



DÚN LAOGHAIRE-RATHDOWN COUNTY COUNCIL

ANNUAL SERVICE DELIVERY PLAN 2016

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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 2016.

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 2016, adopted in November 2015
- Capital Programme
- County Development Plan 2010-2016 and Draft 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 2016

The Revenue budget for 2016 provides for expenditure totalling €166.6m. As the wider economy continues to stabilise the positive impact of this recovery is reflected in the Council's budget as it has been possible to provide for a range of additional initiatives and to expand services beyond current levels in a number of areas. In particular, it has been possible to make increased provision in areas including housing, transportation, parks and additional business support initiatives.

CREATING AN ENVIRONMENT FOR ECONOMIC GROWTH



DRIVING QUALITY OF LIFE FOR ALL



TRANSFORMING HOW WE WORK



4. Services to be delivered in 2016

Planning and Organisational Innovation Department

Principal Services	Timetable of Delivery/Service Performance Standard
Development Management – planning applications Section 48 Development Contribution Scheme	Compliance with Planning & Development Act 2000, as amended Application of new scheme to commence in January 2016
Adoption of the County Development Plan 2016 - 2022	To be adopted in accordance with timeframe set out in the Planning & Development Act 2000, as amended, by March 2016
Planning Enforcement	Complaints investigated and processed in accordance with timeframes set out in the Planning & Development Act 2000, as amended.
Building Control	<ul style="list-style-type: none"> New Developments: 12% – 15% inspection rate. Taking in Charge: 4-5 developments to be taken in charge.

Infrastructure and Climate Change

Principal Services	Timetable of Delivery/Service Performance Standard
Waste Management <ul style="list-style-type: none"> Adopt the Eastern-Midlands Region Waste Management Plan 2015 - 2021 Develop proposals for the delivery of actions under the Plan Waste awareness and Promotion of waste reduction programs Liaise with the Local Enterprise Office to identify enterprises for the development of secondary material markets Participate in the LAPN (Local Authority Prevention Network) Programme Support Enterprises and Producers in their repair reuse recycle initiatives Green Enterprise Programme Christmas tree recycling Meet with the Local Enterprise Office (LEO) and promote awareness regarding rethinking raw materials for new and established enterprises 	<ul style="list-style-type: none"> Delivery of actions under the plan Deliver a project under LAPN subject to funding Number of mattresses recycled and kgs of paint and lawnmowers reused. Batteries and packaging recycled <p>Selected Suppliers have EcoMerit Certification and Sustainability Report. EPA's funding criteria is met.</p> <p>Christmas tree recycling LEO offices promoting enterprises in the development of secondary materials market</p>

<p>Waste Enforcement</p> <ul style="list-style-type: none"> • Monitoring and Enforcement of Waste Regulations • Meet inspection targets set out in RMCEI Plan 2016 	<p>Improved compliance with Waste Management Regulations</p>
<p>Recovery 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 	<p>Compliance with contracts and Waste regulations 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>Litter Warden Service</p> <ul style="list-style-type: none"> • Implement Litter Pollution Acts • Litter Wardens investigating complaints and carrying out inspections and issuing fines 	<p>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, Collaborating with DLR Chamber for Envirocom Awards • Seek to broaden public, including schools, and business participation. Provide assistance and advice to local residents/ community groups. 	<p>Increased public awareness regarding environmental issues. 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. • Green Procurement • National Climate Change Strategy. National Climate Change Adaptation Framework. 	<p>Adoption of Government and Local strategies and actions to combat Climate Change</p>

<ul style="list-style-type: none"> Green Procurement Guidance for the Public Sector 	Application of the Green Procurement guidelines where possible in tenders
Property Management <ul style="list-style-type: none"> Ensure the good management and protection of Council owned Property Regular monitoring of properties To implement the new Property Interest Register (PIR) 	Properties are in active use or available for use
Derelict Sites <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. 	Reduce the number of Derelict Sites
Compulsory Purchase Orders (CPO's) <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 	Procedures for CPO's are complied with
DLR Capital Program Report <ul style="list-style-type: none"> A Capital program is prepared that is aligned to the Corporate Objectives of DLR and submitted to the Elected Members 	Agreed Capital Program by February 2016
Cherrywood SDZ <ul style="list-style-type: none"> Development of Cherrywood Cherrywood Strategic Development Zone Planning Scheme 	Ensure compliance with the Cherrywood SDZ Planning Scheme

