

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

DRAFT

Dublin City Council's

Traveller

Accommodation

Programme

2025-2029

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Introduction

The Housing (Traveller Accommodation) Act, 1998 requires Dublin City Council to prepare and adopt a 5-year Traveller Accommodation Programme to meet the existing and projected accommodation needs of members of the Traveller Community within its administrative area.

Directions as to the preparation of the new Programme were issued on the 18th December 2023, by the Minister of State for Planning and Local Government together with Guidelines for the Preparation, Adoption and Implementation of the Local Authority Traveller Accommodation Programmes.

In accordance with Section 10 of the 1998 Act, the Minister has advised that the existing Traveller Accommodation Programmes are to continue to operate to the end of 2024. The Sixth Traveller Accommodation Programme is to be adopted by the 31st December 2024 for a period of 5-years from 1st January 2025 to the 31st December 2029.

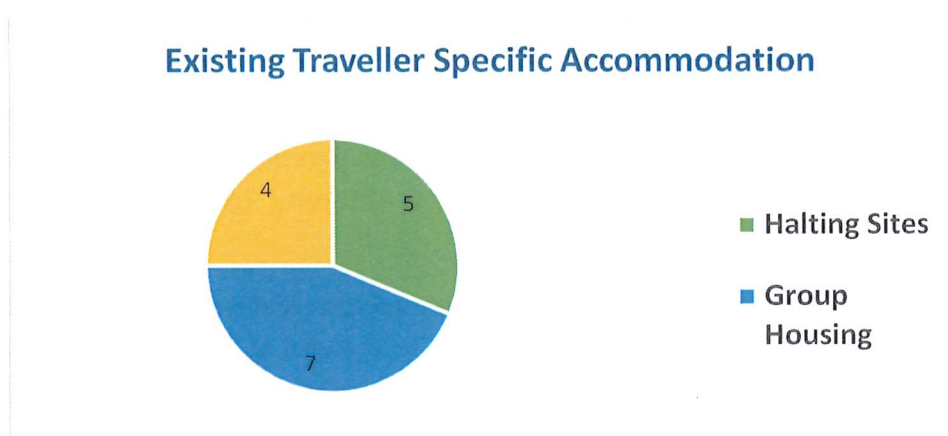
This Programme details the actions Dublin City Council will implement to meet the current and future accommodation needs of Traveller families within the county over the course of the next 5-years.

Existing Traveller Accommodation

In 2018 the Annual Traveller Count took place on the 30th November 2018, and identified 802 families residing within the City's boundary.

The last Annual Traveller Count took place on 24th November 2023, and identified 854 families residing within the City's boundary which is an increase of 6.4% on the 2018 figures.

Existing Traveller Specific Accommodation	
Type of Accommodation	No. of Bays / Houses
Halting Sites	5
Group Housing	7
Basic Service Sites	4



Breakdown Of Existing Traveller Specific Accommodation

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Group Housing	7
Basic Service Sites	4

Breakdown of Existing Traveller Specific Accommodation		
Halting sites	Bays	Sharing
St Margarets Park	30	2
St Joseph's Park	14	2
St Oliver's Park	14	0
St Dominic's Park	23	3
Tara Lawns	11	1

Group Housing	Houses	Sharing
St Mary's Park, Finglas	10	3
Avila Park, Finglas	50	22
Cara Park, Coolock	41	28
Grove Lane,	1	3
Labre Park, Ballyfermot	14	1

Kylemore Grove, Ballyfermot	8	0
Bridgeview	<u>11</u>	<u>0</u>

Basic Service Sites	Bays	Sharing
Wards Field, Belcamp Lane	13	2
Area A Belcamp Lane	17	5
Cara Park	9	3
Labre Park	11	0

Note: The above information is based on current data available to DCC TAU as of June 2024

Annual Estimate of Traveller Families & Their Accommodation Position 2018 & 2023

Accommodation Types	No. of Families 2018	No. of Families 2023
Standard housing (including those sharing)	335	407
Group housing Schemes (including those sharing)	202	202
Traveller Halting Site (including those sharing)	63	167
Voluntary Housing Associations (AHB)	17	59
Unauthorised Sites	116	3
Privated Rented (including those sharing)	69	10
Traveller Specific Acquisitions	0	4
Private Ownership	2	2
Total	804	854

It was also identified during the Annual Traveller Count that 396 families were residing in standard housing, 4 families were residing in housing purchased by Dublin City Council as Traveller Specific Housing, 10 families were residing in private rented accommodation via HAP and 2 families were private ownership.

