,900
- Local Studies has continued to build a collection and deliver a strong exhibition programme including Bicentenary of Dún Laoghaire Harbour and Electric Generations during 2017
- The Irish Author Collection was launched in the LexIcon
- The Mountains to Sea DLR Book Festival has continued to develop and grow and included 69 events in venues throughout Dun Laoghaire and Dundrum
- Continued and improved use of Social media, launch of Instagram and People on the Pier Platform
- New Digital Signage Software was researched and installed in Blackrock, Deansgrange and LexIcon Libraries
- A self-service Laptop loan facility for the public was launched in the dlr LexIcon

- A total of over 2384 cultural events were held during 2017 with approximately 60,000 attendees.
- Public consultation was held to support the development of a draft dlr Culture and Creativity Plan (Creative Ireland) 2018-2022 which was brought to the Community Development, Ageing and Cultural SPC in December 2017

*GG.14.4 Prepare and implement an Arts Development Policy 2016-2020*

- Significant progress made to support the development of Music as an artform in the County with formation of dlr Music Education Programme
- Successfully bid for funding to support the development and roll out of Music Generation Education Programme from 2018 to enable access to high quality subsidised vocal and instrumental tuition for children and young people throughout the county.
- On-going development of Film with the creation of dlr First Frames working with FilmBase and IADT National Film School to commission 2 short films.
- Delivered numerous opportunities for artists to produce new work and for the public to engage with that work throughout the County in community and education settings.
- Dún Laoghaire-Rathdown County Council and IADT in partnership with Young Irish Filmmakers won the Best Small Sponsorship Award at the Allianz Business to Arts Awards 2017 for the Young Women in Film & Television' initiative.

*CG14.5 Ensure our initiatives and activities promote multiculturalism and the use of the Irish language*

- Upgrade of Irish version of Libraries website underway
- Developed partnerships with UCD, IADT and a number of embassies. Also co-operated with other Dublin Authorities in projects such as One City One Book and HEAL ( Health Education and Libraries)
- New Irish language events programme offered in the LexIcon to children by the Grúpa Spraoi Tuismitheoirí
- Silent Books Exhibition
- The Architects' Dept prepared a brief for a once off Architectural piece for the Creative Ireland Programme 2017. This was designed by A2 Architects, installed by the Alan Meredith studio and called the Red Jetty Bench. The project was funded by Creative Ireland (the grant was applied for by dlr Libraries) and the Architects' Dept. This movable art piece was initially installed on the open space outside the Lexicon Library; it has since been put on display in Marlay Park and Sandyford.

***Corporate Plan Goal 15: To promote a clean and healthy environment***

Progress:

The Litter Action Plan 2017 was prepared, the aims of which are:

- To prevent and control litter pollution in the Dún Laoghaire-Rathdown County Council area;

- To eliminate litter black-spots;
- To develop education & awareness programmes in association with schools/colleges/ communities;
- To ensure rigorous enforcement mechanisms of the Litter Pollution Acts and Bye-Laws are effective.

The process of drawing up a new Litter Management Plan for 2018-2020 commenced in December 2017.