ECONOMIC, COMMUNITY AND CULTURAL DEVELOPMENT DEPARTMENT SERVICE

Principal Services	Timetable of Delivery/Service Performance Standard
<p>Economic Development and tourism development initiatives including</p> <ul style="list-style-type: none"> • Support the promotion of local business areas including managing spaces and facilities for temporary retail - Pop Up Shops, dlr Design Gallery, Shop Fronts and Vacant Shop incentive schemes • Tourism marketing and development including management of Tourist Information Centre, development of a DLR Tourist Strategy and tourism promotion support for 'Destination Dublin' and Way finding initiatives • Co-ordinate economic development initiatives a local and regional level including Implementing actions from the Local Economic and Community Plan (LECP), support for Footfall initiatives, Enterprise Week in March and liaison with partners to support business expansion and promote new investment in the County 	<p>Ongoing</p> <p>Ongoing</p> <p>March 2016</p>
<p>DLR Local Enterprise 'First Stop Service for local Businesses</p> <p>Business information and advisory services including enterprise support services– advice, training, mentoring and grants and promotional activity and promotion of enterprise and entrepreneurship in schools and third level colleges and online enterprise information and marketing.</p>	<p>Ongoing</p>
<p>Support the Local Community Development Committee (LCDC) to ensure an integrated approach to community development and implementation, co-ordination and oversight of programmes and funding (SICAP and LEADER)</p>	<ul style="list-style-type: none"> • Compliance with legislative and funders requirements during 2016

<p>Implement key actions from the Local Economic and Community Plan to ensure integrated community and economic development</p>	<ul style="list-style-type: none"> • LECP Implementation Plan April
<p>Support for the development of the DLR Public Participation Network and rollout to develop capacity and role.</p>	<ul style="list-style-type: none"> • Ongoing support during 2016 • Annual work plan to be agreed by July 2016 • Recruit a resource worker by May 2016
<p>Publish Age Friendly Strategy and implementation of Strategy Aims</p>	<ul style="list-style-type: none"> • Age Friendly Strategy Published March; • Implementation Plan agreed July
<p>Support 30 Community Facilities provide advisory, training and financial support</p> <p>Support Community Employment including sponsoring 3 Community Employment Schemes with 150 Learners</p> <p>Grant Scheme to provide Community Grant & Summer Project Grants funding</p> <p>Support Estate Management Programme and build capacity through training, support and funding</p>	<ul style="list-style-type: none"> • Ongoing • Ongoing • Call for Grants October/ November • 12 Estate Management Fora progressing 2016 Service Plans
<p>Develop & Deliver a library and Arts service which meets the information, learning and cultural needs of the community including;</p> <ul style="list-style-type: none"> • Manage the dlr Lexicon, the 8 branch libraries, the Municipal Gallery and the Grainstore, dlr's Youth Arts Facility • Implement Countywide Arts Development Programme • Develop and deliver a programme of library, Arts and Cultural events to support community development including The 	<ul style="list-style-type: none"> • Service Delivery aims on-going and implemented in line with DLR Corporate Plan and Library Development Plan objectives • Arts and cultural programme of activities published and updated regularly during 2016;