Review of the Traveller Accommodation Programme 2019-2024

An independent review of Dublin City Council's existing Traveller Accommodation Programme was carried out in 2022 and an updated review was completed early in 2024. It was noted in this review that the delivery of new Traveller specific housing was extremely slow however, the impact of the Covid-19 Pandemic was noted as the main cause along with on-going conflict with residents on some sites in the administrative area.

Recommendations were made particularly in relation to the overall resourcing of the Traveller Accommodation Unit in order to improve productivity and service delivery. Significant changes have been made with regards to resourcing the Accommodation Unit which has resulted in a noted improvement in service delivery. However, there are on-going cases of threatening behaviour and intimidation tactics being used by residents towards the Local Authority staff and contractors. While these cases are a minority, it can unfortunately lead to significant delays with progressing both maintenance works and redevelopment plans on sites as workers are too afraid to attend site.

These issues have been raised with our Local Traveller Accommodation Consultative Committee (LTACC) and it has been requested that a discussion take place at a national level in order to help put together a more progressive strategy to deal with these situations as and when they occur.

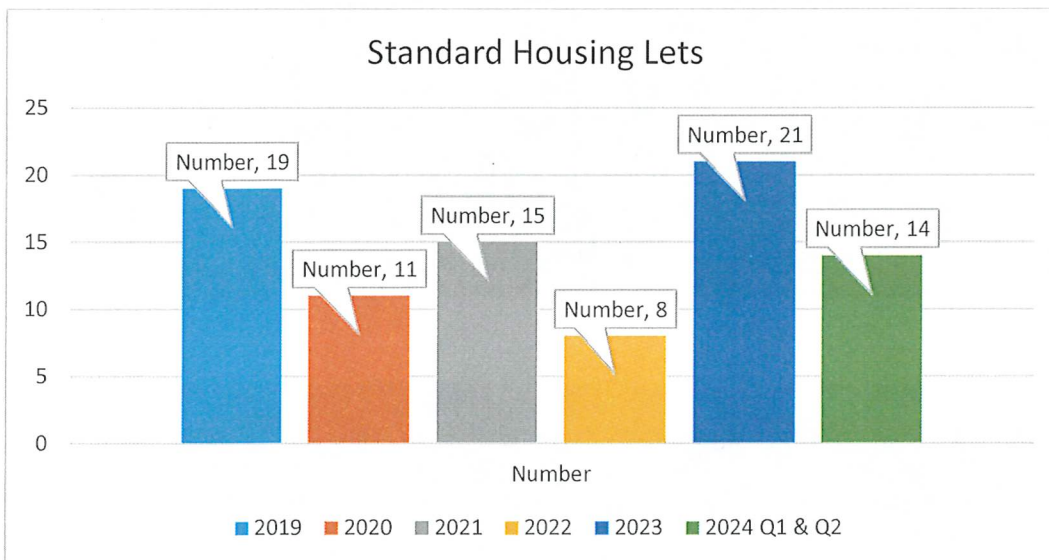
Both the Traveller Community and the Local Authority need to take a more collaborative and respectful approach to allow for safe and constant delivery of good quality Traveller Specific Accommodation. It was also noted that all staff within the Traveller Accommodation Unit had received Anti-Racism and Cultural Awareness Training in 2023 and are currently in the process of Jam Card Training (Jam stands for Just A Minute and allows people with a hidden disability or communication barrier to let others know that they need extra time in a simple and discreet non verbal manner). This training was delivered by Pavee Point and was acknowledged in the review as a positive step in further educating staff with regards to the on-going issues facing the Traveller community.

The Review also acknowledged the significant spend on improvement/remedial works, connection works for electricity and water on our previously unauthorised sites (now referred to as Basic Service sites) which were carried out throughout the Pandemic. These works will allow for further redevelopment of these sites during the lifetime of the new Traveller Accommodation Programme 2025-2029. During the period 2021 to 2023 inclusive DCC Traveller Accommodation Unit spent approximately €8.9m on maintenance in traveller specific accommodation.

