

DÚN LAOGHAIRE-RATHDOWN COUNTY COUNCIL

ANNUAL SERVICE DELIVERY PLAN 2018

CREATING AN ENVIRONMENT FOR ECONOMIC GROWTH



DRIVING QUALITY OF LIFE FOR ALL



TRANSFORMING HOW WE WORK



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1. Introduction:

The preparation of an Annual Service Delivery Plan is a requirement of Section 50 of the 2014 Local Government Reform Act; this Plan sets out the principal services which we intend to deliver in 2018.

Our aim is to deliver our services to our residents, businesses and visitors effectively and efficiently, always striving to ensure that such services represent good value for money.

The guiding principles of this Plan are informed by the Council's suite of policy documents, underpinned by the overarching policy as set out in the Local Government Reform Act 2014

- Corporate Plan – 2015-2019
- Budget 2018, adopted in November 2017
- Capital Programme
- County Development Plan 2016-2022
- Local Economic and Community Plan 2016 – 2021

2. Corporate Goals & Objectives

In 2019 following the implementation of our Corporate Goals and Objectives Dún Laoghaire-Rathdown County and County Council will be:

- The locality of choice for a thriving business sector with a high quality of life
- A network of confident communities with the best quality of life in the region
- A Council whose residents know they are in receipt of a strategic, dynamic, professional, well managed and future proofed local government service
- A major contributor to the Dublin Region benefitting the Region's and County's social, economic and cultural wellbeing.
- A Council which is recognised for its collaborative approach with Elected Members, Business Sector, Government Departments, State Agencies, the Community and Residents in the development of our County
- The second tier of government supporting all aspects of life in the County

3. Financial Landscape – Budget 2018

The Revenue budget for 2018 provides for expenditure totalling €177.5m. The Council's budget for 2018 includes expanded and additional services to respond to increasing growth and demands informed by the County's local economic context and it aims to ensure that the county is positioned to support economic recovery and competitiveness. In particular, additional resources are provided for maintenance and

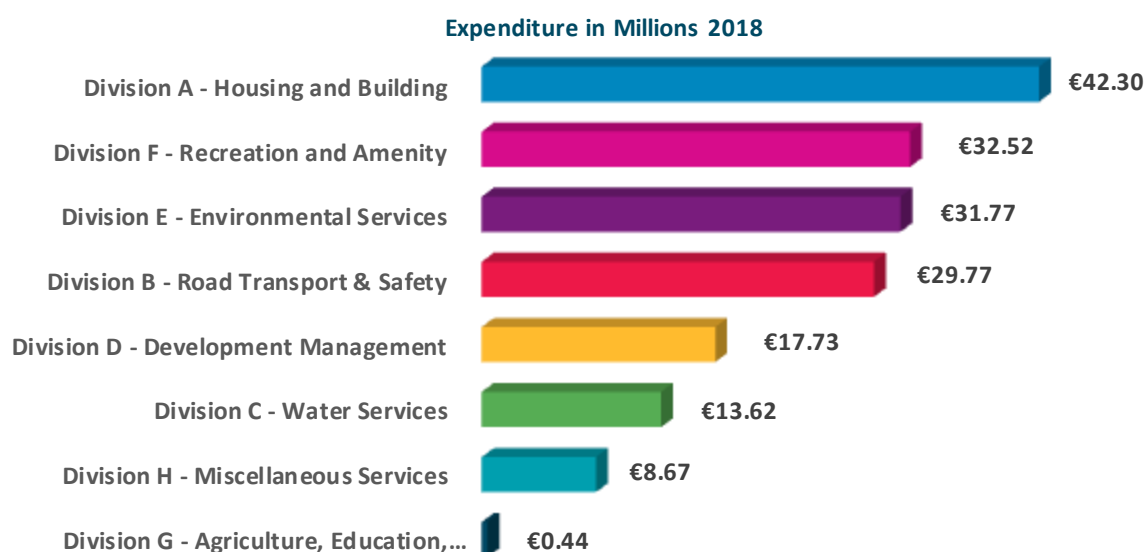
development of our world class public realm with increased provision in tree management, local roads programme, public lighting and parks. Additional income from the Poolbeg Waste to Energy Plant will enable specific funding for green initiatives. There is an increased budget provision for HAP (Housing Assistance Payment) and a Book Fund provision which supports our Library service to reach the national target of €3.77 per capita by 2019.

2018 also sees a reduction of 15% in the basic rate of Local Property Tax, There has been a reconfiguration and expansion of the Business Support grant which will mean that 86% of rate payers are potentially eligible for a grant of up to 10% of their rates bill. For our start-ups and micro-enterprises the LEO (Local Enterprise Office) will continue to provide a range of grants including Feasibility, business Priming and Business Expansion, export marketing assistance and trading on-line vouchers.

Adopted Revenue Income and Expenditure by Division 2018

Division	Expenditure Budget 2018	Income Budget 2018
A- Housing and Building	€42,299,700	€37,409,600
B - Road Transport & Safety	€29,767,700	€11,731,300
C - Water Services	€13,615,400	€9,500,500
D - Development Management	€17,730,600	€4,984,100
E - Environmental Services	€31,774,800	€7,365,500
F - Recreation and Amenity	€32,518,100	€5,402,800
G - Agriculture, Education, Health & Welfare	€438,700	€155,600
H- Miscellaneous Services	€8,669,300	€5,832,000
	€176,814,300	€82,381,400

