



Annual Service Delivery Plan 2021

Section 134A of the Local Government Act 2001, as amended, requires the Local Authority to adopt a Service Delivery Plan identifying the services intended to be provided by it to the public, consistent with the provisions in the local authority budget. The Plan should include:

- A statement of principal services
- Objectives and priorities for the delivery of each of the services
- Performance standards intended to be met in the delivery of each of the services

The more detailed actions and performance measures contained in the Plan reflect the goals and objectives of the Dublin City Council Corporate Plan 2020 – 2024.

The adoption of the Service Delivery Plan is a Reserved Function.

The Annual Service Delivery Plan 2021 is now presented and recommended for adoption by the Chief Executive.

The following resolution should be passed to adopt the plan:

“In accordance with Section 134A of the Local Government Act 2001, as amended, the Annual Service Delivery Plan 2021 as recommended by the Chief Executive is hereby adopted”.

Owen P. Keegan
Chief Executive
28th April 2021

Dublin City Council Service Delivery Plan 2021

The Annual Service Delivery Plan is prepared in accordance with Section 134A of the Local Government Act 2001, as amended. The Plan supports the delivery of the City Council's Corporate Plan 2020-2024 and is aligned with the Annual Budget. It identifies the key services that Dublin Council intends to deliver to the people and businesses of Dublin City during 2021 and puts forward our commitment to the service standards that can be expected.

The Corporate Plan 2020 – 2024 is Dublin City Council's strategic framework for action setting out the Vision, Mission, Goals and Priority Objectives for the period, as well as the core principles by which the organisation will be guided in all elements of its work.

This Service Delivery Plan for 2021 has been prepared and adopted by the Members of the City Council in the context of the City Council's Mission Statement:

'To drive the sustainable development of the City through strong civic leadership and delivery of effective services that promote the well-being and quality-of-life of citizens and communities'.

The emphasis of the Plan is on service delivery with a focus in 2021 on 28 principal services which the Council intends to provide to the public, within existing funding and resource constraints, and to report on quarterly during the year. The services set out are consistent with those of the Annual Budget 2021 and include a description of each Principal Service, the Principal Service Objective and a series of associated Performance Standards. Planned Service Enhancements for 2021 are also provided for each Department.

Performance Monitoring

Performance in the delivery of these principal services will be measured using the standards set out in this Plan, which include National Service Indicators where appropriate. A report on progress and performance will be included in the Chief Executive's Management report on a quarterly basis. The end of year performance measure for each service will be included in the local authority's Annual Report.

Corporate Objective

In previous years, the Service Delivery Plan emphasized 15 discrete services; in 2021 the number of services in focus is 28. In line with the corporate goal *'to become a more responsive and innovative City Council'*, Dublin City Council is working to introduce new systems and mechanisms for the gathering and analysis of service performance data. As these become embedded in the organisation, further services and measurements will be added to future Service Delivery Plans. This approach will ensure that over time the City Council can provide more robust and insightful information to the public on service delivery and performance.

Customer Service

SDP01 Customer Services

Description of Service

Customer Services is the central point of contact for citizens and businesses to access services and information on the City Council's full range of services. The service is provided by telephone, email, web-chat and face-to-face.

2021 Planned Service Enhancements

- Implement the Citizen Hub and Councillor Portal, a new online platform offering citizens and Councillors an additional channel through which to access information and make service requests. Services will be made available on a phased basis and the number and variety of online services will be increased over time.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Customer Services	<ul style="list-style-type: none">• Provide a central point of contact for customers to access our full range of services	<ul style="list-style-type: none">• % calls dealt with at first point of contact• Number of services available online• Number of registered users of Citizen Hub	7.3 Strengthen our civic leadership role and make collaboration a fundamental part of the way we work 7.4 Continue to focus on providing Quality Customer Service to deliver the best service possible to citizens and customers 7.5 Transform our use of technology and data in decision-making and service delivery

Housing, Community & Emergency Services Department

Budget Code	Principal Services	Adopted Budget 2021
A01	Maintenance/Improvement of LA Housing Units	€72,485,733
A02	Housing Assessment, Allocation & Transfer	€7,947,593
A03	Housing Rent & Tenant Purchase Administration	€9,156,640
A04	Housing Community Development Support	€23,191,426
A05	Administration of Homeless Service	€212,986,990
A06	Support to Housing Capital Programme	€38,616,000
A07	RAS & Leasing Programme	€65,516,638
A08	Housing Loans	€11,195,613
A09	Housing Grants	€9,499,610
A12	HAP Programme	€17,520,145
E11	Operation of Fire Service	€136,650,254
E12	Fire Prevention	€3,343,970
Service Division Total		€608,110,612

