To the Lord Mayor and
Members of Dublin City Council

Report No. 51/2024
Report of the Chief Executive

**Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council**

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Annual Service Delivery Plan 2024

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:

The purpose of the Plan is to identify the key services that Dublin City Council intends to deliver to the public in 2024 and the measures through which our performance will be assessed.

The Plan supports the delivery of the City Council's Corporate Plan 2020 - 2024 and its vision for Dublin as:

"A dynamic, sustainable city, that is future-ready, built on thriving, inclusive neighbourhoods and communities, a strong economy, a vibrant cultural life, and compact, connected growth."

This Service Delivery Plan is formulated 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 Plan is aligned with the adopted Budget 2024, the Corporate Plan 2020-2024, and the Sustainable Development Goals and is structured under the main departments in the organisation.

The focus of the Plan is on delivering services at a standard expected for a modern, clean, well-kept, efficient, functioning city. It sets out principal service objectives, standards for service response times and service levels, and puts forward the City Council's commitment to the service standards that the public can expect from its local authority.
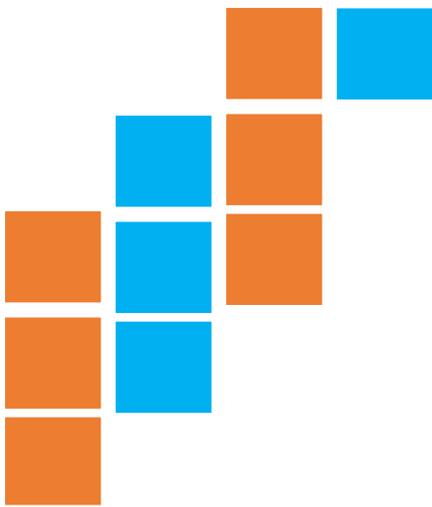
Planned service enhancements and specific deliverables for 2024 are also provided, as appropriate.

The Annual Service Delivery Plan 2024 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 2022 as recommended by the Chief Executive is hereby adopted".

Richard Shakespeare
Chief Executive
31st January 2024

DRAFT ANNUAL SERVICE DELIVERY PLAN 2024

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Introduction

The Annual Service Delivery Plan 2024 has been prepared in accordance with Section 134A of the Local Government Act 2001, as amended.

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Planned service enhancements and specific deliverables for 2024 are also provided, as appropriate.

The Service Delivery Plan is a key part of the Council's business planning cycle. Its service objectives and targets cascade into departmental business plans and to the objectives and actions of individual staff members through the performance management and development system.