<p>Mountains to Sea</p> <ul style="list-style-type: none"> • Develop and agree a 'Library Development Plan' 2016 - 2021 • Continue to implement the National Library Management System and <p>Develop and agree an Arts Development Policy 2016 – 2020 and commence implementation once approved.</p>	<ul style="list-style-type: none"> • Support to Pavillion Theatre, Mill Theatre and Dance Theatre of Ireland and management of DLR Grainstore providing for Arts across DLR • Seek Council approval for the new 'Library Development Plan' By end of March 2016 • Publish and implement an approved 2016 -2020 Library Development Plan by July <p>Arts Development Policy 2016 – 2020 to be consulted on and agreed by end 2016.</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, • CAS • Acquisitions • Part V • Leasing • RAS <p>as per annual programme</p>	<ul style="list-style-type: none"> • December 2016 <p><u>Target number of units 2016</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">54</td> <td></td> </tr> <tr> <td>36</td> <td></td> </tr> <tr> <td>12</td> <td></td> </tr> <tr> <td>140</td> <td></td> </tr> <tr> <td>45</td> <td></td> </tr> <tr> <td>38</td> <td></td> </tr> </table>	54		36		12		140		45		38	
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<p>Management of tenancies/allocations</p> <ul style="list-style-type: none"> • Review Anti-Social Behaviour Strategy • Undertake new Housing Needs Assessment as required • Place a greater emphasis on promoting and marketing benefits of downsizing scheme 	<ul style="list-style-type: none"> • October 2016 • December 2016 • April 2016 												
<p>Management and maintenance of housing stock</p> <ul style="list-style-type: none"> • Continue to maintain and improve existing housing stock • Adapt an additional 35 units for tenants with disabilities • Provide full Re-wiring of 90 units • Provide new central heating systems in 85 units • Annual servicing of 3545 boilers • Manage and deliver homeless services including prevention services in accordance with the Dublin Homeless Action Plan 	<ul style="list-style-type: none"> • Ongoing • December 2016 • December 2016 • December 2016 • December 2016 • December 2016 												
<p>Continue to improve customer service</p> <ul style="list-style-type: none"> • Undertake a review of our systems in conjunction with IT and Corporate Services • Continue to upgrade OHMS system to improve IT capability in order to meet business and customer needs • Commence roll out of CRM • Re-vamp housing section of website • Continue focus on customer service training 	<ul style="list-style-type: none"> • Ongoing • September 2016 • January 2016 • June 2016 • Ongoing 												
<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 • Continue to achieve best value for money through ensuring best practice and ensuring adequate frameworks are in place • Provide monthly report on housing business to the elected members 	<ul style="list-style-type: none"> • Ongoing • Ongoing • Monthly 												

<ul style="list-style-type: none"> • Work in partnership with the Housing and Disability Steering Group to implement the DLRCC Strategy pursuant to national disability guidelines 	<ul style="list-style-type: none"> • Ongoing
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Finance & Risk Management Department

Principal Services	Timetable of Delivery/Service Performance Standard
To maximise income collections thereby maximising resources available to Service Departments for infrastructural and service provision and to ensure the efficient and effective use of those resources.	Ongoing
The continuous achievement of a balanced budget and adherence to the highest standards of accountability and financial probity	Ongoing
To ensure, within the resources available, compliance with the Department’s statutory obligations with particular reference to the preparation of annual budget, annual financial statement, returns to Revenue and other state bodies/agencies.	Annually
Participation in the National Payroll Shared Services Project and participation in other sector initiatives aimed at reducing costs and improving efficiencies.	Ongoing
To manage and facilitate the implementation of a risk management strategy throughout the organisation.	December 2016

Municipal Services

Principal Services	Timetable of Delivery/Service Performance Standard
Co Co Markets <ul style="list-style-type: none"> • To manage and develop the Co Co Markets • Implementation of new Co Co Markets Marketing Strategy • Roll-out of Events Programme to 	Ongoing

increase footfall at Co Co Markets	
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 	<ul style="list-style-type: none"> Roll-out of additional locations during 2016
Pay & Display Parking Control <ul style="list-style-type: none"> To continue to operate and develop the Pay & Display Parking System within the county Continued roll-out of Pay & Display meters with credit card facilities 	Ongoing
Traffic Management <ul style="list-style-type: none"> To maintain and Improve Traffic Management within the County Continued roll-out of NTA funded sustainable transport measures Maintenance and improvement of junctions, and cycling and pedestrian facilities within the county On-going delivery of Traffic Management Schemes Maintenance and upgrading of Traffic Management Systems; traffic signals and Intelligent Transport Systems (ITS) Improvement of facilities for mobility impaired and disabled road users. Promotion of sustainable travel 	Ongoing
Road Safety <ul style="list-style-type: none"> Accident Investigation Prevention Programme 2016 - 2020 Delivery of Road Safety Program Operation of school warden service 	Ongoing
Cleansing Section <ul style="list-style-type: none"> To maintain all roads, laneways, footpaths, cycle lanes and gullies To strive to maintain IBAL Ranking Efficient response to flooding incidents Weed Spraying Programme 	Ongoing
Roads Maintenance <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 	<ul style="list-style-type: none"> Adoption of 2016-2018 Roads Program Q1 2016 Adoption of 2016 Footpath Program Q1 2016
Public Lighting <ul style="list-style-type: none"> To maintain and improve the public lighting system throughout the county Government Target 33% energy reduction by 2020 	Ongoing