2021 Planned Service Enhancements

- Continue to seek funding solutions to finance the refurbishment of older flat complexes
- Implement new Term Maintenance Framework for the refurbishment of vacant properties and utilise this to further improve how vacant stock is returned to use in 2021
- Continue to expand the use of technology to improve housing maintenance service delivery throughout 2021
- Review processes and procedures in relation to the collection of Rent Arrears
- Develop a more cohesive approach between the Housing Rent Section and Housing Allocations in the letting of properties
- Develop and organise a North East Regional Dangerous Substance Licencing Office
- Continue to build on the social media achievements and the raising of public awareness of fire safety issues
- Develop a dedicated Organisational Intelligence Unit, tasked with the responsibility of delivering a leading practice Area Risk Categorisation for Dublin City and County

SDP02 Maintenance / Improvement of LA Housing Units

Description of Service

The Council is committed to the provision of a high quality management, maintenance and repair system for its rented housing stock of approximately 25,000. The Council has a strategic plan to upgrade existing housing that is over 60 years old, to modern standards.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Maintenance / improvement of local authority housing units	<ul style="list-style-type: none"> • Provide a timely response to tenant repair requests • Maintain and improve housing stock through: <ul style="list-style-type: none"> • timely refurbishment of voids • ongoing programme of adaptations and extensions • implementing a planned preventative maintenance schedule across 140 corporate & communal heating sites • Improve the energy efficiency of housing stock through: <ul style="list-style-type: none"> • the Energy Efficiency Retrofitting Programme, Phase 2 • SEAI Better Energy Community Scheme to target Senior Citizen Complexes, Homeless Shelters and Library sites 	<ul style="list-style-type: none"> • Total number of repair requests received • % repair requests resolved within timeframe (Emergency; Urgent; Routine) • Expenditure on maintenance of LA stock • Expenditure per dwelling on the maintenance of LA housing • Number Domestic Gas Boilers serviced • Number Domestic Gas Boilers repaired/ replaced • % of available housing that is void • Average time taken from the date of vacant possession to date of occupancy • Average cost per unit of getting the dwellings re-tenanted • Number of units refurbished • Number of housing adaptations and housing extensions • Target: 250 housing adaptations and 12 housing extensions • Target: 818 planned maintenance visits per annum • BER rating improvement • Number of units complete • (2019 target - 500) 	2.1 Deliver quality homes on the required scale

SDP03 Housing Assessment, Allocation and Transfer

Description of Service

Dwellings are allocated in accordance with the Allocations Scheme adopted by the City Council in May 2018. A reassessment of Housing Need is undertaken annually.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Housing assessment, allocation and transfer	<ul style="list-style-type: none"> Process and assess housing applications and allocate vacancies in accordance with the 2018 Scheme of Letting 	<ul style="list-style-type: none"> Number on Housing List Number on Housing Transfer List Number housed in the period 	2.2 Create mixed neighbourhoods that have a choice of housing type and tenure

SDP04 Enforcement of standards in the private rented sector

Description of Service

Dublin City Council is responsible for bringing about improvements to the quality of accommodation in the private rented sector under the Housing (Standards for Rented Houses) Regulations 2019. This is done through a programme of inspections and enforcement. The inspections are carried out by Environmental Health Officers on a reactive and proactive basis. Where a complaint is received from a tenant in a unit in a multi-unit building it triggers an inspection of all units in the building.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Enforcement of standards in the private rented sector	<ul style="list-style-type: none"> Inspect private rented dwellings including those under the Rental Accommodation and Housing Assistance Payment schemes Take appropriate enforcement action on non-compliant dwellings 	<ul style="list-style-type: none"> Number of rented dwellings inspected Number of dwellings non-compliant after first inspection Number of dwellings that achieved compliance in the period 	2.2 Create mixed neighbourhoods that have a choice of housing type and tenure 2.5 Play our part in ensuring safety for people in their homes and in the public realm

SDP05 Housing Rent & Tenant Purchase Administration – Rent Management

Description of Service

Dublin City Council manages approximately 24,800 tenancies, with a rental income of c. €92.1m. The weekly rent charge is determined in accordance with the 2019 Dublin City Council Differential Rent Scheme. To ensure that the correct rent is charged, the Council systematically reviews a substantial proportion of accounts annually. Notwithstanding the arrears, the rent collection rate has remained high over the last number of years. The Council facilitates its tenants through a variety of rent payment options, including payment by direct debit, household budget, payment of cash at any post office or in the Council's own cash office in the Civic Offices, online or telephone payment via credit card. The Council engages with Tenants in arrears and their representatives to develop realistic repayment plans and advises of debt relief solutions.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Housing Rent Management	<ul style="list-style-type: none">• Maintain current high payment levels for the majority of tenants and continue to work with tenants in addressing rent arrears	<ul style="list-style-type: none">• % of Rent Charge collected• % variance in rent arrears	2.2 Create mixed neighbourhoods that have a choice of housing type and tenure