Traveller Specific Accommodation Delivered 2019-2024

Traveller Specific Accommodation Delivered 2019-2024	
St Dominic's Park	23 - Bays resurfaced with full electrical upgrade and Sanitation Units installed
Tara Lawns	11 - Bays resurfaced with full electrical upgrade and Sanitation Units installed
Wards Field	Reclassified as a Basic Service Site (previously an unauthorised site) following the installation/supply of electrical and sanitation units and extension of site completed
Area A Belcamp	Reclassified as a Basic Service Site (previously an unauthorised site) following the installation/supply of electrical and sanitation units and extension of site completed
Kylemore Grove	3 - Houses fully refurbished
Avila Park	Full refurbishment of 1 house completed to allow for re-allocation and 1 medical extension completed
Bridgeview	1 house fully refurbished to allow for re-allocation
Labre Park	Full electrical sanitation services upgrade and resurfacing of Bays

Standard Housing Accommodation Lettings 2019 to Q1 2024



Year	Total No. of Traveller Priority Lettings
2019	19
2020	11
2021	15
2022	8
2023	21
2024 Q 1 & Q 2	14

Waste Management Programme

A significant spend of over €1.2m for the removal of illegally dumped waste across all 14 sites was also noted and commended. The Traveller Accommodation Unit's planned Waste Management Programme will further reduce issues with illegal dumping and waste removal across all of our sites. Each family will receive an 1100ltr bin which will be collected on a weekly basis. Recycling services will also be made available to each site as part of this programme.

Pilot Energy Retrofit Programme

The Pilot Energy Retrofit Programme which was completed in Cara Park was also noted for its success and the Programme will be extended to all Group Housing stock. The Energy Retrofit includes installation of external and internal insulation, heat pumps along with replacement of windows and entry doors, front and back of the property. Once works are complete, families will benefit from significantly reduced energy costs.



Caravan Loan Scheme – Pilot Project

Under the Dept Housing Local Government and Heritage the Caravan Loan Pilot Project provided for the purchase of caravans. In the Dublin City Council Administrative Area the following number of caravans were provided

2022

Funding was granted for 18 caravans. In addition to this 15 caravans met the criteria under the emergency caravan loan scheme.

2023 & Q1 2024

Funding was granted for a total of 8 caravans which were delivered in 2023. DCC TAU secured funding for an additional 2 caravans which were delivered in early 2024. In addition to this 10 caravans met the criteria under the emergency caravan loan scheme.

Dublin City Council are awaiting further updates from the Department of Housing, Local Government & Heritage regarding the Caravan Loan Scheme 2024.



Traveller Accommodation Programme 2025-2029

The Housing (Traveller Accommodation) Act, 1998 requires Local Authorities to carry out an assessment of needs of Traveller households for whom accommodation will be required during the lifetime of the Accommodation Programme.

Notice of the assessment was sent to the relevant statutory bodies i.e. HSE, Neighbouring Local Authorities, Approved Housing Bodies and key stakeholders, the Local Traveller Accommodation Consultative Committee, Irish Traveller Movement and TRAVACT.

A survey of Traveller families living in the Dublin City Council Administrative Area was carried out. The assessment covered both existing needs and future projected needs over the lifetime of the programme. A range of accommodation options were offered i.e. standard and grouped housing, halting sites and private rented accommodation.

Assessment of Needs

Existing Traveller Accommodation Needs

In June 2024 there was 69 housing applications (on which the applicants identified as Travellers), comprising of 155 individuals. 6 of the 69 applicants identified are currently classed as having an AK priority (traveller specific priority).

Assessment of Future Accommodation Needs

The survey results indicate that there are 854 Traveller families currently residing in the DCC administrative area in various forms of accommodation

Accommodation Types	No. of Families 2023
Standard housing (including those sharing)	407
Group housing Schemes (including those sharing)	202
Traveller Halting Site (including those sharing)	167
Voluntary Housing Associations (AHB)	59
Unauthorised Sites	3
Privated Rented (including those sharing)	10
Traveller Specific Acquisitions	4
Private Ownership	2
Total	854

In addition to the table above a report completed in June 2024 for the Dublin City Council Administrative Area indicates there were 51 households (families) identifying as part of the traveller community accessing homeless emergency accommodation. These households

(families) consist of 63 adults and 49 children of which 20 are families with children, 5 couples no children, 26 single adults

Household Type (families) Breakdown	Number
Families with children	20
Couples (without children)	5
Single Adults	26
Total Households	51

Person Type	Number
Adults	63
Children	49
Total persons	112

In accordance with the provisions of the Housing (Traveller Accommodation) Act 1998 and the Minister's direction, an assessment of the projected accommodation of Traveller families arising during the duration of the Programme i.e. 1st July 2019 to 30th June 2024 has been carried out.