Corporate Plan Goals

Our Goals for the City
2020 – 2024

A VIBRANT CULTURAL LIFE

A GREEN, LOW CARBON CITY

Dynamic, Sustainable Dublin

ACTIVE, INCLUSIVE COMMUNITIES

SAFE, THRIVING NEIGHBOURHOODS

COMPACT GROWTH WITH CONNECTED INFRASTRUCTURE

A STRONG, DIVERSE ECONOMY

SUPPORTED BY A RESPONSIVE, INNOVATIVE CITY COUNCIL
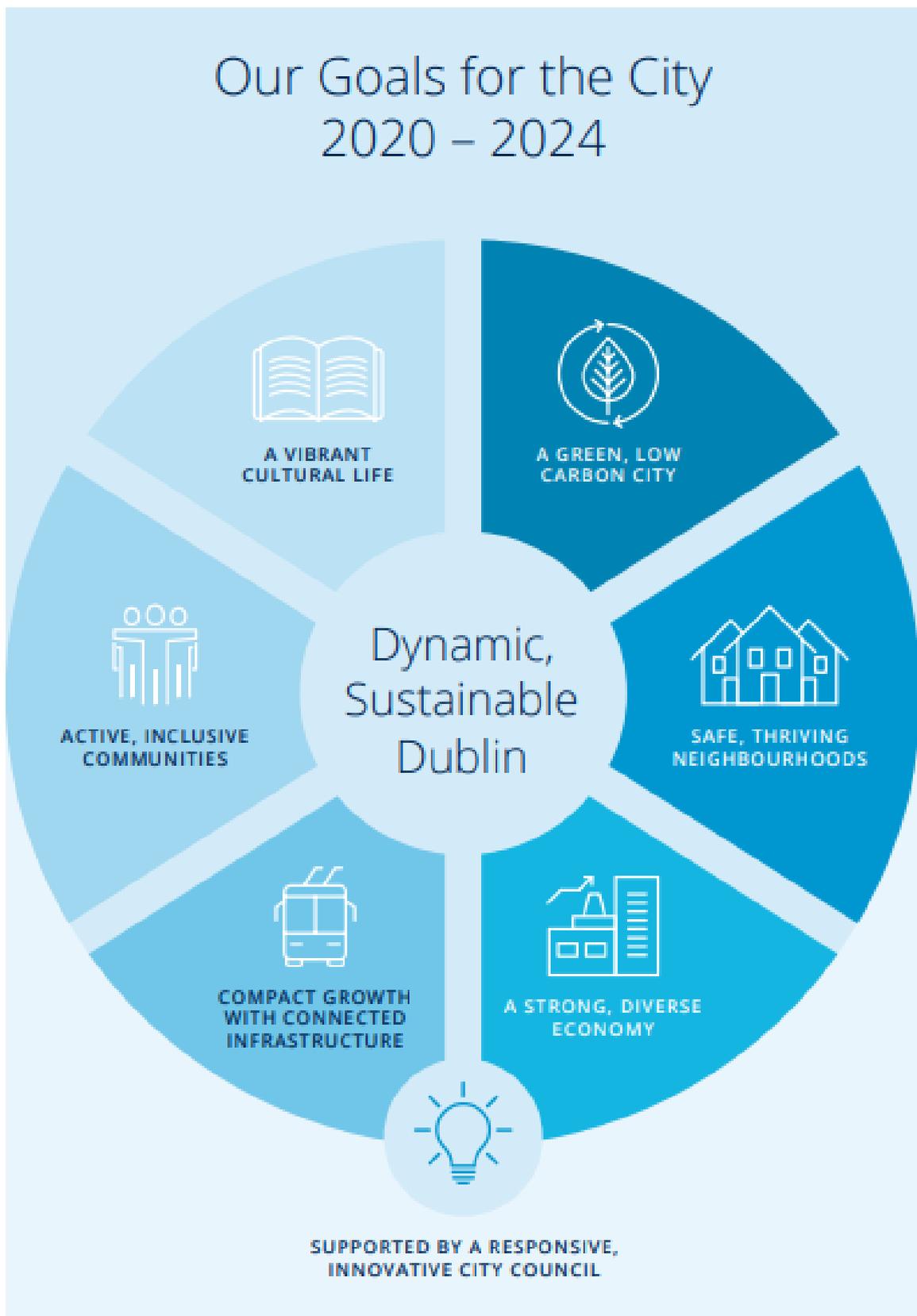
Organisational Structure
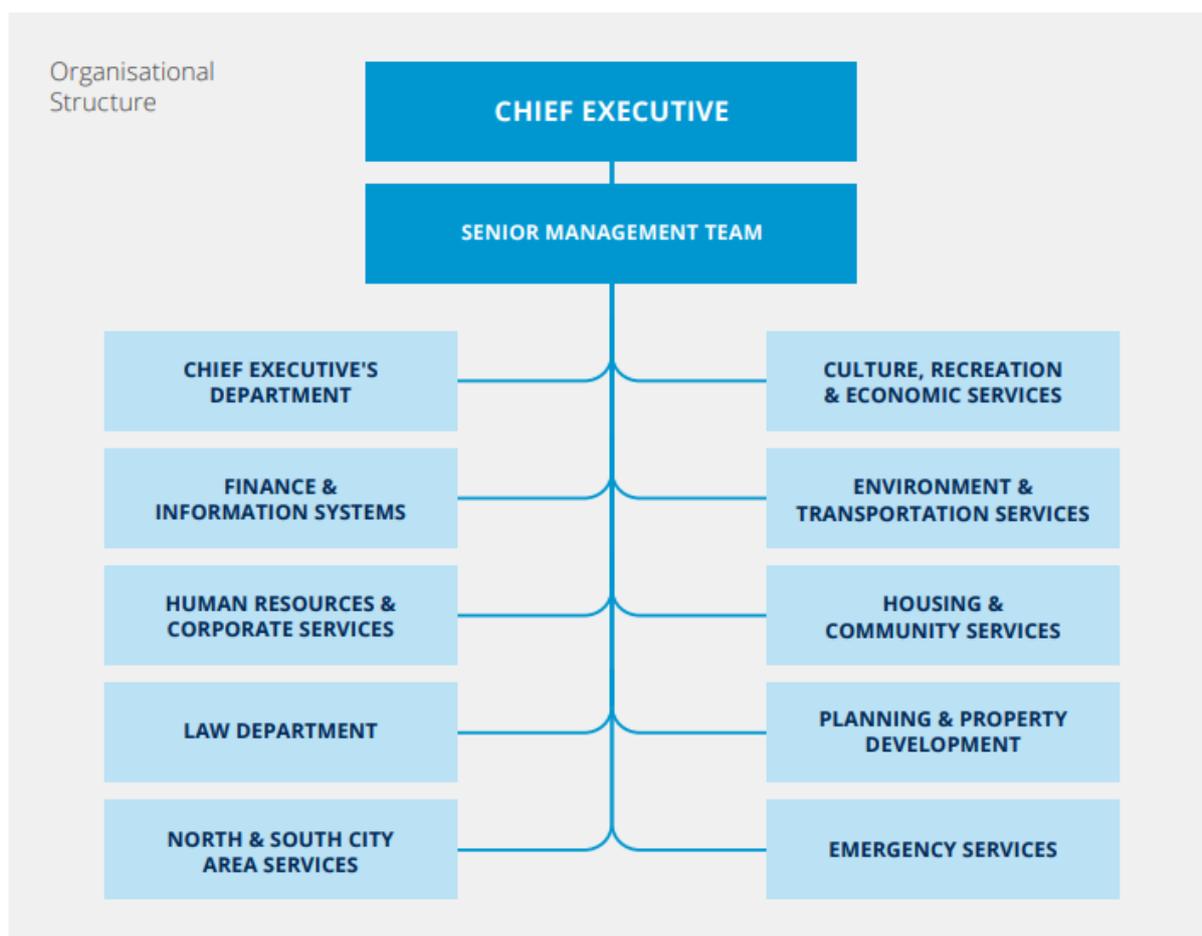
Financial and Human resources