SDP06 Housing Grants

Description of Service

The Home Grants Unit delivers three grant schemes. On submission of a full application, an applicant will have an initial inspection from a Dublin City Council Technical Inspector within four weeks of receipt of the application in Dublin City Council's Home Grants Unit. In circumstances where an urgent hospital release or other critical cases require immediate attention, the Home Grants Unit will try to carry out an inspection immediately after contact is made and the application will be fast-tracked.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Housing Grants	<ul style="list-style-type: none">• Provide an efficient service to applicants for the following home grants:<ul style="list-style-type: none">• Housing Adaptation Grant• Mobility Aids Scheme• Housing Aid for Older People	<ul style="list-style-type: none">• Number of applications received under each scheme• % initial inspections carried out within four weeks of receipt of application• Number approved and completed under each scheme	2.2 Create mixed neighbourhoods that have a choice of housing type and tenure

SDP07 Housing Assistance Payment

Description of Service

Housing Assistance Payment (HAP) is a form of social housing support provided by all local authorities. Under HAP, Dublin City Council can provide housing assistance to households who qualify for social housing support, including many long-term Rent Supplement recipients. HAP allows all social housing supports to be accessed through the local authority and allows recipients to take up full-time employment and maintain their housing support. The process of transferring rent supplement recipients to HAP commenced on a phased basis in September 2018.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
HAP Programme	<ul style="list-style-type: none"> • Provide an efficient service to Housing Assistance Payment (HAP) applicants • Continue the transfer of rent supplement recipients to the HAP Scheme 	<ul style="list-style-type: none"> • Number of HAP tenancies created • % of remaining rent supplement recipients transferred to HAP 	2.2 Create mixed neighbourhoods that have a choice of housing type and tenure

SDP08 Operation of Fire Service

Description of Service

Dublin Fire Brigade provides an integrated Fire, Rescue and Emergency Ambulance Service for Dublin City and County. The service operates from 12 full time and 2 retained stations, employing over 1,000 staff. All full time fire-fighters are fully trained paramedics with retained personnel trained to First Response Level.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Operation of the Fire Service	<ul style="list-style-type: none"> • Provide fire, ambulance, emergency and rescue services throughout the Dublin City and County Region 	<ul style="list-style-type: none"> • % of cases in respect of fire in which first attendance is at the scene within 10 mins • % of cases in respect of fire in which attendance is at the scene after 10 minutes but within 20 minutes • % of cases in respect of fire in which first attendance is at the scene after 20 minutes • % of cases in respect of all other emergencies in which first attendance is at the scene within 10 mins • % of cases in respect of all other emergencies in which attendance is at the scene after 10 minutes but within 20 minutes • % of cases in respect of all other emergencies in which first attendance is at the scene after 20 minutes 	2.5: Play our part in ensuring safety for people in their homes and in the public realm

SDP09 Fire Prevention

Description of Service

The Fire Prevention Section provides Building Control and Fire Certification and carries out a range of On-Site Inspections on Commercial and Multi-Occupancy Premises. The Section also promotes fire safety through education and advice.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Fire Prevention	<ul style="list-style-type: none">• Provide Building Control and Fire Certification and carry out a range of on-site inspections on commercial and multi-occupancy premises	<ul style="list-style-type: none">• % of applications for fire safety certificates received that were decided within two months of their receipt• % of applications for fire safety certificates received that were decided with an extended period agreed with the application	2.5: Play our part in ensuring safety for people in their homes and in the public realm

Environment and Transportation Department, Road Transport and Safety

Budget Code	Principal Services	Adopted Budget 2021
B03	Regional Road - Maintenance & Improvement	€10,055,552
B04	Local Road - Maintenance & Improvement	€42,209,599
B05	Public Lighting	€11,364,950
B06	Traffic Management Improvement	€34,376,386
B08	Road Safety Promotion/Education	€4,359,333
B09	Car Parking	€14,649,739
B10	Support to Roads Capital Programme	€4,974,612
B11	Agency & Recoupable Services	€1,093,455
Service Division Total		€123,083,626

2021 Planned Service Enhancements

- A major upgrade programme of Public Lighting throughout the city and replacement of existing lights with energy efficient LED lamps is scheduled to commence in 2021 and will span a number of years.