The assessment results indicate there is a demand for additional accommodation for 168 families.

breakdown of Families Sharing & in EA Accommodation	
Halting Sites	24
Group Housing	58
Basic Service Sites	24
Standard Housing	11
Accessing Homeless Services (June 2024)	51
Requirements	168

The total accommodation need for the 2025-2029 programme is 168 units of accommodation. These will be achieved by refurbishing existing vacant units, construction of new units, purchase of traveller specific assigned accommodation, casual vacancies and standard social housing units. Dublin City Council endeavour to provide the following Traveller specific accommodation over a 5 year period (2024 to 2029).

Type of Accommodation	Minimum Per Year	Total over 5 year period
Traveller Specific New Builds	10	50
Standard Housing assigned to Traveller Specific	30	150
Acquisitions assigned to Traveller Specific	10	50
Total	50	250

It should be noted the above does not include the proposed redevelopment of Cara Park and Labre Park group housing schemes regeneration projects. Cara Park is expected to deliver 9 new builds and Labre Park 18 new builds.

Conclusions from Assessment

Having assessed the accommodation requirements of existing Traveller families in the DCC administrative area and the projected need due to family formations and migration. Total accommodation need for the period 2025 to 2029 is 168 units of accommodation. It is expected a minimum of 250 units will be provided over this period indicating a surplus of 82 units (excluding Cara Park and Labre Park regeneration projects). This surplus will be used to accommodate families experiencing over-crowding.

Policy Statement

Dublin City Council's Traveller Accommodation Unit is committed to the delivery of high quality Traveller accommodation. We are committed to meeting the housing needs of the families identified through our recent assessment of needs.

Dublin City Council intends to address the identified need through a construction and refurbishment programme (subject to funding), which includes the refurbishment and extension of existing sites, Part V developments, standard housing, acquisitions of Traveller specific homes and the development of new sites where suitable land is available.

The Council will continue to consult and liaise with all relevant stakeholders to assist with the implementation of this programme, including the families in need of housing, the Local Traveller Accommodation Consultative Committee (LTACC), Inter Agency Groups, National Organisations, Traveller Resident Associations, other Local Advocacy Groups and adjoining Local Authorities.

Dublin City Council will continue to provide a comprehensive range of on and off-site services to the Traveller Community. Such services include, access to the Social Worker support services, Estate Management, maintenance and repair services, cleansing and mobile Caretaker services. We will also be introducing a new Waste Management Service across all of sites which will provide a weekly collection service which will significantly reduce waste and illegal dumping on our sites.

Unauthorised encampments, illegal occupiers and anti-social behaviour will be dealt with in accordance with the Council's current Estate Management and Anti-social Behaviour Strategy and the appropriate legislation.

The delivery of Permanent Halting Sites will be in accordance with Departmental guidelines and will be dependent on land availability. Through discussions with the Traveller Community and Local Representative Groups, it has been requested that any future Halting Sites should be constructed on a smaller scale to allow for smaller family groupings. It is felt that this would assist in better Estate Management and help reduce incidents of anti-social behaviour.

Dublin City Council has also noted an increased interest from the Traveller Community in obtaining standard housing. The Traveller Accommodation Unit are working with families who have expressed an interest in moving to standard housing and our working on increasing the number of standard housing allocations offered to Traveller families. We have also sought to increase the number of acquisitions for Traveller Specific Accommodation. To date, we have had 10 successful purchases with 4 now fully allocated and 6 currently under refurbishment and pending allocation.

The concept of providing transient sites which would allow members of the Traveller Community to live a traditional nomadic lifestyle has been discussed at meetings with our LTACC and Local Representative Groups. This type of site is intended to allow members of Traveller Community who reside outside of the City's boundary, to use facilities on site for short stays as they move around the country. We have also consulted with other Dublin Local Authorities who have confirmed that there was no consensus amongst Travellers for transient sites in their areas. Therefore, it is proposed the four Dublin Local Authorities will continue to work on a regional response to the provision of transient sites. Consideration will not be given to their provision in

the Dublin regional area unless there is a consensus amongst Travellers in the region for these sites, coupled with the development of a national policy on their location, management and control.

Nothing in this Programme shall prevent the Chief Executive from exercising the powers conferred under Section 2(9) of the City and County Management (Amendment) Act 1955, (as amended by Section 27 of the Housing Act 1988) and Section 24 of Housing (Traveller Accommodation) Act 1998 in an emergency situation.