Adopted Revenue Budget 2024

A01-A12	Housing and Building	636,614,441
B03-B11	Road Transport and Safety	139,913,471
C01-C08	Water Services	61,200,718
D01-D12	Development Management	66,597,045
E01-E15	Environmental Services	258,037,816
F01-F06	Culture, Recreation and Amenity	128,984,584
G04-G05	Agriculture, Education, Health, Welfare	3,746,242
H03-H11	Miscellaneous Services	46,668,902
	Overall Total	**1,341,763,219**

City Council Employee Numbers

Category	Whole-time equivalent (as at 31/12/2024)
Managerial	24.8
Clerical/Admin	1,792.2
Prof/Tech	541.9
Operational	2,087.95
Operational DFB	1,019
Contract	223
Seasonal	23
Grand Total	**5,711.85**

Performance Monitoring

Performance in delivering the principal services will be measured using the performance standards in this Plan, including National Service Indicators where appropriate.

A report on progress and performance will be included in the Chief Executive's Management Report every quarter. Progress on specific objectives and enhancements and on annual performance measures will be reported at year-end 2024. The end of year performance measures will be included in the City Council's Annual Report.

Core Service Departments

Housing & Community Services Department

Budget

Budget Code	Division and Services	Adopted Budget 2024
A01	Maintenance/Improvement of LA Housing Units	90,972,048
A02	Housing Assessment, Allocation and Transfer	10,965,174
A03	Housing Rent and Tenant Purchase Administration	9,953,832
A04	Housing Community Development Support	28,256,157
A05	Administration of Homeless Service	301,398,429
A06	Support to Housing Capital Programme	47,653,334
A07	RAS and Leasing Programme	111,369,550
A08	Housing Loans	12,427,178
A09	Housing Grants	13,664,383
A12	HAP Programme	9,954,356
E10	Safety of Structures and Places	5,751,438
G04	Veterinary Service	2,385,019
Total		**644,750,898**

Housing Delivery

Under the Government's Housing for All Plan the City Council is responsible for delivering on the targets set for housing supply in the city area and for providing appropriate housing solutions for people with different housing needs. The City Council's Housing Delivery Programme includes delivery of new housing and homes through construction of social housing, delivery of Affordable Purchase and Cost Rental Housing, City Council-led regeneration projects, acquisitions, long-term leasing and Part V units, Vacant Homes/Buy and Renew Scheme, and the provision of support to Approved Housing Bodies to deliver housing schemes and projects.

Given the priority of housing for the City Council, details of progress on housing delivery is presented to the City Council on a monthly basis.

Housing Delivery Service Objectives & Performance Measures 2024

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Meet the Housing for All targets set for Dublin City	• Annual targets set under the Housing for All Plan	2.1	11 SUSTAINABLE CITIES AND COMMUNITIES

Housing Operations

This Division focuses on the management and maintenance of City Council housing stock and tenancies, on the provision of other social housing rental options, on the standards of private rental accommodation, and on supporting sustainable community building in the city.

Housing Maintenance

The Council is committed to the provision of a high-quality management, maintenance and repair service for its rented housing stock of almost 27,000 homes and to the upgrading of housing that is over 60 years old to modern standards. In line with the Council's commitment to work towards achieving a low-carbon city, energy retrofit is a central part of the housing maintenance works programme. Appropriate and adaptable accommodation is provided through housing adaptations, Traveller-specific accommodation, and specific supports for older persons' accommodation.

Housing Rents

Dublin City Council manages approximately 25,663 tenancies with a rental income of c.€100.25m projected for 2024. The Council aims to ensure that all tenants pay their rent charge on a regular basis so that they can sustain their tenancy. In cases where rent arrears accrue, all efforts are made to assist tenants with entering into a fair and reasonable rescheduling agreement. However, where arrears are not addressed legal action is commenced to seek to repossess the property.

RAS and Social Leasing

The Rental Accommodation Scheme and Social Leasing Scheme enable the Council to offer alternative social housing options for those in need of housing. RAS caters for the accommodation needs of persons who are in receipt of rent supplement for more than 18 months and have a long-term housing need, while the Standard Long Term Leasing Scheme allows the Council to lease suitable properties for periods between 10 and 25 years, for new builds or second-hand homes. A current challenge is the increasing number of landlords are exiting the RAS scheme in particular due to pressures in the rental market.

Housing Loans and Grants

The City Council can support those who wish to purchase their own homes through a variety of statutory schemes such as Shared Ownership, Tenant Incremental Purchase Scheme, and the Local Authority Home Loan Scheme. The City Council also supports people to stay living in their own privately-owned home through grant schemes for housing adaptation, mobility aids and housing aid for older people. In certain circumstances, the Council supports distressed borrowers through the Mortgage Resolution Arrears Process and through the Mortgage to Rent Scheme which transfers unsustainable mortgages to City Council tenancies.

Private Rented Sector Standards

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. Inspections are carried out by Environmental Health Officers on a reactive and proactive basis and co-ordinated responses across the relevant sections of the City Council and DFB may be required where appropriate. Inspections are carried out on all properties on the RAS and HAP Schemes.

Dangerous Buildings

The City Council has a statutory obligation to identify and monitor lands or buildings that are a danger to the public and to take appropriate action to ensure the owner secures the property and makes it safe. Where necessary, the Council can proceed with emergency making-safe works and recoup the costs from the owners.