Expenditure in Millions 2018



4. Services to be delivered in 2018

Planning and H.R. Department Services

Principal Services	Timetable of Delivery/Service Performance Standard
<p>I. Development Management – Processing of Planning Applications, Decisions, Objections/Observations, Appeals, Section 5 Exemption Certificates, Part V, Validations, Section 47 Agreements, Pre Planning (Section 247), Compliances, Derelict Sites, Naming and numbering of estates, Section 57, Land disposal queries, Tree felling licence, Event licences and Part 8s.</p>	<p>All decisions to be made within the statutory timeframe.</p>
<p>II. Financial Management:- Application of Development Contribution Schemes under Section 48 and Section 49.</p> <ol style="list-style-type: none"> a. Making of agreements with developers for timely payment of contributions. b. Issuing of financial compliances. c. As constructed analysis of sites and related contribution reconciliation. d. On-going risk minimisation on residential developments through bond compliance. e. Initiation of enforcement action on non-compliant developments. f. Timely reassessment of An Bord Pleanála decisions. 	<p>Assessment of all applications under the Development Contribution Schemes to all relevant decisions will continue along with the pursuit of all outstanding accounts and ensuring compliance of bond conditions.</p>
<p>III. Active Land Management</p> <ol style="list-style-type: none"> a. Preparation of Vacant Sites Register and application of levy. b. Continuing development and upgrading of GIS-based data systems to improve functionality. c. Continuing information/data flows to Dublin Housing Taskforce and Department of HPLG. d. Regular tracking and monitoring of residential development across DLR and the wider Dublin Metropolitan area. 	<p>On-going</p> <p>On-going</p> <p>Quarterly returns</p> <p>On-going</p>

<p>IV. Forward Planning</p> <ul style="list-style-type: none"> a. Advance Draft Stillorgan L.A.P. b. Advance Draft Ballyogan & Environs L.A.P. c. Commence preparation of Draft Old Conna L.A.P. d. Bring an updated report on L.A.P.s to Council e. Two Year Review of County Development Plan f. Representation on Technical Working Group of Eastern and Midlands Regional Assembly RSES. g. Bulloch & Sandycove Harbours Masterplan – Management of consultants 	<p>Q1 2018 Q2 2018 Q3 2018</p> <p>To March/April Council meeting</p> <p>At the request of the EMRA.</p> <p>Likely initiation of process Q2 2018</p>
<p>V. Planning Enforcement</p> <ul style="list-style-type: none"> • Taking appropriate enforcement action in respect of planning breaches. 	<p>On-going</p>
<p>VI. Building Control</p> <ul style="list-style-type: none"> a. New Developments: 12 – 15% inspection rate. b. Taking in Charge: 2-3 developments to be taken in charge c. Commencement Notices d. Completion Certificates e. Fire Safety Certificates f. Disability Access Certs g. Building Energy Ratings (BERs) h. Air Test 	<p>On-going</p> <p>If requested and suitable/up to standard</p> <p>Weekly list Within 3 weeks Within 8 weeks Within 8 weeks On-going On-going</p>
<p>VII. ePlanning</p> <ul style="list-style-type: none"> • Preparation for the introduction of ePlanning Applications 	<p>The Council is in the initial stages of updating processes to engage in ePlanning</p>
<p>VIII. Planning & Development (Housing) and Residential Tenancies Act (S.H.D.s)</p> <ul style="list-style-type: none"> a. Section 247 pre-planning for Strategic Housing Developments (SHD) at Planning Authority level. b. Section 247 pre-planning for Strategic Housing Developments with An Bord Pleanála including preparation of reports. c. Preparation of Chief Executive reports on Strategic Housing Development applications. 	<p>Within the statutory timeframe</p>

d. Presentation of SHD applications to Area Committee meetings.	
IX. Corporate Responsibilities	
a. Council Meetings, Area Committee Meetings,	Monthly
b. Public Realm Forum	On-going
c. Legislation Updates,	On receipt of updates
d. CRM System including Councillors CRM,	On-going
e. Freedom of Information, Ombudsman queries.	Within prescribed period

Architects' Department Services

Principal Services	Timetable of Delivery/Service Performance Standard
Project Works <ul style="list-style-type: none"> • Capital Programme - progress programme of refurbishment and new works • Housing Programme - progress new and refurbishment social housing projects 	Ongoing, as programmed with Client Departments. Ongoing, as programmed with Housing Departments.
Energy Management <ul style="list-style-type: none"> • Promote improvement in energy performance by 33% by 2020 • Promote compliance with Energy Legislation SI426:2014 <ul style="list-style-type: none"> ➢ Promote Exemplar role of Public Sector (PS) in Energy Efficiency ➢ Measure and record energy consumption - SEAI PS Monitoring & Reporting platform ➢ Annual Energy Report ➢ Annual Display Energy Certificates (DEC) for all public buildings over 250m² & open to the public ➢ Maintain certification of Energy Management System in compliance with ISO50001 • Apply for & progress SEAI Housing Deep Energy Retrofit Pilot Projects • Support Climate Change Mitigation and Adaptation Planning 	Ongoing, 24.7 % reduction achieved to date Ongoing, in compliance with Energy Legislation SI426:2014 with support from Management, all DLR Departments, FM Contractor and dlr Leisure Services. Approx. 14 units in 2018 Ongoing, in compliance with CC Mitigation & Adaptation Legislation
Conservation of the Built Heritage <ul style="list-style-type: none"> • Development Management - planning 	Compliance with Planning & Development Act,

<p>applications, Section 57 & Section 5</p> <ul style="list-style-type: none"> To administer Central Government Grant Schemes for the Built Heritage if provided in 2018 	<p>2000 (as amended)</p> <p>Financial support for owners of protected structures</p>
<p>Dangerous Buildings</p> <ul style="list-style-type: none"> Enforcement of Dangerous Structures or Places under the Local Government (Sanitary Services) Act 1964 	<p>Prompt action on any reported dangerous buildings</p>
<p>Participate in Open House Dublin 2018 & Creative Ireland</p>	<p>Increased public awareness of the value of Architecture</p>