Strategy Statement

Dublin City Council will be adopting a five tier approach to the delivery of Traveller Accommodation units of the lifetime of the Programme as follows;

- Refurbishment and extension of existing sites
- Refurbishment and re-let of existing Traveller specific housing
- Construction of new units and development of new sites
- Standard Housing
- Acquisitions

The Council's Traveller Accommodation Unit will be responsible for the delivery of the Programme. The Unit will consult on a regular basis with our Local Traveller Accommodation Consultative Committee (LTACC)

Meeting Needs, Projected Targets and Implementation Measures

Standard Local Authority Housing/Approved Housing Bodies

Through our recent needs assessment 168 households may require accommodation in standard local authority housing/approved housing bodies during the period of this programme. Offers of standard housing will be made in accordance with Dublin City Council's Scheme of Letting Priorities and having regard to the Council's policy in relation to anti-social behaviour and attendance at pre-tenancy training programmes. The Traveller Accommodation Unit staff will meet and assist Travellers with their Housing Applications. Under the current Programme, allocations were delivered during a housing shortage and it is therefore reasonable to anticipate, with an increased supply, that approximately 250 units (excluding Cara Park and Labre Park redevelopment projects) will be provided under the new Programme.

Construction and Refurbishment Programme on Existing Sites

It is planned to meet some of the accommodation needs of the Traveller Community 2025-2029 with a construction and refurbishment programme as outlined below, subject to funding from the Department of Housing, Local Government and Heritage and subject to Part 8 Planning Approval.

Dublin City Council is planning a refurbishment programme of all of our existing sites which will include a full Energy Retrofit of our Group Housing schemes. These works will help improve accommodation standards and will help sustain the current housing needs within the local Traveller Community.

The refurbishment programme will also help to address design, layout and provision difficulties at these locations. An important part of progressing these works are the consultation process and collaboration with the families living on site. A collaborative approach is required in order to facilitate agreement on an acceptable design for each site.

Upgrade, redesign and extension (where possible) works to Day-houses on site will also be introduced so as to better cater for family living.

The construction and refurbishment projects will deliver 60 newly constructed homes, Belcamp Lane Area A 15, Belcamp Lane Wards 15, St. Margarets 30. In addition it is estimated that a further 200 families will receive offers of Traveller Specific allocations via Standard Housing and Acquisitions.

Waste Management Programme

The Traveller Accommodation Unit's planned Waste Management Programme endeavours to reduce issues with illegal dumping and waste removal across all of our sites. Each family will receive an 1100ltr bin which will be collected on a weekly basis. Recycling services will also be made available to each site as part of this programme.

North West Area

St Margarets Park

St Margaret's Park is located on St Margarets' Road, Ballymun, Dublin 11 and was built in 1997 and is a thirty bay halting site with day-house facilities.

The Traveller Accommodation Unit has proposed a full redevelopment of the site so as to convert the site into a group housing scheme. There has been an on-going consultation process with the families on site for a number of years however, it has been difficult to reach an agreed design for the overall site.

While the consultation process remains on-going and based on feedback received to date, the Traveller Accommodation Unit are considering the possibility of providing a more hybrid housing model which will allow for a mix of group housing and more traditional bays with extended day-houses.

Avila Estate

The Avila Estate is located on Cappagh Road, Finglas, Dublin 11 and comprises of three sections total 50 houses – Avila Park (1995), Avila Gardens (2000) and Avila Close (2004).

All 50 houses are currently occupied with an additional 3 homes due to come under construction in 2025.

Under the Traveller Accommodation Programme 2025-2029 it is hoped to complete a full Energy Retrofit Programme of each house on site. This Programme will allow for installation of both internal and external insulation, Heat Pumps and replacement windows along with main entry/exit doors. Once complete these works will significantly reduce the energy spend for families on site.

St Mary's Park

St Mary's Park is located on Dunsink Lane, Finglas, Dublin 11. It is a Group Housing Scheme consisting of 10 houses and was built in 1987.

The Traveller Accommodation Unit are providing 2 bays beside no. 1 St Mary's Park to help reduce overcrowding on site and a planned refurbishment and extension to No.10. The expected completion Q2 2025.

A full Energy Retrofit Programme will also be completed on all 10 homes.

Dublin City Council continue to work collaboratively with Fingal County Council and with the aim of further redevelopment works of the site including the surrounding areas to enable the provision of additional Traveller Specific Accommodation.

St Joseph's Park

St Joseph's Park is a 14 bay halting site located on Dunsink Lane, Finglas, Dublin 11.

During the Traveller Accommodation Programme 2019-2024 a number of bays and day-houses were refurbished. However, a further upgrade of the overall site is now planned. This will include resurfacing of bays, upgrade of electrical and sanitation connections and modifications to the existing day-houses to allow for better insulation and energy efficiency.