Animal Welfare

Animal Welfare Services are provided by the City Council under the Control of Dogs Act 1986 and Control of Horses Act 1996, relevant bye laws, together with elements of the Dog Breeding Establishment Act 2010 and the Animal Health and Welfare Act 2013, as amended. This Unit, which will have additional resources in 2024 to cater for growing demand, provides a warden service, aims to increase dog shelter capacity, and works with numerous Animal Welfare organisations to support the welfare of animals in the city.

Housing Operations Service Objectives & Performance Measures 2024

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Provide a timely response to repair requests	• Number of repair requests received • % of repair requests resolved within timeframe (emergency; urgent; routine)	2.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Maintain and improve housing stock	• % of available housing that is void • Average time taken from the date of vacant possession to date available for occupancy • Number of units refurbished • Number of housing adaptations and extensions completed	2.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Improve the energy efficiency of housing stock	• Number of retrofits complete where result was a BER improvement • No of domestic gas boilers repaired/replaced	2.1	7 AFFORDABLE AND CLEAN ENERGY
Continue to engage with tenants to encourage regular payment of rents and pursue early intervention when payments are missed	• Increase the % of rent receipts collected against rent debts by 5% over the year • % of tenants in arrears who have signed up to rescheduling agreements • Number of tenancy warnings issued • Number of legal actions commenced	2.2	11 SUSTAINABLE CITIES AND COMMUNITIES
Encourage tenants to sign up for online rent statement access	• % of tenants signed up for rent statements online	2.2	11 SUSTAINABLE CITIES AND COMMUNITIES

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Retain and attract new properties for social housing use through RAS and Social Leasing	• Increase in number of properties available through RAS and Social Leasing Schemes	2.2	
Continue to meet the growing demand for housing grant schemes under: • **Housing Adaptation Scheme** • **Mobility Aids Scheme** • **Housing Aid for Older Persons**	• Number of applications received per scheme • % initial inspections carried out within 4 weeks of receipt of application • Number of applications approved and completed under each scheme	2.2	
Inspect 8,500 registered tenancies, including all RAS and HAP properties, and take appropriate enforcement action	• Number of dwellings inspected • Number of inspected dwellings non-compliant after 1st inspection • Number of dwellings that achieved compliance in the period	2.2 2.5	
Continue to identify, monitor and make-safe properties that are a danger to the public	• Number of dangerous buildings reported	2.5	
Provide effective Animal Welfare & Control Services in accordance with Control of Dogs Act 1986 and Control of Horses Act 1996 to promote animal welfare and responsible animal ownership.	• Increase dog shelter capacity by 20 spaces • Increase dog licence revenue by 25% • No. of enforcement actions taken and reported under national	2.5	

Housing Allocations and Homeless Services

Housing Allocations and Transfers

City Council housing units are allocated to housing applicants based on their housing need in accordance with the Allocations Scheme adopted by the City Council in May 2018 and the priorities set out in that Scheme. An assessment of Housing Need is undertaken annually. Choice-based lettings, where vacancies that come about are advertised in the media and people can register their interest in them, will continue to be promoted during 2024. It is hoped that this will lead to a quicker turnaround in vacant properties.

Housing Assistance Payment

Housing Assistance Payment (HAP) is a form of social housing support which enables Dublin City Council to 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 recipients can take up full-time employment and maintain their housing support. The process of transferring rent supplement recipients to HAP commenced in September 2018 and it remains a priority for Dublin City Council to move all such persons to the HAP scheme.

Homeless Services

Dublin City Council is the lead authority with responsibility for co-ordinating responses to homelessness in the 4 Dublin Local Authorities. Through the Dublin Region Homeless Executive (DRHE), it operates a shared service arrangement, working to an agreed 3-year statutory Homeless Action Plan 2022-2024, and provides support to the regional statutory management and consultative forum group.

Homelessness remains a critical issue for the City Council as a local authority and in its capacity as lead for the DRHE. Providing accommodation for those who have become homeless while also supporting individuals and families who are at risk of becoming homeless are twin priorities and a range of programmes, supports and partnerships are in place to enable the DRHE to deliver on these. The DRHE funds voluntary and private service provision in addition to delivering core homeless services to people in the region.

It provides assessment and placement services for homeless people and operates a housing-led approach to homelessness via the Housing First National Implementation Plan. The City Council delivers a Homeless HAP Scheme which co-ordinates access to, and supply of private rental accommodation for homeless households who are in emergency accommodation or are at risk of homelessness. The DRHE is responsible for implementation of Quality Standards for Homeless Services on behalf of the Department of Housing, Local Government and Heritage in the Dublin Region and monitors services under agreed Service Level Agreements (SLAs) for Homeless service providers on an ongoing basis.

Social Work

Social work services are provided to City Council tenants, Travellers, and those residing in homeless accommodation provided by the City Council. The service is aimed at supporting people to maintain sustainable tenancies. A daily and duty work service is provided as well as a neighbourhood mediation service.