- Solar Compactor Belly Bins: The litter bin stock was reduced from slightly over 500 litter bins to 421 solar powered compacting litter bins, however, the capacity of the system has increased from approximately 45,000 litres to over 250,000 litres. Using the web-based application to monitor real-time levels of waste in the new units, the number of litter bins visited during a working day has been reduced by over 85%. This upgrade of the litter bins throughout the county has resulted in a reduction of 75% in fleet costs;
- Environmental Awareness campaigns and School Programmes were run throughout 2017 including: Green Schools Programme, Secondary Schools ECO Conference, Tidy Schools competition, Christmas Decoration competition, Pollinator workshops, Staff Fix-it workshops, community based Stop Food Waste workshops, Upcycle exhibition for Re Use Month, Halloween Awareness Campaign, Gum Litter/Illegal Waste/ Dog Waste campaigns, Sustainable Gardening workshops.
- Grants allocated to community groups and residents associations under the Local Agenda 21 Environment Partnership Fund grant scheme.
- The Council organised the Tidy Districts Competition in 2017.
- The Council continued to support local community groups, Tidy Towns groups, residents associations and schools in 2017,
- The Council continued to provide recycling services at its centres at Eden Park Recycling Centre, Shanganagh Recycling Centre and Ballyogan Recycling Park, which was awarded "Bring Centre of the Year 2016" at the annual Pakman Awards;
- The Council supported Dun Laoghaire Rathdown Chamber to host the inaugural County Business Awards. Building on the legacy of the Envirocom Awards a Green Business category sponsored by DLR Co. Co. was included in the new Awards. The "Best example of a Green Business" category was sub-divided to award businesses with less than and greater than 50 employees;
- The four Dublin Local Authorities continued their work in conjunction with the SPC's on developing Climate Change Adaptation and Mitigation Plans.
- The energy team in DLRCC achieved a 24.7% savings in energy requirements in 2017 and remain on target to reach the public sector target of 33% savings by 2020. The team were also finalists in the top SEAI awards category - Energy Team of the Year 2017. DLRCC also passed the ISO50001 surveillance audit and continue to adhere to the energy management system.

**Corporate Plan Goal 16:** *To support community engagement and participation including volunteerism and active citizenship*

Progress:

- Supported community engagement, participation, volunteerism and active citizenship through a range of initiatives and supports during 2017 including

- Support for the Dún Laoghaire-Rathdown Volunteer Centre, which provides services and supports to volunteers and organisations seeking volunteers;
- Hosted the dlr Celebration of Volunteerism with 25 individuals and 1 group (Kilcross Estate Management and Residents' & Development Group) receiving presentations in recognition of their selfless efforts in volunteering to support their local communities
- Supported the development of the dlr Volunteer Corp in partnership with the dlr Volunteer Centre;
- Improvement works for Community Facilities delivered include;
  - Extension to Ballybrack Project Centre was completed (December 2017);
  - Design, consultant and development teams were appointed for the construction of an extension to Sallynoggin Youth and Community Facility;
  - Part 8 public consultation process for extension to Shanganagh Park House completed and approved by Council in December 2017;
- Supported the Public Participation Network (PPN) with 2 Plenary meetings (April and October) and with increasing membership to 400 organisations during 2017;
- Implemented key shared and community objectives of the dlr Local Economic and Community Plan (LECP) to support community development and wellbeing;
- Supported the continued development of the Local Community Development Committee's and in relation to oversight of the implementation of the LECP and Social Inclusion and Community Activation Programme in the County;
- Procurement process for SICAP 2018 – 2022 completed and approved by LCDC;
- Provided financial assistance to 51 community groups and organisations through the Communities Facilities Scheme and the RAPID Programme 2017 Grants, both of which were administered on behalf of and approved by the LCDC;
- Supported the development of Dún Laoghaire-Rathdown Comhairle na nÓg who made presentations to Council (May) and PPN Plenary Meeting (October) and participated in Dáil na nÓg in December 2017 and held their AGM in November which was open to all aged 12 – 17 years, including hard to reach young people;
- Support for community groups, events and facilities through the administration of 419 community grant applications, with 274 approved at a total value of €244,442 to support in driving quality of life for all;
- Implementation of dlr Age Friendly Strategy through supports, events and collaboration with state agencies and NGOs, including An Garda Síochána, HSE, ALONE, Dublin Bus and Southside Partnership;
- Published and distributed the Directory of Services for Older People within dlr
- Continued to work to eliminate social exclusion and disadvantage through community support work including the successful Festival of Inclusion held in October 2017 (which included 40 events), support for the Traveller Interagency Steering Group and the Garda Diversity Group;
- Established a Network of Community Facilities on the west side of the County on a pilot basis, with support and training provided for the management committees;
- Developed a capacity building training programme for community groups and commended roll out;

### **Theme 3 – Transforming how we work**

**Corporate Plan Goal 17:** *To achieve international best practice in Corporate Governance, Risk Management, financial management and audit systems*

Progress:

- Benchmarking and review of governance, risk and audit continued during 2017, in order to ensure continuous improvements and achievement of best practice;
- Management continued to provide support to the Audit Committee, who have an independent role in the provision of assurance to the Council, and to the Local Government Auditor. The Audit Committee meet on 6 occasions.
- The presentation of the department based risk registers to the Audit Committee for their consideration and view was completed in 2017, the review of existing registers also commenced in that year. The Audit Committee also continued to monitor implementation of the Council's risk management policy throughout the organisation.
- Management continue to support internal Audit, who strives to improve the effectiveness of internal controls, risk management and governance processes within the organisation. This support provides Management with assurance in relation to the existence, adequacy and effectiveness of such arrangements.
- The Cherrywood Steering Group, comprising Directors of Services in key service Departments have been convened to provide oversight in all key aspects of the delivery of the Cherrywood SDZ that cover multi-disciplinary themes.
- Annual Service Delivery Plan produced on an annual basis
- Quarterly and monthly management reports were delivered to Council during 2017.
- A Progress Report on implementation of the goals and objectives in the Corporate Plan is presented to the Council annually.
- A new Dlr Procurement and Compliance Unit was established within the Corporate Directorate. The unit will have central oversight of all procurement within Dlr. The draft Corporate Procurement Plan has been prepared and will be finalised in January 2018. The plan sets out the strategic aims and objectives for improved procurement outcomes and identify and implement the appropriate measures to achieve these aims over the lifetime of the plan
- The Corporate Risk Register was reviewed by the Council's Senior Management Team at their meeting held on the 29th August, 2017 with the risk rating of 5 existing risks adjusted and 3 new risks added to reflect the current risks to which the Council is exposed. The revised corporate risk register will be submitted to the meeting of the Audit Committee to be held in February 2018 for their consideration and view.
- The Council is currently carrying out its own review of the recommendations made by the Local Government Audit service report 2017 no 30 - Corporate Estate management and Maintenance in Local Authorities.
- A total of 8 Data protection requests were received in 2017
- 172 Freedom of Information requests were received in 2017

**Corporate Plan Goal 18:** *To enhance local democracy by providing support to Councillors in their policy making and representational role*

Progress:

The Council provided support to An Cathaoirleach office and the Elected Members which included the following.

Cathaoirleach:

- Advice on Protocol and Event Management
- Management of An Cathaoirleach's Diary and Appointments
- Issue and Management of Invitation Lists
- Responds to Emails and Correspondence
- Preparation of Cathaoirleach speeches

Elected Members

- Provision of a quality service is continuously reviewed for all meetings of the Council. During 2017 a total of 76 Council and committee meetings took place, dealing with a total of 1503 items of Councillor's business
- Continued support provided to the CPG and to the Chairs of the SPCs. A total of 6 CPG and 26 SPC meetings were held in 2017
- A Training Programme which was agreed by the Organisation, Procedure and Protocol Committee in December 2014 is in place. 4 OP&P meetings were held in 2017
- Support was provided to the 2 Area Committees with a total of 36 meetings held.
- Councillor Customer Service Relationship Management system is currently being reviewed and updated.
- All Councillors are set up on eCouncillor. Extra training will continue to be provided.

**Corporate Plan Goal 19:** *To ensure the Council has a motivated and high performing staff with the skills and flexibility which enables them to deliver our corporate goals and objectives*

Progress:

- Transformation Programme launched in November 2017, being delivered in renewed Induction and probation programme
- draft H. R Strategy under preparation
- Workforce Plan completed in 2016 progressing with competitions to fill identified posts.  
Reviewed on an on-going basis in conjunction with budgetary provisions & discussions at Management Team
- Implemented within the department in line with Corporate policy - on-going
- Draft Training Plan prepared for consideration by Management Team
- DLR Link launched in November 2017 to improve internal communications and engagement with employees on-going through normal industrial relations processes including regular monthly meetings.
- Employee Assistance Programme being reviewed in context of provision of staff welfare service

**Corporate Plan Goal 20:** *To have a customer centric approach to the delivery of excellent services and supports*

Progress:

- Customer Service Action Plan 2017-2020 launched outlining the Council's strategy for the future delivery of services to its customers
- New Customer Charter put in place describing the Council's commitment to quality service delivery and interactions with its customers
- Civic Hub works commenced. All channels of communication to be managed through the Hub providing a centre of excellence in customer service management
- The Civic Hub will provide physical access to services to people that are disabled or mobility impaired
- All communications activity across all channels, in person, self-service, email, telephone, post and via Councillor CRM will be managed through the Hub supported by Microsoft Dynamics (CRM)
- The Sceim Gaeilge 2018-2021 was submitted to the Department of Culture, Heritage and the Gaeltacht for approval.
- There was 5 editions of the dlr Times published. It was also distributed by way of e-zine
- 35 consultations took place via the Consultation Hub.
- 172 Freedom of Information requests were processed

**Corporate Plan Goal 21:** *To drive the 'digital first' agenda*

Progress:

- Continue to promote [www.dlrcoco.ie](http://www.dlrcoco.ie) as the main communications mechanism with citizens and business
- Development of plans on providing digital first customer service leveraged by the Civic Hub and new Customer Relationship Management software, Microsoft Dynamics
- Work on a new Grants On-Line system commenced to manage the Council's Universal Grants Scheme
- Collaboration with Enterprise Ireland on two SBIR projects (Small Business Innovation Research) on bathing water quality and leveraging IOT (Internet of Things) were advanced.
- 12 Smart Dublin Regional meetings took place
- Work commenced on the Council's Digital Strategy
- The Council participated in the advancement of the National Broadband Plan
- Advancement of the Wi Fi EU Initiative
- An online Choice Based Letting (CBL) system was launched in March 2017. The system/website allows people on the Council's Social Housing Support List to express their interest in available properties that are suitable for the size of their household and within their area(s) of preference
- On-Line Parking Permits Service in place
- On line planning searches in place to progress to full e-planning
- Dog Licences can be purchased on-line
- The Dead Sure App allows for faulty street lighting to be reported on-line

- Office 365 is rolled out

**Corporate Plan Goal 22:** *To use all channels of communications to ensure effective and transparent communication and feedback with stakeholders*

- The Council's Communications Strategy 2016-2020 provides the framework for communications between the Council and its citizens. It has a number of protocols that have been introduced.
- Media handling – 257 media queries were managed in 2017
- Press Releases - 111 press releases were issued in 2017
- Social Media - 3000 tweets and 200 Facebook events were posted by the Council in 2017
- [www.dlrcoco.ie](http://www.dlrcoco.ie) - The number of website page views 3,263,861
- Crisis Communication – The Council used Twitter as its main communications mechanism during Storm Ophelia in 2017
- Internal Communications – dlr Link is now in place and it is recognised that good internal communications is essential in ensuring excellent communications with customers
- Consultation Hub – There were 35 public consultations directed through the Consultation Hub in 2017.
- Development of the Civic Hub started in late 2017. Its justification is focused on physical access to services by those that are disabled or mobility impaired and also to provide excellence in customer service. All channels of communications will be driven through the Hub – in person, by telephone, email, letter, self-service and Councillor CRM.
- Supported the Public Participation Network (PPN) with 2 Plenary meetings (April and October) and with increasing membership to 400 organisations during 2017

**Corporate Plan Goal 23:** *To have an Occupational Health and Safety Management System accredited to OHAS 18001:2007 Standard*

Progress:

- Monthly Health & Safety reports prepared for review by the dlr Management Team
- Cross functional team defined to implement updated OHS policies & procedures associated with DLR Safety Management System.
- Legal Register obtained by Corporate Safety.
- OHS module being introduced to DLR as part of Core 19 systems update (Q1 2018).
- Occupational Health and Safety Targets included within PMDS Team Plans and individual Personal Development Plans. These plans & attainment of targets are subject to periodic review in line with PMDS systems.
- Increased levels of OHS inspections are being undertaken across all services to evaluate & promote compliance with associated standards.