An upgrade of the communal area on site will also be reviewed with an aim to provide play facilities for families on site.

North Central Area

The North Central area has been particularly problematic in relation to Traveller Specific Accommodation. This is largely due to a low level of available land to redevelop and supply being too low to facilitate demand. However, Dublin City Council are committed to working with the Traveller Community in this area to provide accommodation throughout the lifespan of this Programme and beyond.

Northern Close

Northern Close is located on Belcamp Lane, Coolock, Dublin 17 and was built in 2001. Northern Close was originally a Group Housing Scheme consisting of 12 houses however, 10 houses remain today.

Plans are currently underway to re-establish authorised tenancies and a full refurbishment of the remaining 10 houses has commenced. These works, along with a full Energy Retrofit will continue over the lifespan of this Programme. However, it is essential that the families on site are willing to work with Dublin City Council to achieve these goals.

Tara Lawns

Tara Lawns is an 11 bay halting site located on Belcamp Lane, Coolock, Dublin 17. Extensive upgrade and improvement works commenced on site during the Covid-19 Pandemic and Sanitation Units were installed in each bay.

However, it is hoped to further develop this site following the completion of a full consultation process with families on site. A further upgrade of services to site and resurfacing of bays and potential installation of day-houses is also planned as part of the consultation process.

St Dominic's Park

St Dominic's Park which is also located at Belcamp Lane, Coolock, Dublin 17 is a 23 bay halting site built in 1996.

While previously a decommissioned site, extensive improvement and connection works were undertaken during the Covid-19 Pandemic which allowed for electrical and sanitation connection's to be re-established. In addition to these works, re-paving of footpaths and resurfacing of bays were completed to allow for the installation of Sanitation Units in each bay. Construction of 3 additional bays is currently planned to help alleviate overcrowding on site.

It is hoped to further develop St Dominic's Park to allow for the installation of day-house structures which will reduce the need for Sanitation Units. The Traveller Accommodation Unit are also planning to install public lighting and play facilities within the central communal space on site. Provision of a second entry point is also under review subject to Planning and funding approval.

Grove Lane

Grove Lane is located on the Malahide Road, Coolock, Dublin 17. Originally built in 1989, the site consisted of 6 group houses.

However, owing to their state of significant disrepair, 5 of the houses were demolished. Negotiations are currently on-going with occupants of the land so as to progress previously outlined redevelopment plans. It is hoped to construct 5 new houses along with a further 5 bays which will be used to alleviate overcrowding on existing sites in the Coolock area.

Cara Estate

Cara Estate is located on Belcamp Lane, Coolock, Dublin 17. It is comprised of Cara Park (1986) and Cara Close (2001) and includes 41 group houses.

A Pilot Energy Retrofit Programme commenced in 2023 and 28 homes received internal and external insulation, Heat Pumps along with replacement windows and front and back doors. Families have already noted an improvement in their energy costs and the Traveller Accommodation Unit plan to extend the Energy Retrofit Programme to the remaining 13 houses over the coming months.

Currently, 40 houses are fully occupied and 1 is under refurbishment to allow for re-allocation. Under the Traveller Accommodation Programme 2019-2024 it was proposed to construct 9 new, two storey, three bedroom houses – 7 at the unauthorised halting site area which is situated on the grounds of the old Community Centre and 2, two bedroom houses will be located at the site of the decommissioned FAS Centre. Construction of these properties is currently planned and will help to alleviate current overcrowding on site.

Wards Field/Area A Belcamp

It is proposed to further develop the previously unauthorised sites at Belcamp Lane known locally as Wards Field and most recently Area A Belcamp. Services to Wards Field were significantly upgraded and extended to families on the site during the Covid-19 Pandemic which allowed for sanitation services to be provided.

These works were further extended to families occupying the lands now referred to as Area A Belcamp.

Dublin City Council hope to complete a more in-depth consultation with families on these sites to put together further redevelopment plans. It is hoped that the redevelopment of these lands will allow for further improvement to services on site and allow for the construction of more structured bay facilities which will include provision of day-houses or more defined group housing, if space allows.

These works will provide an improved quality of life for families occupying the site and will allow Dublin City Council regularise these areas in-line with the current Scheme of Lettings process.

South Central

32 Camac Park

32 Camac Park was purchased for Traveller Specific accommodation. This house will be refurbished and extended to allow for a larger downstairs footprint along with a third bedroom.

The large side garden will be utilised to allow for the construction of a second, two-storey, three-bedroom house. This property will also be used as Traveller Specific accommodation.