Housing Allocations and Homeless Services Service Objectives & performance Measures 2024

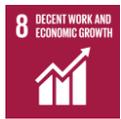| Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Establish tenancies for housing applicants in accordance with the relevant Regulations and the Scheme of Letting 2018	- Number on housing list - Number on Housing Transfer List - Number housed in the reporting period broken down by tenure - Maintain a target of at least 10% of allocations to those with a stated disability - Turnaround time for assessment of applications (registration to creation)	2.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Promote Choice-Based Lettings (CBL) as a method of reducing refusal rates and the length of time properties are vacant	- Reduction in refusals compared to non-choice based lettings - Reduce turn-around time from void available to let by 10% % of people on waiting list applying for CBL on Citizen Hub - Number of CBL properties advertised on Citizen Hub	2.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Continue to provide an efficient service to HAP applicants	- Number of new HAP tenancies created - Average number of days landlord is in arrears	2.4	11 SUSTAINABLE CITIES AND COMMUNITIES
Complete the transfer of rent supplement recipients to the HAP Scheme	% of the remaining 1,037 rent supplement recipients transferred to HAP.	2.4	11 SUSTAINABLE CITIES AND COMMUNITIES
Continue to work to prevent people from becoming homeless and provide sufficient emergency accommodation and referrals to health and social services to persons who are experiencing homelessness	- Number of new presenters - Number of preventions - Overall numbers in emergency accommodation - Number of referrals made to health and social services - Number of exits to tenancy - All tenants with notice of termination for landlord sale assessed for tenant in situ scheme	2.4	11 SUSTAINABLE CITIES AND COMMUNITIES
Provide quality social work services that support people to sustain tenancies	- Number of Duty Social Work calls responded to - Number of referrals allocated to Social Work Service - Number of referrals dealt with by the Mediation service	2.5	10 REDUCED INEQUALITIES

Social Inclusion and Integration

Local Community Development Committee

The Local Community Development Committee (LDCD) is a statutory committee of Dublin City Council that draws on the expertise and experience of public and private sectors and organisations in Dublin to improve community and local economic development in the city. Comprised of Elected Members and staff representatives from the City Council, state agencies and social and economic partners, and the Public Participation Network, the LCDC is responsible for co-ordaining, planning and overseeing local and community development funding, programmes and integrated delivery of initiatives in the city area. It also oversees the preparation and implementation of the community elements of the Dublin City Local Economic and Community Plan.

Social Inclusion and Integration

Dublin City Council co-ordinates and supports a range of social inclusion, community development and integration initiatives in Dublin City. Working with partners across the community and voluntary sector the City Council leads on the delivery of Dublin City's Age Friendly Initiative, the Comhairle na nÓg Programme, Sláintecare Healthy Communities Programme, the Public Participation Network and the development of an Integration and Intercultural Strategy for Dublin. The City Council also provides a range of grants and financial supports for community and voluntary groups including community grants, informal adult education grants and the Tom Clarke Bridge Scheme.

Social Inclusion and Integration Service Objectives & Performance Measures 2024

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Prepare a new Local Economic and Community Plan 2024-2029	• New LECP adopted	2.2	8 DECENT WORK AND ECONOMIC GROWTH; 11 SUSTAINABLE CITIES AND COMMUNITIES
Co-ordinate and administer funding programmes: • **SICAP** • **SICAP Ukraine Supports** • **Community Enhancement**	• Number of applications received under each Scheme • Number of applications approved and completed under each scheme (reported annually)	2.2	10 REDUCED INEQUALITIES
Implement the Framework for the City Council's Integration and Intercultural Strategy	• Progress on implementation of Integration and Intercultural Framework	2.2	10 REDUCED INEQUALITIES
Roll out the Sláintecare Programme	• Community Health Needs assessment analysis to be completed by December 2024	2.2	3 GOOD HEALTH AND WELL-BEING

Environment and Transportation Department

Budget

Budget Code	Division and Services	Adopted Budget 2024
	Roads and Transportation	
B03	Regional Road - Maintenance and Improvement	10,484,170
B04	Local Road - Maintenance and Improvement	52,566,842
B05	Public Lighting	13,246,383
B06	Traffic Management Improvement	37,008,249
B08	Road Safety Promotion./Education	5,125,994
B09	Car Parking	15,666,074
B10	Support to Road Capital Programme	4,704,595
B11	Agency and Recoupable Services	1,111,164
Service Division Total		**139,913,471**
	Water Services	
C01	Water Supply	27405795
C02	Waste Water Treatment	10892761
C04	Public Conveniences	479858
C07	Agency & Recoupable Services	4238383
C08	Local Authority Water & Sanitary Services	18183921
Service Division Total		**61,200,718**
	Environment and Climate Action	
E01	Landfill Operation & Aftercare	345,531
E02	Recovery & Recycling Facilities Operations	5,218,767
E04	Provision of Waste to Collection Services	2,000,854
E05	Litter Management	5,449,500
E06	Street Cleaning	59,567,358
E07	Waste Regulations, Monitoring & Enforcement	6,483,117
E08	Waste Management Planning	2,541,385
E09	Maintenance of Burial Grounds	20,000
E13	Water Quality, Air & Noise Pollution	2,030,006
E14	Agency & Recoupable Services	2,144,163
E15	Climate Change & Flooding	2,172,061
Service Division Total		**87,972,742**

Roads Infrastructure and Maintenance

Roads Maintenance and Improvement

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 metres and the total area of footways is 3.5 million square meters. This maintenance work is carried out by direct labour units and by private contractors. Roads Maintenance Services implement a planned works programme and fix defects and repairs as required on an ongoing basis. Inspection of work completed by outside agencies to ensure compliance with standards is also a core part of the service.