<p>Parks and Landscaping Service</p> <ul style="list-style-type: none"> • To continue to manage, maintain and enhance the county's parks & open spaces • 2016 Parks Capital Programme; roll-out of improvement works & new projects • To deliver improved efficiencies in service delivery and the use of ICT • To develop a policy on parks and playing pitches usage 	<ul style="list-style-type: none"> • All open spaces to managed in accordance with the Open Space Strategy 2012 – 2015 • Progress Asset Management, Easy Tree Survey and Fleet Management during 2016 • Policy to be presented to the SPC and Council
<p>Heritage Service</p> <ul style="list-style-type: none"> • To administer the County's Heritage Service • To continue roll-out of Heritage Programme • Implementation of the Heritage Plan 2013 – 2019 • Coordination of 1916 Rising Commemoration Events, the Summer of Heritage, and Biodiversity Events 	<p>Ongoing</p>
<p>Events</p> <ul style="list-style-type: none"> • To manage DLR Events Programme • To administer Events Grants 	<p>Ongoing</p>
<p>Cemeteries Service</p> <ul style="list-style-type: none"> • To continue to develop and administer the county's cemeteries. • Maintenance of quality presentation of Shanganagh and Deansgrange Cemeteries • Delivery of automated Cemetery Management System • Part 8 Crematorium Project 	<p>Ongoing</p>
<p>Beaches</p> <ul style="list-style-type: none"> • Maintain water quality standards, and administer beach cleaning operations. • Provision of seasonal Life Guards service. 	<p>Ongoing</p> <p>Summer 2016</p>
<p>Sports Development</p> <ul style="list-style-type: none"> • To deliver of Sports Development Programme • To administer Sports Access and Sports Event Grants • To develop Usage Policy on Park's Open Spaces 	<p>Ongoing</p>
<p>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 	<p>Ongoing</p>

Participation Strategy 2013-17 <ul style="list-style-type: none"> • To foster stakeholder participation • Develop DLR Sports Forum 	
Water & Drainage <ul style="list-style-type: none"> • To maintain Surface Water Network • Completion of Catchment Flood Risk Management Plans in conjunction with the OPW 	Ongoing
Water & Drainage SLA <ul style="list-style-type: none"> • To deliver Water Services Infrastructure through SLA Agreement with Irish Water 	Ongoing

Corporate, Communications and Governance

Principal Services	Timetable of Delivery/Service Performance Standard
<ul style="list-style-type: none"> • Communications • Customer Service • Ethics Framework • Corporate Governance • Irish Language Scheme • Annual Service Delivery Plan • Annual Report • Service Indicators • DLR Times • DLR Universal Grant Scheme • Register of Electors 	Develop Communications Plan – end July 2016 Develop Customer Service Action Plan and Charter – end July 2016 Compliance with statutory requirements on donations and declarations Audit of all aspects of the organisation to ensure compliance and improve governance In place, to be reviewed every 5 years Annually Annually Annually To be published 5 times per year Grant applications evaluated annually Compiled annually and Register published

<ul style="list-style-type: none"> • Meetings • Support Elected Members in their representational role • CRM • Customer Service Desk • New Council Website • Develop an Internal Audit Plan • Support the Audit Committee 	<p>within Statutory timeframe</p> <p>Service Monthly Council and Area Committee Meetings, Quarterly SPC Meetings, Deputations Meetings</p> <p>Support services, communications and information</p> <p>Continuing roll-out of CRM to all Departments and services</p> <p>Target of December 2016</p> <p>To be delivered by April 2016</p> <p>By Q4 2016</p> <p>Ongoing</p>
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