Labre Park

During the lifecycle of this programme it is proposed to build 18 new units and refurbish 19 units on this site.

Future Demand

Currently there is a demand for 168 additional, permanent units of accommodation over the next five years. The following targets have been set, subject to funding from the Department of Housing, Local Government and Heritage and subject to Part 8 Planning Approval.



Public Consultation

Dublin City Council intends to consult all relevant stakeholders, families and communities who are concerned with or affected by proposals for Traveller Accommodation.

Submissions

Submissions were requested as part of the preparation of this Programme. Dublin City Council received submissions from the following groups:

- HSE National Social Inclusion Office
- Irish Traveller Movement
- National Traveller Women’s Forum
- Pavee Point
- Cena
- National Traveller MABS
- The Irish Coalition to End Youth Homelessness
- TRAVACT

Each submission has been taken into consideration as part of this Programme.

Local Traveller Accommodation Consultative Committee

The Local Traveller Accommodation Consultative Committee have, and will continue to play a vital role in the consultation process. They will be consulted on matters relating to Traveller Accommodation and other key issues relating to the Traveller Community.

Community/Interest Groups

It is proposed that Council officials will attend meetings, if requested, to outline proposals for permanent Traveller specific accommodation for particular areas. The Part 8 Planning process under the Local Government (Planning & Development) Regulations 2001 to 2007 and the Planning and Development Acts 2000 to 2006, as amended will apply in respect of all proposals for permanent Traveller specific accommodation.

The Traveller Accommodation Unit

The Traveller Accommodation Unit is responsible for the provision of housing, oversight of management and maintenance of all existing Traveller specific group housing schemes and halting sites within Dublin City Councils boundary. The Unit is responsible for keeping the Traveller Community and the general public informed and up-to-date with proposed developments of permanent Traveller specific accommodation outlined in the Programme. Appropriate staff from the Unit will attend meetings with all key stakeholders, Travellers and resident/community groups to discuss and inform them of any matters relating to the delivery of Traveller specific accommodation that may affect them.

Management and Maintenance

Dublin City Council are committed to ensuring that all Halting Sites and Group Housing Schemes are managed and maintained to a high standard. The Council will continue in their efforts to improve service delivery and the overall standard of the existing Traveller specific accommodation.

Pre-let Repairs

The Council will ensure that all necessary pre-letting works are carried out to the required standard prior to the letting of Traveller specific accommodation.

Tenancy, Licence Agreements and Payment of Rent

All tenants are required to sign either a Tenancy Agreement or Licence Agreement if they wish to reside on a site under Dublin City Council's remit. The Council will provide a copy of either the Tenancy or Licence Agreement to all tenants and explain its contents before it is signed.

All Traveller Specific tenants are liable to pay a weekly rent charge which will be calculated under the current Differential Rents Scheme. All Licenced tenants will be charged a weekly Licence fee which is a set amount identified in line with the services provided on the site. While Dublin City Council recognise that sometimes unforeseen circumstances can prevent tenants from keeping their rent charges up to date, tenants should be aware that the Traveller Accommodation Unit is there to help tenants when these situations arise. If rent payments are not kept up to date it may have an impact on tenants accessing non-emergency maintenance and repairs services. Repayment agreements can be set up to assist tenants to clear any arrears owed. Once a tenant sticks to a repayment agreement, they can continue to access a full maintenance and repairs service. Rent reviews are carried out on a regular basis and tenants will be notified directly of any changes to their weekly rent charges.

Maintenance & Repair Service

Dublin City Council is responsible for repairs and maintenance associated with general wear and tear of houses and bays. The Council will ensure that all necessary repairs due to fair wear and tear are completed in a reasonable time-frame as set out in the Tenant Handbook. An out-of-hours emergency maintenance service is provided on evenings, weekends and public holidays. However, tenants should also be aware of their own responsibilities with regards to the upkeep

of the property. Their responsibilities are very clearly outlined in the aforementioned Tenant Handbook.

Anti-Social Behaviour

It is Dublin City Council's intention to continue to improve upon our practice in managing and responding to anti-social behaviour within our tenancies, refining our processes and approaches in line with Housing legislation, and to explore and take advantage of any new opportunities or initiatives that seek to minimise and mitigate against anti-social behaviour in our neighbourhoods.

Dublin City Council's Strategic Priorities

Our overall objective is to provide safe and peaceful neighbourhoods for Dublin City Council tenants, and their neighbours, to reside and work in. We will aim to prevent and reduce incidences of anti-social behaviour (ASB) in affected communities where citizens are negatively affected. We will deliver this through strategies that are based on Prevention, Partnership, Enforcement, and Continuous Improvement.