Roads and Public Realm Design and Construction

The City Council's Capital Programme sets out a range of design and construction projects to be delivered over the 2024-2026 period. These include a number of roads and public realm projects which will enhance the attractiveness of the City and significantly improve road connectivity. These projects include Belmayne Main Street and Avenue, Dodder Public Transport Opening Bridge, Grafton Street Quarter (Suffolk Street, Duke Street/South Anne Street), Liffey Street and Temple Bar Square.

Roads Infrastructure and Maintenance: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Deliver a planned road maintenance work programme	• Progress on planned work programme	4.5	3 GOOD HEALTH AND WELL-BEING / 11 SUSTAINABLE CITIES AND COMMUNITIES
Provide a reactive road maintenance service responding to requests for carriageway, footpath and street furniture repairs and reinstatements	• Total number of service requests recorded • Total number of service requests resolved • Total number of defects recorded • 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	4.5	3 GOOD HEALTH AND WELL-BEING / 11 SUSTAINABLE CITIES AND COMMUNITIES
Deliver priority public realm and roads infrastructure projects as set out in the Capital Programme 2024-2026	• Progress on planned work programme	4.5	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE / 11 SUSTAINABLE CITIES AND COMMUNITIES

Traffic Management and Control

Traffic Management and Control

Delivering the safe, effective and efficient movement of people and goods in Dublin and ensuring that the needs of vulnerable road users are specifically addressed are the focus of the City Council's responsibilities for traffic management and road safety. The City Council's traffic control system allows it to monitor and operate traffic safely throughout the City on a 24/7 basis. The flow of traffic and road safety is also ensured by keeping roadways, cycle and bus lanes free of illegally parked vehicles, the control and permitting of road works, and through the City Council's maintenance and management of traffic infrastructure on the City's streets and footways.

Transport Policy and Projects

The City Council works with the National Transport Authority, Transport Infrastructure Ireland and Irish Rail on strategic transport and traffic projects such as Bus Connects, Luas and Metro North, and on achieving the City Council's vision for a low-traffic city centre with public transport, walking and cycling being priorities, as set out in the City Centre Transport Plan.

Parking Policy and Enforcement

The City Council is responsible for developing and implementing the policy and bye-laws that govern parking in the city. The policy and associated rules are intended to reduce congestion and road obstructions and to regulate the number and use of parking spaces available for residential and commercial use. Pay and display schemes, residential parking schemes, accessible and motorbike parking and clamping services are provided as part of this service.

Public Lighting

The Public Lighting Section operates a citywide service, currently maintaining approximately 47,000 streetlights. This involves general upkeep and maintenance of lighting infrastructure, night patrol inspection for faults, repairs to faults detected through patrols, and responding to service requests from the public. A major Public Lighting LED Upgrade Project is currently underway which will see the upgrading of 40,000 luminaires with energy efficient LEDs and will contribute significantly towards the Council's green transition goals. The project will take 8 years to complete, will result in energy savings in excess of 50% and will have the environmental benefit of a reduced carbon footprint.

Traffic Management and Control Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Continue to maintain and enhance traffic infrastructure, signage and schemes	• Number of TAG service requests received • % of TAG service requests decided on within 4 months of request • % Repair of urgent faults at Traffic Signals within 5 hours from receipt of fault (Target 100%)	4.1 4.2	11 SUSTAINABLE CITIES AND COMMUNITIES

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
	• % Repair of non-urgent faults within 24 hours (Target 100%)		
Increase modal shift from the private car to more sustainable modes of transport	• Number of cyclists and pedestrians at count points • Public transport passenger numbers	4.1 4.2	11 SUSTAINABLE CITIES AND COMMUNITIES
Complete development of the City Centre Transport Plan	• City Centre Transport Plan agreed and final version produced	4.1 4.2	11 SUSTAINABLE CITIES AND COMMUNITIES
Improve parking enforcement with a focus on keeping cycle tracks and bus lanes free of illegally parked cars	• % of vehicles declamped within 1 hour of payment (Target: 85%) • % of vehicles declamped within 2 hours of payment (Target: 100%) • % of first stage appeals finalised within 21 days • % of first stage appeals refunded because time has elapsed	4.1 4.2	11 SUSTAINABLE CITIES AND COMMUNITIES
Provide liaison between delivery agencies and the City Council and work together to progress priority public transport projects	Progress on Busconnects, Metrolink, Luas and Dart + projects	4.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Deliver a new improved HGV Permit System with new language supports and improved reporting	• % of relevant current active premises registered in new HGV Permit system • % of 5+ axle HGVs needed for services in the city • Progress on the operations of the new HGV Permit system via the improved reporting • Successful communication campaign for continuity of business		11 SUSTAINABLE CITIES AND COMMUNITIES
Maintain approximately 47,000 street lights and associated infrastructure	• Total number of faults reported • % faults initiated by members of the public responded to within 5 working days • % other repairs carried out within 10 working days	4.5	11 SUSTAINABLE CITIES AND COMMUNITIES
Implement the Public Lighting Upgrade Project	• Percentage of the total system that LED lights represent (NSI E6(c), reported annually)	1.1 4.5	11 SUSTAINABLE CITIES AND COMMUNITIES

Active Travel Programme

Dublin City Council's Active Travel Programme is creating a network of cycle and walking infrastructure that will enhance quality of life by improving access, connectivity and sustainable mobility. It will also contribute to a citywide reduction of transport-related carbon emissions. During the lifetime of this ambitious programme, the active travel network will grow from its existing 10km to a connected network of 310km across the city. This will offer a network of projects that are safer, inclusive and more sustainable.