SDP10 Road Maintenance and Improvement

Description of Service

Road Maintenance Services Division is responsible for the maintenance of the 1,240 km of public roads and streets throughout Dublin City, together with the associated footways, bridges and other structures. The total area of carriageway is 8.1 million square meters and the total area of footways is 3.5 million square meters. This maintenance work is carried out by direct labour units and also by private contractors.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Road Maintenance and Improvement	<ul style="list-style-type: none"> Provide a reactive maintenance service responding to requests for carriageway, footway and street furniture repairs and reinstatements 	<ul style="list-style-type: none"> Total number of service requests recorded Total number of service requests resolved Total number of defects recorded 	4.5 Maintain and enhance our public realm providing a connected, universally accessible set of quality

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
	<ul style="list-style-type: none"> Inspect works completed by outside agencies and utilities to ensure reinstatements are carried out in compliance with standards and specifications including road openings and street furniture licensing 	<ul style="list-style-type: none"> Total number of defects repaired and/or made safe Percentage of Priority 1 service requests (all critical defects) made safe and/or repaired within 24hrs 	public spaces and connections

SDP11 Public Lighting

Description of Service

The Public Lighting Section operates a citywide service, currently maintaining approximately 47,000 streetlights. This involves night scouting of patrol routes, repairs to faults detected through patrols and responding to service requests from the public.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Public Lighting	<ul style="list-style-type: none"> Maintain approximately 47,000 street lights and associated infrastructure 	<ul style="list-style-type: none"> Total number of faults reported % change in faults reported % repairs carried out within timeframe (10 working days) 	4.5 Maintain and enhance our public realm providing a connected, universally accessible set of quality public spaces and connections

SDP12 Traffic Management & Road Safety

Description of Service

The objective of the Environment and Transportation Department is to deliver the safe, effective and efficient movement of people and goods in Dublin and to ensure that the needs of vulnerable road users are specifically addressed.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Traffic Management & Road Safety	<ul style="list-style-type: none"> • Improve usage of existing transport infrastructure in the city • Improve parking enforcement • Increase modal shift from the private car to more sustainable modes of transport • Safely move people, goods and vehicles through the city • Maintain traffic equipment 	<ul style="list-style-type: none"> • Number of TAG requests received in the period • % change in requests received since last period • % of TAG requests decided on within 4 months of request • % of vehicles declamped within 1 hour of payment (85% is the target) • % of vehicles declamped within 2 hours of payment (100% is the target) • % of first stage appeals finalised within 21 days • % of first stage appeals refunded because time has elapsed • Number of cyclists and pedestrians at count points during the period 	<p>4.1 Take a leadership role in collaborating with city partners to expand and build a more integrated public transport system in the city</p> <p>4.2 Provide and support a range of alternative and emerging travel options, particularly focused on cycling and walking</p>

Environment and Transportation Department, Water Services

Budget Code	Principal Services – Water Services	Adopted Budget 2021
C01	Water Supply	€32,738,234
C02	Waste Water Treatment	€10,678,608
C04	Public Conveniences	€1,034,274
C07	Agency & Recoupable Services	€4,033,991
C08	Local Authority Water & Sanitary Services	€15,321,775
Service Division Total		€63,806,882

2021 Planned Service Enhancements

- Assess the optimum inspection and maintenance regime for the existing culvert screens in Dublin City, in conjunction with Drainage Maintenance.

SDP13 Surface Water Operations and Maintenance

Description of Service

The Surface Water & Flood Incident Management (SW&FIM) Division currently comprises of mostly road drainage maintenance crews who carry out road gully cleaning of an estimated 55,000 gullies within Dublin City Council's administrative area. It typically takes 18 months to complete one full cleaning cycle however areas of the city that are prone to flooding are cleaned more frequently.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Surface Water and Flood Incident Management	<ul style="list-style-type: none"> Repair and maintain the surface water network to the highest standard Deliver the gully cleaning service 	<ul style="list-style-type: none"> Total number of service requests received % change in service requests received % gullies inspected within timeframe (4/5 working days) 	<p>1.1 Improve energy efficiency and reduce greenhouse gas emissions in Dublin City Council buildings and operations and make Dublin a more climate-resilient City with engaged and informed citizens</p> <p>4.6 In partnership with Irish Water, manage and improve Water Services infrastructure</p>