Infrastructure and Climate Change Department Services

Principal Services	Timetable of Delivery/Service Performance Standard
<p>Waste Management</p> <ul style="list-style-type: none"> Implement the Eastern-Midlands Region Waste Management Plan 2015 - 2021 Gr€€nSave Project. Promote Environmental Best Practice to Businesses in the county in collaboration with Dun Laoghaire Rathdown Chamber and Econcertive. Honour and recognise organisations who operate in an environmentally sustainable manner Greening Supply Chain Project. Engage with Procurement Officers and Environmental Managers in Corporates to encourage greening of their local supply chains 	<p>Delivery of actions under the plan</p> <p>SMEs become EcoMerit certified by availing of environmental mentoring support provided by DLR County Council. Participate in the Environmental Protection Agency's Local Authority Waste Prevention Programme (LAPN) and complete LAPN project 2018 report.</p> <p>Collaborate with Dun Laoghaire Rathdown Chamber in hosting the County Business Awards 2018 and support the Sandyford Business District Awards 2018</p> <p>Corporates organisations develop an environmental purchasing strategy and make selected suppliers aware of it. Report statistics of environmental certification status of selected suppliers by numbers and total contract values.</p>
<p>Environmental Enforcement</p> <ul style="list-style-type: none"> Monitoring and Enforcement of Environmental and Waste Regulations Meet inspection targets set out in RMCEI Plan 2018 Work with the waste enforcement 	<p>Improved compliance with Environmental and Waste Management Regulations.</p> <p>EPA Evaluation report shows targets are met.</p> <p>Improved compliance with Waste Management</p>

<p>regional lead authority on national waste enforcement priorities</p> <ul style="list-style-type: none"> • Work with the Department of Communications, Climate Action and Environment, the EPA, Wicklow County Council and Woodbrook Golf Club (landowner) on minimising any environmental risk from the former Bray Landfill 	<p>Regulations</p> <p>Measures and actions are identified and agreed with the Department of Communications, Climate Action and Environment, the EPA, Wicklow County Council and Woodbrook Golf club (landowner)</p>
<p>Recovery, Reuse and Recycling</p> <ul style="list-style-type: none"> • Provide Recovery & Recycling Facilities at Civic Amenity sites and the network of Bring centres • Ensure contracts are operating satisfactorily at Ballyogan, Eden Park and Shanganagh Recycling Centres and at bring banks. Identify sites for bring banks. • Identify Bring Bank sites in planning applications to serve occupants • Hosting a hazardous waste event as per the DOELG Department promotion • Arrange the event in conjunction with hazard waste service providers and creating publicity for it. • Provide Christmas tree recycling 	<p>Monitor tonnages of recyclables (including number of mattresses recycled and kgs of paint and lawnmowers reused. Batteries and packaging recycled)</p> <p>Compliance with contracts and Waste regulations</p> <p>Large scale residential and commercial developments include the provision of Bring Banks as a condition of planning permissions.</p> <p>Event hosted and a record is kept of the types and weights of waste collected</p> <p>Number of Christmas trees recycling.</p>
<p>Litter Management and Litter Warden Service</p> <ul style="list-style-type: none"> • Adopt a new Litter Management Plan • Implement Litter Pollution Acts • Litter Wardens investigating complaints and carrying out inspections and issuing fines 	<p>New Litter Management Plan is adopted. Compliance with legislation resulting in reduced levels of littering/dumping ensuring a cleaner environment.</p>
<p>Control of Dogs -Dog Warden & Pound Service</p> <ul style="list-style-type: none"> • Implement Control of Dogs Acts and Regulations • Dog Warden Service investigating complaints /collecting stray dogs, carrying out licence inspections and issuing dog licences. 	<p>Compliance with legislation regarding control and licencing of dogs resulting in reduced number of stray dogs and increase in dog licences.</p>

<p>Control of Horses- Horse Seizure and Pound Service</p> <ul style="list-style-type: none"> • Implement Control of Horses Act • Seizure of stray horses and investigating complaints. 	<p>Seizure of stray horses from public areas resulting in reduced number of stray horses.</p>
<p>Education & Environmental Awareness</p> <ul style="list-style-type: none"> • Manage all Environmental Awareness Programmes. Management of Tidy Districts, Green Schools Projects, Seek to broaden public, including schools, and business participation. Provide assistance and advice to local residents/ community groups. 	<p>Increased public awareness regarding Climate Change, environmental issues and waste management. Increased and continued participation in the Awareness programs/Awards and the associated publicity for entrants.</p>
<p>Climate Change & Energy Efficiency</p> <ul style="list-style-type: none"> • To support, encourage policies, educational programs and actions that support renewable energy resources, drives energy efficiency and combat climate change. • National Climate Change Strategy. National Climate Change Adaptation Framework. • Green Procurement Guidance for the Public Sector 	<p>Adoption and implementation of Government and Local strategies and actions to combat Climate Change</p> <p>Continue our work on a DLR Climate Change Mitigation Plan and Adaptation Frameworks in conjunction with the SPC.</p> <p>Application of the Green Procurement guidelines where possible in tenders</p>
<p>Property Management</p> <ul style="list-style-type: none"> • Ensure the good management and protection of Council owned Property • Regular monitoring of properties • Invite Expressions of Interest for the reuse of the former Carnegie Library in Dun Laoghaire 	<p>Properties are in active use or available for use</p> <p>Expressions of interest is advertised for Carnegie Building in accordance with the principles of the DLR Framework for reuse of Council buildings</p>
<p>Derelict Sites</p> <ul style="list-style-type: none"> • Continue to monitor derelict sites. Provide the Derelict Sites register • Carry out inspections across the county. Initiate follow up actions as required. 	<p>Reduce the number of Derelict Sites</p>
<p>Compulsory Purchase Orders (CPO's)</p> <ul style="list-style-type: none"> • Acquire lands as required to meet the Corporate Objectives of DLR • Follow the appropriate legislation and procedures for CPO's 	<p>Procedures for CPO's are complied with</p>
<p>DLR Capital Program</p> <ul style="list-style-type: none"> • A Capital program is prepared that is aligned to the Corporate Objectives 	

<p>of DLR</p> <ul style="list-style-type: none"> The Capital Program to be presented to the Elected Members for their consideration Continue to progress the committed Projects on the Capital Program 	<p>Adoption of an agreed Capital Program by the members in February 2018</p> <p>Projects are progressing through the various project lifecycle stages.</p>
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Forward Planning Infrastructure Department Services