Active Travel Programme: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Continue to roll-out delivery of the Active Travel Network	• Total km completed of projects with construction activity • Total km of cycle track/ footpaths open to the public	1.1 4.2	
Engage with communities to build awareness and encourage active travel	• Number of public awareness raising activities	1.3	

Surface Water and Drainage Services

Surface Water and Flood Incident Management

The City Council works to be prepared for flooding incidents through ongoing road gully cleaning, and the development of a Flood Emergency Plan (FEP). One full cleaning cycle of the estimated 55,000 road gullies typically takes 18 months to complete and areas of the city that are prone to flooding are cleaned more frequently. The Flood Emergency Plan (FEP) is a sub-plan of the Major Emergency Plan and is developed to assist the City Council in monitoring weather likely to give rise to flood warning and in co-ordinating the response to potential and occurring flood events.

Drainage Maintenance

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, and repair and and installation of new road gullies as needed. The City Council takes the lead in preparing for extreme weather events where there is a risk of flooding and operates a 24/7 drainage maintenance service during such events, with post event reviews and actions also undertaken.

Protection of Water Bodies

The City Council monitors and reports on river and bathing water quality and responds to pollution incidents and monitoring discharge licenses. The Council is also responsible for river maintenance including inspection and cleaning of river racks.

Surface Water and Drainage: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Deliver the gullies planned work programme and respond to gully cleaning service requests from members of the public	• % of planned work programme complete (target: 12,000 gullies per quarter) • Total number of gully cleaning service requests received • % gullies inspected within timeframe (4/5 working days)	1.1 4.6	6 CLEAN WATER AND SANITATION 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Develop and roll-out a revised updated FEP	• Revised FEP complete	1.1 4.6	6 CLEAN WATER AND SANITATION 11 SUSTAINABLE CITIES AND COMMUNITIES
Maintain and improve water quality	• Number of water bodies whose status remains static / improves / dis-improves (reported annually)	1.1	6 CLEAN WATER AND SANITATION

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Efficiently issue and monitor licences under the Water Pollution Acts	• Number of licenses issued	1.1	6 CLEAN WATER AND SANITATION
Continue to advance projects to promote the effectiveness of surface water management technologies	Number of City Council projects incorporating nature-based solutions	1.1	6 CLEAN WATER AND SANITATION

Water Services – Uisce Éireann

The Service Level Agreement with Uisce Éireann for the management and operation of Water Services has now been replaced with a Master Co-operation Agreement to implement the Government's Framework for the Future Delivery of Water Services. The City Council will continue to work with Uisce Éireann to implement the new agreement and Support Services Agreement, subject to the necessary funding by Uisce Éireann.

Water Services – Uisce Éireann Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Implement the terms of the Master Co-operation Agreement and Support Services Agreement with Uisce Éireann	• Adherence to the Master Cooperation Agreement and the Support Services Agreement	1.6	6 CLEAN WATER AND SANITATION

Climate Action

Climate Action

The City Council is charged with developing and co-ordinating the implementation of the statutory Climate Change Action Plan 2024-2029 embedding climate action across all service areas and working collaboratively with partners in the city to achieve the ambitious targets set in the plan. The City Council also provides community supports for local climate action, sustainable communities and awareness raising, and is implementing pathfinder, EU and collaborative projects with other cities to advance our climate goals. Advancing the energy efficiency of the City Council's buildings and fleet are a key area of focus for 2024.

Climate Action Regional Office

Dublin City Council is the lead local authority for the Dublin Metropolitan Climate Action Regional Office (CARO), one of 4 such offices around the country established to co-ordinate engagement across the varying levels of government and drive climate action at both regional and local levels. The CARO work programme focuses on climate adaptation and mitigation programmes and initiatives, updating the Local Authority Climate Action Charter, training for local authority staff and Elected Members, monitoring funding opportunities, and communications and awareness raising.

Climate Action Service Objectives & Performance Measures 2024

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Adopt a new Climate Action Plan 2024-2029	• New Climate Action Plan adopted • Progress reporting on CCAP	1.1	13 CLIMATE ACTION
Establish and administer the Community Climate Action Fund	• Number of applications received • Number of applications approved	1.3	13 CLIMATE ACTION
Utilise participation in the EU Missions – 100 Climate Neutral and Smart Cities Initiative to meet national climate objectives	• Submission of climate city contract • Number of stakeholders signing Dublin City contracts	1.2	13 CLIMATE ACTION 17 PARTNERSHIPS FOR THE GOALS
Develop and deliver pathfinder projects to support a reduction of transport-related emissions	• Identify specific projects for delivery during 2024	1.3	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 13 CLIMATE ACTION

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Support and co-ordinate the 4 Dublin local authorities to deliver climate action and behaviour change through the CARO Programme	Progress on CARO work programme 2024	1.3	13 CLIMATE ACTION

Waste Management and Enforcement

Street Cleaning

The Street Cleaning Service includes street cleansing, 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. In 2023, Dublin City Council received and responded to 4,041 street cleaning requests and 12,325 illegal dumping requests. Promoting and maintaining a clean public realm remains a significant challenge and is a priority for 2024. As provided for in the City Council Budget 2024, a service design review of the Street Cleaning Service will be undertaken to deliver a service expansion and improvement during 2024.