SDP14 Surface Water Quality

Description of Service

Dublin City Council has responsibility for the repair and maintenance of the surface water network, flood protection, river maintenance, including the cleaning and inspection of river racks and pollution control of bathing waters.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Surface Water Quality and Licensing	<ul style="list-style-type: none">• Ensure our statutory obligations are met under relevant pollution legislation• Maintain and improve water quality• Issue and monitor licences under the Water Pollution Act	<ul style="list-style-type: none">• Number of water bodies whose status remains static / improves / disimproves (Annual)• Number of licenses issued	1.1 Improve energy efficiency and reduce greenhouse gas emissions in Dublin City Council buildings and operations and make Dublin a more climate-resilient City with engaged and informed citizens 4.6 In partnership with Irish Water, manage and improve Water Services infrastructure

Environment and Transportation Department, Environmental Services

Budget Code	Principal Services - Environmental Services	Adopted Budget 2021
E01	Landfill Operation & Aftercare	€491,070
E02	Recovery & Recycling Facilities Operations	€4,303,031
E04	Provision of Waste to Collection Services	€1,955,134
E05	Litter Management	€4,225,171
E06	Street Cleaning	€46,958,557
E07	Waste Regulations, Monitoring & Enforcement	€5,611,594
E08	Waste Management Planning	€1,461,075
E13	Water Quality, Air & Noise Pollution	€1,302,687
E14	Agency & Recoupable Services	€1,442,107
E15	Climate Change & Flooding	€1,086,109
H07	Operation of Markets & Casual Trading	€741,111
Service Division Total		€69,577,646

2021 Planned Service Enhancements

- Increased use of social media to deliver environmental messaging and information
- Ongoing review of street cleaning and fleet operations to ensure optimum use of resources
- Implement trials of smart systems and seek to enhance the use of technology in the area of street cleaning
- Utilisation of GPS on fleet to analyse route information
- Make air quality data available to the public in an easily understandable, real-time manner including the launch of a new air and noise website

SDP15 Recovery & Recycling Facilities Operation

Description of Service

Operation of the glass bottle bank network, community bring centres (five of which accept green waste), as well as the two recycling centres located at Ringsend and North Strand.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Recovery & Recycling Facilities Operation	<ul style="list-style-type: none">• To ensure that a value for money service is delivered in all aspects of recycling• Develop environmental awareness and education programmes in areas of waste reduction, sustainability and climate change	<ul style="list-style-type: none">• Tonnage of material collected<ul style="list-style-type: none">• Textiles tonnage• Dry Mix tonnage• Glass tonnage• Green Schools participation	1.1 Improve energy efficiency and reduce greenhouse gas emissions in Dublin City Council buildings and operations and make Dublin a more climate-resilient City with engaged and informed citizens 1.3 Provide robust leadership in advancing climate action at local and regional level and by showing commitment to change in our own practices

SDP16 Litter Management – Community Clean- Ups

Description of Service

Dublin City Council provides equipment for planned community clean-ups in response to requests from local community representatives. Area Offices and Waste Management also arranges for the collection and disposal of rubbish collected.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Litter Management	<ul style="list-style-type: none"> • Continue initiatives to combat the issue of dog fouling • Continue enforcement of Litter Pollution Acts • Implement the recently amended Bye Laws for the Storage, Presentation and Segregation of Household and Commercial Waste • Continue enforcement of the Bye-laws for the Prevention and Control of Litter • Continue to promote and develop projects within the Department of the Environment, Climate and Communications Anti-Dumping Initiative • Develop litter education and awareness programmes 	<ul style="list-style-type: none"> • Total number of community clean-ups facilitated by the City Council in the period • % change in number of clean ups since last period • % bag collections carried out within 3 days of request 	4.5 Maintain and enhance our public realm providing a connected, universally accessible set of quality public spaces and connections

SDP17 Street Cleaning

Description of Service

The Street Cleaning Service is administered by the Waste Management Department. It includes the servicing and maintenance of 3,200 litter bins and the collection of 17,000 tonnes of street cleaning and litter bin waste annually. Waste Management crews and a team of Litter Wardens provide services to remove, investigate and carry out enforcement in relation to illegal dumping in accordance with relevant bye-laws and legislation. The inspection and removal of abandoned vehicles is a reactive service based on customer service requests to inspect suspected abandoned vehicles.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Street Cleaning	<ul style="list-style-type: none"> • Focus on continued improvements in Irish Business Against Litter (IBAL) and National Litter Pollution Monitoring System (NLPMS) survey results, specifically in relation to the issue of illegal dumping • Improve power washing of urban villages and key locations 	<ul style="list-style-type: none"> • Total number of requests for litter bin maintenance received in the period • % resolved within timeframe • Number of tonnes of illegally dumped household waste removed by the City Council in the period • Cost of removal for the period including labour, fleet and disposal • Total number of reports of illegal dumping received in the period • % reports resolved within timeframe (24 hrs) • Number of enforcement actions taken • Total number of abandoned vehicle reports received • % reports determined to be abandoned vehicles following inspection • % abandoned vehicles resolved within timeframe • Results of the Waste Management Department's Street Grading Programme • Total number of requests for street cleaning received in the period • % inspected within timeframe (24 hours) 	4.5 Maintain and enhance our public realm providing a connected, universally accessible set of quality public spaces and connections