Principal Services	Timetable of Delivery/Service Performance Standard
<p>Cherrywood SDZ Overseeing the development of Cherrywood SDZ in accordance with the approved Planning Scheme by the Development Agency Project Team (DAPT)</p>	<ul style="list-style-type: none"> Ensuring development in the SDZ area is consistent with the requirements and objectives of the Cherrywood SDZ Planning Scheme. All decisions to be made within the statutory timeframe. Continuing collaborative working in realising the Cherrywood SDZ with all Stakeholders including the planning authority, developers/landowners, elected members and state agencies – ongoing. Reporting to Council as part of the Quarterly Management Report. Advance funding options for the delivery of the infrastructure to support the Cherrywood SDZ. Progress the legal agreements in support of the Cherrywood Development Contribution Scheme 2017-2020 for levy reductions as part of the construction of common infrastructure within the SDZ. Progress a planning scheme phasing amendment to facilitate further housing delivery having regard for the infrastructure delivered to date. Target for June 2018. Risk and issue management – quarterly.
<p>Local Infrastructure Housing Activation Fund (LIHAF) Oversight, delivery and management of the 3 approved infrastructure project areas under LIHAF to accelerate development of housing</p>	<ul style="list-style-type: none"> Progress the 3 dlr approved projects at Clay Farm, Woodbrook/Shanganagh and Cherrywood in close working with the

<p>lands. http://rebuildingireland.ie/lihaf/</p>	<p>I&CC Department – Road Projects Office as part of the dlr Capital Programme delivery.</p> <ul style="list-style-type: none"> • Ensure collaborative engagement with developers/landowners and other agencies to progress all projects – ongoing. • Project management and reporting to DPHC&LG on a monthly basis. • Reporting to Council as part of the Quarterly Management Report. • Review the Kiltarnan/Glenamuck project as part of any future consideration for funding under LIHAF 2.
<p>Major Urban Housing Delivery Sites (MUHDS) Programme Management of the dlr key MUHDS - Cherrywood, Kiltarnan / Glenamuck and Woodbrook / Shanganagh. These 3 key strategic sites have been identified for large scale housing delivery. http://www.housing.gov.ie/housing/rebuilding-ireland/</p>	<ul style="list-style-type: none"> • Providing management and oversight to drive the implementation of these sites – ongoing. • Monthly reporting to the Project Board including issue and risk management and to ensure that any significant issues are escalated to the high level Programme Board within the DHPC&LG.

Community and Cultural Development Department Services

Principal Services	Timetable of Delivery/Service Performance Standard
<p>Local Community Development programmes and funding support, co-ordination and implementation</p> <ul style="list-style-type: none"> • Social Inclusion and Community Activation Programme (SICAP) and Rural Development Programme(LEADER) • Local Community Development Committee (LCDC) support and development • Support the implementation of key actions from the Local Economic and Community Plan to deliver an integrated community and economic development approach 	<ul style="list-style-type: none"> • Compliance with legislative and funding requirements • Roll out of the Dublin Rural Development Programme • Compliance with legislative and funding requirements • Implementation of LECP objectives and quarterly reporting of progress • Support for the Advisory Implementation Group (AIG) • Administer and oversee/ support LCDC Grant Schemes as relevant – Healthy Ireland, Community Facilities, Towns and Villages
<p>Support community engagement, participation, including volunteerism and active citizenship</p> <ul style="list-style-type: none"> • Support development of the DLR 	<ul style="list-style-type: none"> • Annual PPN Work Plan by end March with

<p>Public Participation Network (PPN)</p> <ul style="list-style-type: none"> • Support and encourage volunteerism and capacity building • Support the development of a Volunteer Corps for DLR • Implementation, review and refresh of Age Friendly Strategy • Facilitate and co-ordinate Comhairle na n'Óg • Support and develop the Joint Policing Committee • Progress implementation of Joint Policing Committee Plan 2016 – 2021 & Annual Work Plan • Develop a Community Garden Programme 	<ul style="list-style-type: none"> • quarterly progress updates • Provide capacity building training for voluntary members of community groups • Annual Work Plan agreed by end March and quarterly progress updates • Ongoing • Age Friendly Business Training commenced by end March • Ongoing • Regular Joint Policing Committee and Local Policing Fora meetings across DLR • Ongoing • Develop programme and progress a Community Garden project by end December
<p>Support delivery of appropriate local services and activities in the Council's network of Community Facilities</p> <ul style="list-style-type: none"> • Mapping local community facilities and services • Locally identified needs met through delivery of appropriate services and activities in Community Facilities • Review Community Facilities needs where relevant • Progress improvement / extension plans for 2 community facilities (Sallynoggin Youth and Community Facility and Shanganagh Park House) 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Complete by end December</p>
<p>Effective management and administration of the Community Employment Schemes with continued high progression levels and contribution to operation of the community facilities</p> <ul style="list-style-type: none"> • Support for 3 Community Employment Schemes sponsored by the Council and develop to support service needs as relevant 	<p>Ongoing</p>
<p>Provision of financial assistance to support Community Facilities, services and Community Development initiatives</p> <ul style="list-style-type: none"> • Provide and administer financial assistance to support delivery of locally organised activities and services, through the Universal Grant Scheme • Delivery of programme of community grant information sessions • Review effectiveness and opportunities to enhance community 	<p>By end June</p> <p>At time of publication of Universal Grants Scheme</p> <p>Ongoing</p>