Dublin City Council's commitments to prevent and reduce anti-social behaviour are:

1. Proactive Estate Management: Prevention & Early Intervention
2. Working in Partnership: Building Key Relationships
3. Consequences for Anti-Social Behaviour which affects the Community
4. Effective Complaints Response: Efficient Investigation and Proportionate Sanctions
5. Continuous Improvement: Investing in the Delivery of our Strategy

Proactive Estate Management: Prevention and Early Intervention

We commit to good estate management in order to prevent issues escalating into full scale ASB. Estate management recognises that achieving evictions through legal processes can be complex and emphasises the use of all the other powers of the local authority to prevent getting to that point. This section lays out the preventative actions, in relation to estate management checks prior to allocation of housing and designing out crime in new developments. It covers early intervention, engaging tenants at the initial stages of their tenancy, and assistance to tenants, throughout their tenancy, who require support to maintain and sustain their tenancies.

Working In Partnership: Building Key Relationships

We commit to working in partnership to effectively tackle ASB. In recognition that better outcomes can be achieved by a co-ordinated multi-agency response, Dublin City Council will continue to identify, engage, and build working relationships with key personnel in An Garda Síochána and other key external agencies, particularly where the relevant response extends beyond the remit of the Council's authority and where outside expertise is required to resolve issues. The relevant section outlines the variety of partnerships we engage with in order to foster pro-active, preventative and reactive actions to combat ASB and behaviours of concern in our communities.

Consequences for Anti-Social Behaviour (ASB) that affects the Community

We commit to exercising enforcement measures available to us, where ASB has escalated to a scale that is causing serious and persistent disruption to the peaceful and safe enjoyment of one's

neighbourhood, community and home. We will consider the use of all reasonable measures available to combat ASB. We will ensure that all tenants are aware of the consequences and sanctions imposed upon them, pertaining to both their current and future housing options, should they be found to be consistently engaged in anti-social behaviour. While the loss of one's home is the last resort, tenants will be made aware that where preventative and deterrent measures have not been successful, consequences can be severe, up to and including legal action to repossess a tenancy on grounds of ASB. This section lays out the type and duration of consequences for tenants and members of their household or visitors to their home.

Effective Complaints Response: Investigation of Complaints & Associated Action

We commit to providing an accountable system of managing complaints related to ASB, supported by robust policy and procedures. We will take every complaint seriously: recording, assessing, investigating and managing complaints, from lesser breaches of tenancy agreements, to those of a more serious nature. Every complaint will be treated confidentially. In our processes, we will guarantee procedural safeguards are in place, following due process, ensuring a fair and impartial investigation of complaints, with measures imposed which are proportionate to the findings. The Housing (Miscellaneous Provisions) Act 2009, prescribes that a local authority's ASB strategy must detail its procedures for dealing with ASB. This section lays out the process in more detail, including the categorisation of complaints, the complaints process, and the variety of potential actions that can be taken by the Council, arising from the findings of the investigation.

Investing in Delivery of our Anti-Social Behaviour Strategy

Dublin City Council is committed to delivering on actions and targets detailed in this strategy. Area Offices have the primary responsibility to respond to ASB in their areas of operation, supported by a dedicated team in the Central Office, who provide technical support and will be responsible for monitoring the delivery of the identified strategic actions. This section lays out the responsibilities of each section. It also lays out details in terms of investment in staff training and in evaluating our process around complaints management, as well consideration of investment in evaluation and/or research around specific interventions to mitigate and/or reduce anti-social behaviour in social housing settings, as set by the Housing (Miscellaneous Provisions) Act 2009. We are committed to being accountable and examining our reporting systems, so that that we can provide a comprehensive picture of the work carried out by our office in terms of mitigating and managing ASB and delivering safer neighbourhoods.

Dublin City Council is committed to the provision of safe, thriving neighbourhoods. We aim to ensure that tenants and their neighbours can live peacefully in their homes and communities. We will take all appropriate steps to prevent and reduce behaviour that compromises this objective.

Appendix A – Definitions

Definitions

Halting Site is a site with individual bays, with a full range of services provided with a small structure referred to as a day-house or sanitation unit.

Group Housing Scheme is a development of houses built specifically for members of the Traveller Community.

Basic Service site is a site which was previously unauthorised but which now has licensed occupiers along with basic sanitation services.

Transient Halting Site is a site providing basic facilities for short-term use by families pursuing a nomadic way of life or visiting relatives.