SDP18 Air and Noise Pollution

Description of Service

Dublin City Council monitors and controls Air, Noise and Water Pollution in accordance with EU Regulations.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Air and Noise Pollution	<ul style="list-style-type: none">• Continue the expansion of the air quality monitoring network in Dublin including colocation of ambient noise and air monitoring stations	<ul style="list-style-type: none">• Total number of pollution cases that were the subject of a complaint• Total number of pollution cases closed• Total number of pollution cases on hand	4.5 Maintain and enhance our public realm providing a connected, universally accessible set of quality public spaces and connections

SDP19 Street Performers and Operation of Markets and Casual Trading

Description of Service

The Licensing Unit are responsible for the issuing of street performer permits and casual trading licenses and for monitoring and enforcement of the Street Performers Bye Laws 2016

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Street Performers Operation of Markets & Casual Trading	<ul style="list-style-type: none">• Issue street performer permits and enforce the Street Performers Bye Laws 2016• Licence, monitor and manage casual trading in the city• Enforce the Casual Trading Bye Laws 2013	<ul style="list-style-type: none">• Number of permits and licenses issued• Number of inspections and % of enforcement actions taken	4.5 Maintain and enhance our public realm providing a connected, universally accessible set of quality public spaces and connections

Culture, Recreation and Economic Services

Budget Code	Principal Services	Adopted Budget 2021
F01	Leisure Facilities Operations	€12,144,247
F02	Operation of Library & Archival Service	€26,728,645
F03	Outdoor Leisure Areas Operations	€28,135,885
F04	Community Sport & Recreational Development	€21,512,859
F05	Operation of Arts Programme	€17,889,304
D09	Economic Development & Promotion	€6,333,798
E09	Maintenance of Burial Grounds	€5,800
Service Division Total		€112,750,538

2021 Planned Service Enhancements

- Continue the ongoing programme of works to upgrade/refurbish leisure facilities
- Continue the rolling investment in our branch network
- A new communications division will promote and market the libraries service with a view to increasing footfall and membership, encouraging participation in programmes and events and improving customer satisfaction
- The Dublin City Council Tree Strategy, Biodiversity Action Plan and Play Policy will be reviewed and updated in 2021

SDP21 Leisure Facilities Operations

Description of Service

Dublin City Council Sports and Leisure Services provides a wide range of sporting, leisure and community services for individuals and groups to use to stay active and connect in a safe, positive and accessible manner.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Leisure Facilities Operations	<ul style="list-style-type: none"> • Build on the growth in the number of visitors to leisure facilities through expanding range of classes / programmes and ensure that services are provided at a reasonable cost 	<ul style="list-style-type: none"> • Number of visitors to leisure facilities 	5.4 Improve the health and well-being of communities by increasing access to participation in sports, recreation and healthy activity

SDP22 Operation of Library & Archival Service

Description of Service

Dublin City Libraries provides a wide range of services across a network of 21 branches and online, including lending and reference services, study and research spaces and learning support content, free Internet access via PCs and Wi-Fi, a programme of events and festivals for people of all ages, including reading, literary, archival, history and commemoration services and events, delivered in branch and remotely over the web.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Operation of Library & Archival Service	<ul style="list-style-type: none"> • Continue to meet increasing uptake and growing client needs in the operation of the Library Service • Continue to manage the National Library Management System on an agency basis • Promote Dublin as a Literary City through initiatives including Dublin One City One Book, Citywide READING promotion for children, International DUBLIN Literary Award and Passages to Elsewhere 	<ul style="list-style-type: none"> • Number of library visits per head of population • Number of items issued to library borrowers • Number of registered members of the library • Number of programmed events /initiatives • Number of participants 	5.3 Promote social inclusion and diversity by working with, and empowering, groups across all sectors of the community 6.1 Celebrate and promote the history, culture and literary traditions of the city to build on their value to the city's