grant scheme	
<p>Support Estate Management Programme and build capacity through training, support and funding</p> <ul style="list-style-type: none"> • Collaboration with Estate Management Fora to support delivery of implementation of Service Plans to help to improve local environmental conditions • Strengthening of Estate Management Fora with increased volunteer recruitment and retention levels and increased capacity within the estate management groups 	<ul style="list-style-type: none"> • Ongoing • Service Plans in place by end March • Deliver training for Estate Management Fora by end December • Ongoing
<p>Promote and support social inclusion and cultural diversity within DLR</p> <ul style="list-style-type: none"> • Engagement with existing and new communities with increased volunteerism and active citizenship • Build capacity and engagement through Volunteer Corps • Hold DLR wide Festival of inclusion and support the development of more community based events throughout the year 	<p>Support and promote Volunteer Centre and PPN</p> <p>MOU to continue development of Volunteer Corps for DLR by end March</p> <p>By end October and on-going</p>
<p>Support the development of a Children and Young Person's Committee (CYPSY) in Dun Laoghaire Rathdown and the development of a 3 year dlr Children's and Young Person's Plan (CYP).</p>	<ul style="list-style-type: none"> • Support for CYPSY Meetings • Input and Development of a 3 Year CYP Plan for DLR by October • Consultation and engagement with Children and Young People on needs and opportunities by July
<p>Continue to develop a Library and Arts service which meets the information, learning and cultural needs of the community:</p> <ul style="list-style-type: none"> • Manage dlr Lexicon and 7 branch libraries, the Municipal Gallery and the Grainstore, dlr's Youth Arts Facility • Administer the DLR Book fund of €700,000 agreed for 2018 	<ul style="list-style-type: none"> • Deliver and continue to develop the library service during 2018 including <ul style="list-style-type: none"> ○ purchase of stock, including online resources, ○ building on national programmes e.g. Right to Read, Healthy Ireland and Work Matters. ○ building local programmes including Irish Authors collection, Classroom and bookclub sets and Babies Love Books gifting scheme. • Tender for Facilities Management services at LexIcon November 2018

<p>Continue to deliver on goals of the 'Library Development Plan' 2016 – 2020 and Libraries Ireland Strategy 2018-2022</p> <ul style="list-style-type: none"> • Refurbishment of Dundrum Library • Mid cycle review of Library Development Plan • Rollout of Right to Read Action Plan, Work Matters Programme and Healthy Ireland Programmes • Review Library opening hours and opportunities to enhance accessibility to dlr's Libraries 	<ul style="list-style-type: none"> • Refurbishment by December • Review to be completed June • Right to Read Action Plan events on-going throughout year – including rollout of Literacy Ambassadors in Schools scheme, Reader in Residence Programme, Inter-generational reading events, selection of Writer in Residence 2018-19. • Work Matters – purchase of stock and online resources, programme of events throughout year • Healthy Ireland programme of events January to March • Opening hours review by May
<p>Develop and deliver cultural programming to support community development and identity, including</p> <ul style="list-style-type: none"> • Mountains to Sea dlr Book Festival • Events to mark the centenary of the Suffragette movement • Commemoration of the sinking of the RMS Leinster • Expand and develop STEM project in LexIcon Lab • Creative Ireland Programme • Library Voices 	<ul style="list-style-type: none"> • Mountains to Sea 21st-25th March New festival Director in 2018. Exhibition Maid of Erin 15 Jan- 31 March; Blazing a Trail workshop and exhibition etc. October • RMS Leinster events during October • STEM Project November/December • dlr Creative Ireland strategy 2018 to include 13 Actions (draft plan dependent on national funding.) • Library Voices Autumn
<p>Continue to implement goals and ambitions of the Arts Development Policy 2016 -2020 in particular</p> <p>Implementation of Music Development actions to facilitate the growth of music locally for at both a professional and community level</p> <p>Deliver the creative classrooms programme in 6 EAs per academic year</p> <p>2 dlr First Film commissions</p> <p>Establishment Music Generation dlr programme</p> <p>Deliver 5 exhibitions in Municipal Gallery, dlr LexIcon</p>	<p>Series of music opportunities available from end Q2 2018.</p> <p>6 artists placements complete by May 2018, with another 6 starting end 2018.</p> <p>To be complete by year end</p> <p>Team in place early 2018. School tuition to begin in Sept 2018</p> <p>Delivery of 5 exhibition programme, increase in attendance, support for artists, learning programme opportunities to facilitate public engagement</p>

<p>Design and deliver Arts and Health programme in partnership with HSE</p> <p>Develop, in consultation with local community, an Intergenerational art project, Stillorgan</p> <p>Manage Grainstore, dlr's Youth Arts Facility</p> <p>Conduct Public Art Policy review</p> <p>Delivery Exit 15, Ballyogan</p> <p>Manage Artist Residencies and commission</p>	<p>Delivery of Azure Tours (Municipal Gallery), Mens Shed Project (Sandyford) and Cultural Companions programme (Pavilion, Dun Laoghaire)</p> <p>Complete by end 2018</p> <p>Programme on-going, business plan implemented during 2018.</p> <p>To be reviewed during first half of 2018 to go to Council for approval by June 2018.</p> <p>Completion of Arts Council contra funded community arts project. Increase in cultural activity and greater awareness and recognition of local arts.</p> <p>Opportunities in traditional music, theatre, literature and youth arts to support artists create new work and allow the public the opportunity to engage with the arts as co-creator and spectator. Completion of 5 projects by year end.</p>
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Housing Department Services

Principal Services	Timetable of Delivery/Service Performance Standard
<p>Provision of Social Housing</p> <ul style="list-style-type: none"> Deliver the maximum number of additional social units through Construction, Part V, Acquisitions, Buy and Renew, CAS, Leasing, RAS and HAP as per annual programme. Provide a homeless Service in collaboration with the DRHE. Continue to carry out programme of inspections on privately rented properties. Carry out actions in Vacant Housing Plan. 	<p>December 2018</p> <p>Ongoing</p> <p>December 2018</p> <p>Ongoing</p>
<p>Management of tenancies/allocations</p> <ul style="list-style-type: none"> Organise and run Introduction to Tenancy courses/information sessions for new tenants following increase in 	<p>On-going</p>

<p>lettings due to additional housing stock.</p> <ul style="list-style-type: none"> • Carry out annual rent view • Review Choice Based Letting Pilot and look at full roll out • Carryout Full Housing Needs Assessment 	<p>October 2018</p> <p>March 2018</p> <p>September 2018</p>
<p>Management and maintenance of housing stock</p> <ul style="list-style-type: none"> • Continue to maintain and improve existing housing stock. • Adapt 130 units to include bathroom alterations/stair lifts/ramps/grab rails. Consideration to be given to 2 extensions for tenants with disabilities. • Provide full Re-wiring of 90 units • Provide new central heating systems in 85 units. • Install new smoke alarms in approximately 400 units. • Annual servicing of 3610 boilers. • Void Management: Strive to keep the down time for vacant units to a minimum and carry out major refurbishment works to prevent having long-term VOIDS. • Manage and deliver homeless services including prevention services in accordance with the Dublin Homeless Action Plan. • Continue to promote downsizing to encourage best possible use of Housing stock. 	<p>Ongoing</p> <p>December 2018</p> <p>December 2018</p> <p>December 2018</p> <p>December 2018</p> <p>December 2018</p> <p>December 2018</p> <p>December 2018</p> <p>Ongoing</p>
<p>Continue to improve customer service</p> <ul style="list-style-type: none"> • Extend the roll out of the new housing dashboard, ensure training for new staff and progress scheduling. • Upgrade of the OHMS system to be implemented. • Monitor content on the website and update as necessary utilise social 	<p>Ongoing</p> <p>Ongoing</p>

media platforms.	
<p>Comply with Corporate Governance</p> <ul style="list-style-type: none"> Update information for customers and staff from any new legislation, regulations and circulars. Provide monthly/quarterly reports on housing business to the elected members. Work in partnership with the Housing and Disability Steering Group to implement the dlr Strategy pursuant to national guidelines. Ensure that we are monitoring risk and updating the Risk Register. Comply with new regulations under the Credit Reporting Act 2013 and implement required changes within the timeframe set down by the Central Bank. Review and update practice and procedure in relation to new GDPR requirement. 	<p>Ongoing</p> <p>Bi monthly</p> <p>Ongoing</p> <p>Ongoing</p> <p>September 2018</p> <p>Ongoing</p>

Finance & Economic Development Department Services

Principal Services	Timetable of Delivery/Service Performance Standard
<p>Finance:</p> <ul style="list-style-type: none"> To maximise income collections while achieving national targets set for Council, thereby maximising resources available to Service Departments for infrastructural and service provision and to ensure the efficient and effective use of those resources. The continuous achievement of a balanced budget and adherence to the highest standards of accountability and financial probity To ensure, within the resources available, compliance with the Department's statutory obligations 	<p>Ongoing</p> <p>Annually</p> <p>Ongoing</p>

<p>with particular reference to the preparation of annual budget, annual financial statement, returns to Revenue and other state bodies/agencies.</p> <ul style="list-style-type: none"> • Participation in the National Payroll Shared Services Project and participation in other sector initiatives aimed at reducing costs and improving efficiencies. • To oversee: (A) the continued implementation of a risk management strategy/program throughout the organisation and (B) the embedding of a risk management culture within the organisation. 	<p>Ongoing</p> <p>Ongoing</p>
<p>Local Enterprise Office and Economic Development:</p> <p>DLR LEO 'First Stop Shop' services and economic development initiatives</p> <ul style="list-style-type: none"> • Promote DLR as a great place to locate businesses of all sizes. Work with the regional stakeholders to understand the strengths of the area and to develop a marketing plan. This activity is aimed to attract more business to the county. • Promote the services offered by the LEO to a wider audience to encourage more interaction and a higher level of grant applications/ support. Reduce the workload in applying for grants offered by LEO by going online. • Improve the level of supports offered to LEO clients and particularly looking at areas where the value to the client can be enhanced. • Support retail clients with relevant programs and grants. • Delivery of economic development initiatives at local and regional level, implementing actions from the Local Economic and Community Plan (LECP). • Support Implementation of key actions in the Dublin Regional Action Plan for Jobs 	<p>Ongoing engagement with key stakeholders in the County. A top level marketing plan will be completed in 2018, to support attracting business to DLR</p> <p>Online LEO grant application process to go live Feb 2018</p> <p>Significant investment in Enterprise Week will support brand and LEO reach. March 2018</p> <p>Audit of all training supports in progress, completion mid-2018</p> <p>Audit of clients' needs commenced in 2017. Grant structure to be re- evaluated to maximise the impact of grant funding / business supports in 2018</p> <p>On-going through to 2021</p> <p>New online management tool implemented to help drive actions and deliver on the plan.</p> <p>On-going with regular reporting to the co-ordinating resources, up to 2019</p>

and Dublin Enterprise Strategy <ul style="list-style-type: none"> • Work with key stakeholders to support and promote initiatives that will drive economic activity in the region 	Ongoing core work. Key in 2018 will be contribution to the Regional Spatial and Economic Strategy (Eastern and Midland Region)
Business information and advisory services including enterprise support services—advice, training, mentoring and funding and promotional activity and promotion of enterprise and entrepreneurship in schools and third level colleges and online enterprise information and marketing; <ul style="list-style-type: none"> • Enhanced public accessibility with civic hub project • Improved web presence on DLRCOCO website to show services offered. General improvements to LEO website and communication strategy. 	Ongoing as part of our LEO core services and in line with DLR Customer Service Action Plan and Service Level Agreement with Enterprise Ireland Developing information systems and customer interfaces in co-operation with civic hub project team – Mid 2018 Work in progress in tandem with civic hub work and national communications model