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
	<ul style="list-style-type: none"> • Continue to provide and promote the extensive range of branch library events and programming • Continue to implement the programme of activities for the Decade of Commemorations 		<p>identity, to society and to the economy</p> <p>6.2 Enable diversity in access to arts and culture to give everyone the opportunity to participate</p> <p>6.3 Facilitate educational opportunity through programmes and funding</p>

SDP23 Outdoor Leisure Areas Operations – Parks and Landscape Service

Description of Service

The Parks Service manages a wide range of outdoor amenities for recreation, play, rest and relaxation. Parks are also managed for species and habitat conservation as well as the conservation of cultural heritage. The Parks Service manages 67 well equipped playgrounds providing play opportunities in almost every neighbourhood in the City. The Tree Care service involves care of the City's 100,000 trees in parks and on streets through a planned work programme and in response to customer service requests. Landscape maintenance includes litter picking, grass cutting and weed control of public open spaces and verges along with the maintenance of shrubs and vegetation.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Outdoor Leisure Area Operations - Parks and Landscape Services	<ul style="list-style-type: none"> • Maintain the Green Flag status of City Parks • Programme local park improvements to address the needs of communities as highlighted by Elected Representatives • Continue the ambitious programme of capital infrastructure projects to provide new parks, conserve its historic parks, and develop community sports /recreational infrastructure and tearooms 	<ul style="list-style-type: none"> • Target: 11 Green Flags to be maintained in 2021 • % completion of the parks improvement programme • Number of Capital projects commenced /delivered • Total number of grass cutting/maintenance requests received • % change in requests received 	<p>1.1 Work in partnership with adjoining authorities and relevant stakeholders to conserve, enhance and promote the biodiversity of Dublin City</p> <p>5.1 Provide people with the opportunity to access outdoor recreation and natural environments</p>

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
	<ul style="list-style-type: none"> • Continue to respond in a timely and courteous manner to service requests from citizens • Renew/ Upgrade existing playgrounds to ensure they are to the highest standard • Continue to host a range of markets, events and activities within our city's parks • Develop a policy to reduce and minimise the use of pesticides 	<ul style="list-style-type: none"> • % resolved/resolution planned within timeframe (7 - 10 days) • Total number of tree pruning/maintenance requests received • % change in requests received • % tree pruning requests investigated within timeframe (5 days) • % of playgrounds upgraded per quarter • Number and type of events in City Parks 	through enhancing and expanding our network of parks and green spaces

SDP24 Community Sport & Recreational Development – Sports and Recreation

Description of Service

Dublin City Council's Sport and Recreation Section supports, manages and delivers a wide range of sport and recreational programmes and services in the City annually through its facilities and the Dublin City Sport and Wellbeing Partnership. Sports Officers deliver sport and recreational programmes at local and citywide levels for people of all ages and backgrounds.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Sports and Recreation	<ul style="list-style-type: none"> • Implement the Dublin City Sport and Wellbeing Partnership strategy to enable us to provide as many opportunities as possible for people to engage or partake in sport or physical activity through facilities, infrastructure, services, programmes and events 	<ul style="list-style-type: none"> • Number of programmes delivered • Number of participants • Number of events 	5.4 Improve the health and well-being of communities by increasing access to participation in sports, recreation and healthy activity

SDP25 Arts Office

Description of Service

The City Arts Office is a production and developmental unit of Dublin City Council that recognises the transformative role that the Arts play in the lives of residents and visitors to Dublin. It works through partnership with the Public, Artists and Arts organisations.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Arts Office	<ul style="list-style-type: none">• Grow and expand on the Arts Office activities, in particular the:<ul style="list-style-type: none">• Programme of events• Arts in Education Development• Children's Arts in Libraries Programme• Creative Ireland Programme• Provide arts grants and bursaries of €550,000• Improve access to arts provision locally• Continue to support artists working in Dublin, through developing & supporting new, affordable Artists Workspaces	<ul style="list-style-type: none">• Number of programmed events• Number of participants at events• Number of Artists in Residence• Number of new workspaces opened and/or maintained	6.2 Enable diversity in access to arts and culture to give everyone the opportunity to participate 6.5 Support and encourage the provision of arts and cultural facilities to ensure that the cultural life of the city has the space to thrive