Municipal Services Department Services

Principal Services	Timetable of Delivery/Service Performance Standard
I. CoCo Markets To management and development the CoCo Markets	<ul style="list-style-type: none"> • CoCo Markets have produced a marketing strategy • CoCo Markets held a summer of music with 20 performers and 6 family friendly events in the CoCo Markets in 2017 which we plan to repeat in 2018.
II. Village Renewal <ul style="list-style-type: none"> • To roll-out and administer Free Wi-Fi Hotspots within the County • To maximise potential of smart bins 	Tender documents for the roll-out and administration of Free Wi-Fi are being prepared and will be advertised in 2018
III. Pay & Display Parking Control To continue to operate and develop the Pay & Display Parking System within the county	<ul style="list-style-type: none"> • 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

	<p>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.</p> <ul style="list-style-type: none"> • 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.
<p>IV. Traffic Management To maintain and improve traffic management within the County</p>	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 • Blackglan 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

	<p>The following Transportation projects as identified in the Council's Capital Programme were delivered in 2017:</p> <p>NTA Schemes</p> <ul style="list-style-type: none"> • 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) <p>Public Realm Schemes</p> <ul style="list-style-type: none"> • Monkstown Village Road Safety Improvement Scheme • Stillorgan Village Area Movement Framework Plan • Cross Avenue and Environs Traffic Improvement Scheme <p>Other Capital schemes</p> <ul style="list-style-type: none"> • Dodder Greenway – Design Options in conjunction with DCC • Cherrywood Junction upgrades –Under construction • Blackglen Road Improvement Works – CPO Stage <p>The following pedestrian and cycle facilities were improved during 2017:</p> <ul style="list-style-type: none"> • A number of junctions were also upgraded in 2017 <ul style="list-style-type: none"> ○ N11 / Johnstown Road ○ Carysfort Avenue /Convent Road ○ Tivoli Road / Mulgrave Terrace ○ Barton Road East / Beaumont Avenue ○ Ballinteer Road / Broadford Road • New Pedestrian crossings were also provided as the following locations <ul style="list-style-type: none"> ○ Barton Road East ○ Monkstown Village • Countywide Cycle Parking – 77 no cycle stands installed (154 spaces)
<p>V. Road Safety To continue roll-out of Road Safety Programme</p>	<p>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</p>

2017.

Education

- Delivered health and safety training to all 84 school wardens.
- Held an AXA Road Safety Road Show in Dún Laoghaire with assistance from An Garda Síochána with 2,500 students attending.
- Held an 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.
- Held a 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 21st 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.
- Held 4 Cycle Forum meetings and 3 Road Safety Working together Group meetings 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 - complete
- Cross Avenue and Environs Traffic Improvement Scheme -complete
- 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

	<ul style="list-style-type: none"> • New Pedestrian crossings were also provided as the following locations <ul style="list-style-type: none"> ○ Barton Road East ○ Monkstown Village • Introduction of Variable Messaging Signage at six locations on N11 and Rock Road to deliver road safety messages. <p>Enforcement</p> <ul style="list-style-type: none"> • 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.
<p>VI. Cleansing Section</p> <ul style="list-style-type: none"> • To maintain all roads, laneways, footpaths, cycle lanes and gullies • To strive to maintain IBAL Ranking 	<ul style="list-style-type: none"> • All roads, footpaths, beaches and parks within the country maintained in a clean condition • Efficient response to flooding incidents • Weed Spraying Programme • Maintain IBAL Rankings
<p>VII. Roads Maintenance</p> <ul style="list-style-type: none"> • To provide and maintain a quality road, footpath and bridge network • Cross-departmental emergency response to severe weather conditions; specifically ice, snow and floods 	<p>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.</p> <p>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.</p> <p>Footpath renewals have been completed at: Killiney Hill Road, Avondale Crescent, Saval Park Gardens, Mapas Estate, Barnhill, Tivoli terrace East, Merville Avenue, Watsons</p>

	<p>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.</p> <p>Roads Maintenance also collaborates with the Community Development section in to support the estate management projected including Cois Cairn and Goatstown Close.</p>
<p>VIII. Public Lighting</p> <ul style="list-style-type: none"> • To maintain and improve the public lighting system through the county • Government Target 33% energy reduction by 2020 	<p>Public lighting continues with its LED upgrading programme and lantern replacement programme</p>
<p>IX. Parks and Landscaping Service</p> <ul style="list-style-type: none"> • To continue to manage, maintain and enhance the county's parks & open spaces • Parks Capital Programme; roll-out of improvement works & new projects • To deliver improved efficiencies in service delivery and the use of ICT 	<ul style="list-style-type: none"> • East County and West County Special Works Programme • Ezy Tree Surveys have commenced • 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. <p>Completed Projects in 2017 include:</p> <ul style="list-style-type: none"> • The new Carpark 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

	<p>Stonebridge Road Park Shankill were commenced, this work is due for completion in 2018.</p> <ul style="list-style-type: none"> • 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
<p>X. Heritage Service</p> <ul style="list-style-type: none"> • To administer the County's heritage Service • To continue roll-out of Heritage Programme 	<ul style="list-style-type: none"> • Implementation of the Heritage Plan 2013 - 2019 • Administer Heritage Grants • 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.
<p>XI. Events</p> <ul style="list-style-type: none"> • To manage dlr Events Programme • To Administer Events Grants 	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • Grant funding was provided to 31 organisations for cultural events within the County in 2017. 19 cultural events have been grant funded for 2018, with a second round of grants anticipated later in 2018 for winter events. • The Traffic Section held a number of events during National Bike Week in June 2017 <ul style="list-style-type: none"> ◦ 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
<p>XII. Cemeteries Service To continue to develop and administer the county's cemeteries</p>	<ul style="list-style-type: none"> • Maintenance of quality presentation of Shanganagh and Deansgrange Cemeteries • Delivery of automated Cemetery Management System
<p>XIII. Beaches</p> <ul style="list-style-type: none"> • To maintain the county's beaches • To administer Lifeguard Service 	<ul style="list-style-type: none"> • Maintain water quality standards and administer beach cleaning operations. • Provision of seasonal Life Guards Service
<p>XIV. Sports Development</p> <ul style="list-style-type: none"> • To deliver Sports Development Programme • To administer Sports Access and Sports Events Grants • To develop Usage Policy on Park's Open Spaces 	<ul style="list-style-type: none"> • We 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 • We will roll out the Sports Development