SDP26 Economic Development & Promotion

Description of Service

The Economic Development and the Local Enterprise Office (LEO) Dublin City staff work together to cultivate a strong enterprise eco system in Dublin that supports start-ups and scaling businesses. A series of work is advanced under local, regional, national and European strategies that supports the promotion of economic development, enterprise, the creation of jobs and the increase of economic activity across the City Region and strengthens Dublin's competitiveness and promotion as a globally connected city region.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Economic Development & Promotion	<ul style="list-style-type: none"> • Implement the objectives of the Dublin City Promoting Economic Development 2018-2021 plan • Promote the adoption of circular economy principles by businesses • Chart the creation of supported new employment in in the City through conducting and reporting on the annual Employment Survey • Promote Social Enterprise; Dublin as a Start Up City and tourism and markets in Dublin 	<ul style="list-style-type: none"> • Number and value of LEO Dublin City grants awarded • Number of participants participating in LEO Dublin City training, mentoring and networking events 	3.1 Proactively support the creation and strengthening of micro, small and medium sized enterprises in the city 3.2 Plan and provide for the future economic growth of the city by understanding and responding to new economic trends

Planning & Property Development Department

Budget Code	Principal Services	Adopted Budget 2021
D01	Forward Planning	€5,717,208
D02	Development Management	€9,527,687
D03	Enforcement	€3,149,896
D04	Industrial & Commercial Facilities	€11,288,215
D08	Building Control	€4,566,568
D10	Property Management	€298,463
D11	Heritage & Conservation Services	€2,695,565
Service Division Total		€37,243,602

2021 Planned Service Enhancements

- Development Management will improve its digital services and explore new technologies to allow for more applications to be completed online, to facilitate on line and remote meetings for people preparing planning applications, enable easier access to planning information and services and to promote greater use of e-planning and e-observations.

SDP27 Development Management

Description of Service

The Development Management Process refers to the planning application process. Development Management operates within the framework of the Dublin City Development Plan and is guided by other plans, such as the Regional Spatial and Economic Strategy, SDZs and Local Area Plans as well as Section 28 Guidelines. Development Management seeks to harness the creative energies of the development community, civic bodies, architects and the public, to ensure that new developments, as well as regeneration and conservation projects, contribute to the unique physical character, economic health and social and cultural vitality of Dublin City.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Development Management	<ul style="list-style-type: none"> • Continue to deliver a quality, responsive service to all parties involved in the development management process • Delivery of a sustainable mix of uses to sustain a living city in accordance with City Development Plan policies and objectives 	<ul style="list-style-type: none"> • Number of LA planning decisions which were the subject of an appeal to An Bórd Pleanála that were determined by the Board • % of the determinations by ABP which confirmed the decision made by the LA • Number of PACs as % of all decisions • Number of DCC applications (planning, Sn5s, SHECs) • Number DCC PACs • Number SHD applications • Number SHD PACs 	2.2 Create mixed neighbourhoods that have a choice of housing type and tenure 4.4 Encourage and facilitate sustainable densities and best use of underutilised, vacant and brownfield land

SDP28 Enforcement

Description of Service

Planning Enforcement section ensures that developments are carried out in compliance with the planning permission granted and takes appropriate enforcement action in cases where a development has been or is without permission or in breach of the permission granted.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Enforcement	<ul style="list-style-type: none">• Provide a prompt and effective response to complaints received in relation to unauthorised development across the city• Implement and enforce the new Short Term Letting legislation, including the registration of exemptions associated with the new regulations	<ul style="list-style-type: none">• Number enforcement complaints received• % change in number of complaints received• % complaints acknowledged within 10 working days• % first inspections carried out within 6 weeks of receipt of complaint• Number Warning Letters issued• Number Enforcement Notices served• Number Legal Proceedings initiated	2.2 Create mixed neighbourhoods that have a choice of housing type and tenure

SDP29 Building Control

Description of Service

The Building Control Division works to enforce building regulations through inspections of new buildings under construction as well as buildings undergoing extension or alteration. The Division also considers applications for Disability Access Certificates to ensure the built environment is continually improving in terms of access for all building users.

Principal Service	Principal Service Objectives	Performance Standard	Corporate Plan Priority Objective
Building Control	<ul style="list-style-type: none"> • Maintain the high level of inspection of new building projects • Effectively enforce breaches of building control requirements and building regulations using the available legislative and regulatory tools • In cooperation with the National Building Control Office, promote a "Culture of Compliance with the Building Regulations" and standardisation of processes with a strengthened inspection regime • Promote implementation by Dublin City Council of the United Nations Convention on the Rights of Persons with Disabilities 	<ul style="list-style-type: none"> • Buildings inspected as a percentage of new buildings notified to the local authority • Number of site inspections carried out • Number of Disability Access Certificate Applications received and determined within 2 month statutory timeframe • Number of Enforcement Notices / other formal enforcements served 	2.5 Play our part in ensuring safety for people in their homes and in the public realm