	<p>programme to include activities to include partnerships with dlr Leisure, FAI, Leinster Rugby, Leinster Cricket, Leinster Tennis and Sailing Ireland</p>
<p>XV.Sports Partnership</p> <ul style="list-style-type: none"> • To organise & develop a wide range of physical activity programmes/events based on the County Sports Participation Strategy 2013-17 • To foster stakeholder participation 	<ul style="list-style-type: none"> • We 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
<p>XVI. Water & Drainage To maintain Surface Water Network</p>	<ul style="list-style-type: none"> • 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 Work’s 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 will be 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; • In addition to screen upgrade works, 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

	<p>Park and Ardglas;</p> <ul style="list-style-type: none"> • 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 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 Maretimo 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 7,000 misconnection surveys in the Shanganagh catchment
<p>XVII. Water & Drainage To work to maintain or attain good ecological status for all water bodies in the county in accordance with the Water Framework Directive</p>	<p>See above</p>
<p>XVIII. Water & Drainage SLA To deliver Water Services Infrastructure through SLA Agreement with Irish Water</p>	<p>See above</p>

Corporate, Communications and Governance Department Services

Principal Services	Timetable of Delivery/Service Performance Standard
Communications Plan 2016-2020	<ul style="list-style-type: none"> • Implement the recommendations in the Communications Plan 2016 – 2020. • The handling of media queries • Crisis communication • Management of the website www.dlrcoco.ie • Leverage dlr messaging across all social media channels • Publication of dlr Times 5 times a year and digitally • Improve internal communications via dlr Link and staff briefing sessions
Customer Service Plan 2017-2020 Annual Service Delivery Plan	<p>Implement the ten quality customer service principles contained in the CSAP 2017-2020</p> <p>Manage informal complaints and under the Official Complaints procedure</p> <p>Implement the recommendations in the Customer Service Action Plan and Charter 2017 – 2020.</p> <p>Delivery of Civic Hub that will manage all customer interactions across all Council services and channels of communications</p>
Annual Report	The Annual Report documenting all services and activities provided by the Council is published annually
Local Authority Service Indicators	Service Indicators are collected annually by the LGMA on behalf of the National Oversight and Audit Commission as part of the Commission's role in monitoring the performance of local authorities
dlr Universal Grant Scheme	The dlr Universal Grant Scheme is an annual scheme and manages grants across a number of different policy areas including business support, arts, heritage, sports, community, the environment and sustainability
Irish Scheme 2018 - 2021	The Irish Scheme has been finalised and is with the Department of Culture Heritage and the Gaeltacht for sign off
Register of Electors	Compiled annually and Register published within Statutory timeframe

<p>Voter.ie</p> <p>Meetings</p> <p>Support Elected Members in their representational role</p> <p>Develop an Internal Audit Plan</p> <p>Support the Audit Committee</p> <p>Develop a Corporate Procurement Plan</p> <p>Tourism Development. Provision of Tourism Information Services.</p> <p>Regional Festival and Participative Events</p> <p>Tourism Marketing and Promotion.</p> <p>Accessible Tourism Project.</p> <p>Tourism Networks & Relationships.</p> <p>Twinning & International Relations.</p>	<p>Testing on Voter.ie is now complete and DLRCC will be going live on 15 February 2018.</p> <p>Service Monthly Council and Area Committee Meetings, Quarterly SPC Meetings, Deputations Meetings</p> <p>Support services, communications and information</p> <p>Annually</p> <p>Ongoing</p> <p>To be delivered in Q1 2018 by the new Corporate Procurement unit.</p> <ul style="list-style-type: none"> • Manage contract for the provision of Tourism Information and Services in the county. On-going • Provision of a new walk in Tourist Information Kiosk in Dun Laoghaire by Q2 2018. • Failte Ireland Funding Secured and allocated for Festivals and Events that optimise the number of tourist visitors to the county • Develop new Tourism Trails and Maps. • Support the development of Tourism Footfall initiatives in 2018. • Develop and implement a pilot programme to progress the issue of accessible Tourism in DLR. Including In-house training, conduct accessibility Audits and host a regional conference on the subject by Q2 2018 • Participate and host a range of conferences and network meetings organised with Failte Ireland and other Tourism stakeholders. On-going • A policy framework for future twinning and International relations in DLR has been developed. • Develop a work plan for Twinning and International relations in 2018. On-going. • Co ordination of the DLRCC participation in the URBACT III, CHANGE Network. (Q3 2018)
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<p>SMART DUBLIN</p> <p>Implement Smart Dublin Communications and Marketing Plan</p> <p>Better, efficient and accessible public services. Driving innovation, encouraging economic activity, innovation and job</p> <p>Open Data</p>	<p>Deliver on foot of Smart Dublin Statement of Strategy 2017</p> <p>Use all channels of communications and networks to promote Smart Dublin linking in with the Local Enterprise Offices, Enterprise Ireland, the Smart Dublin Advisory Board across industry and academia.</p> <p>Publish Smart Dublin Annual Report and promotional material annually</p> <p>Host dlr Smart Dublin Conference annually</p> <p>Apply for Smart Cities awards</p> <p>Work with internal and external stakeholders and networks such as Smart Dublin Advisory Board to identify smart city challenges</p> <p>Progress SBIRs addressing challenges around flood risk, illegal dumping, cycling and way finding</p> <p>Progress the dlr specific SBIR challenges in leveraging the IoT and sensor communications and quality bathing water</p> <p>Promote dlr as a test bed for new technologies that address challenges affecting quality of life and economic growth of the County.</p> <p>Use IoT to improve broadband capacity for residents and business in the County</p> <p>Launch Marlay Park as the County's first Smart Park</p> <p>Develop and implement a pilot programme to publish open data sets on www.dlrcoco.ie</p>
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