Recycling Awareness and Facilities

The City Council provides recycling facilities across the city including a network of 84 glass bottle banks, 50 textile bank locations, 8 community bring centres (five of which accept green waste), and 3 recycling centres located at Ballymun, Ringsend and North Strand. Awareness raising initiatives at community level and in schools across City are an important part of this service.

Litter Management

The City Council has responsibility for the preparation of a statutory Litter Management Plan, and for the enforcement of litter pollution legislation and bye-laws in the city. The Council operates a Litter Warden service, runs initiatives to combat dog fouling, develops litter education and awareness programmes, and runs projects and initiatives to deal with specific issues such as receptacles for waste collection in bag designated areas. Dublin City Council also provides equipment for planned community clean-ups in response to requests from local community representatives, with collection and disposal of the rubbish collected arranged by Area Offices and Waste Management Services.

Air and Noise Pollution

Dublin City Council monitors and controls air, noise and water pollution in accordance with EU Regulations and is responsible for enforcement of environmental noise and air pollution control and control of Volatile Organic Compounds legislation.

Waste Regulations and Enforcement

The City Council is responsible for the monitoring and inspection of compliance with waste regulations and can take enforcement action under the Waste Management Acts for breaches of compliance. The Council liaises with the Environmental Protection Agency (EPA) and reports to them on all activities in accordance with the annual Recommended Minimum Criteria for Environmental Inspections (RMCEI) Plan.

National Transfrontier Shipment of Waste

Dublin City Council is the national Competent Authority for the implementation of the EU (Shipments of Hazardous Waste Exclusively within Ireland) Regulations 2011 for all wastes imported, exported or transiting the State. The NTFSO is also the national representative at the EU Network for the Implementation and Enforcement of Environmental Legislation (IMPEL).

Eastern Midlands Waste Regional Office

The Eastern Midlands Waste Region has 12 constituent local authorities, stretching from Dublin in the east, Louth to the north and Wicklow to the south. Dublin City Council is the lead authority within the Region acting on behalf of the other authorities and hosting the Eastern-Midlands Waste Regional Office (EMWRO). The Office is responsible for preparation of the Regional Waste Management Plan and co-ordinates and advises the individual local authorities on the implementation of the Plan. It also promotes high-level waste actions in the areas of prevention, reuse, resource efficiency and recycling.

Eastern Midlands Waste Enforcement Regional Local Authority

Dublin City Council is the Waste Enforcement Regional Lead Authority (WERLA) for the Eastern and Midlands Region. As the WERLA, the City Council is responsible for co-ordinating waste enforcement actions within the region, setting priorities and common objectives for waste enforcement, and ensuring consistent enforcement of waste legislation and consistent approaches to national waste enforcement priorities. Waste Enforcement staff in the individual local authorities in the region remain responsible on the ground for specific breaches of waste legislation.

Waste Management and Enforcement Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Provide a value for money service and improve awareness around all aspects of waste to increase levels of recycling	• Tonnage of material collected: 　o Textiles 　o Dry mix 　o Glass tonnage 　o Recycling material from civic amenity sites 　o Christmas tree collection 　o Bonfire materials 　o Leaf collection • % of schools participating in the Green Schools Initiative	1.1 1.3	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION
Continue to understand, develop and promote opportunities for on-street segregation of waste	• No of on-street recycling bins • Waste characterisation study completed	1.1 1.3	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 11 SUSTAINABLE CITIES AND COMMUNITIES
Prepare and implement a new Litter Management Plan	• New Litter Management Plan adopted	1.1 1.3	11 SUSTAINABLE CITIES AND COMMUNITIES
Increase participation in local environmental initiatives and campaigns	• % of PPN registered groups participating in: 　o City Neighbourhood Scheme 　o Pride of Place Awards	1.3	11 SUSTAINABLE CITIES AND COMMUNITIES

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
	• Total number of community clean-ups facilitated by the City Council • % of bag collections carried out within 3 days of request		16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Set a high standard of Street Cleaning and get best value for money for the service	• Total number of requests for litter bin maintenance received in the period • % resolved within timeframe (24 hrs) • Total number of requests for street cleaning received in the period • % inspected within timeframe (24 hrs) • Total number of abandoned vehicle reports received • % reports determined not to be abandoned vehicles following inspection • Results of the Waste Management Department's Street Grading Programme	1.1	11 SUSTAINABLE CITIES AND COMMUNITIES
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	• Number of tonnes of illegally dumped household waste removed by the City Council • Cost of removal including labour, fleet and disposal • Total number of reports of illegal dumping received • % reports resolved within timeframe (24 hrs) • Number of enforcement actions taken	1.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Complete a review of the Street Cleansing Service and identify areas for expansion and improvement	• Service redesign of Street Cleaning Service complete	1.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Provide a high-quality air and noise control service	• 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 • % of all air quality monitors which achieve at least a 90% data capture rate	1.1	11 SUSTAINABLE CITIES AND COMMUNITIES

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Make air quality data available to the public in an easily understandable, real-time manner	• Upgrade the Dublin City Air and Noise website to include new monitoring locations, ensure data is readily available and inform the public to raise awareness of air and noise pollution issues.	1.1	
Deliver a high quality waste enforcement and regulation service	• Meet the targets contained in the RMCEI Plan • Maintain the highest level of aware in the EPA LA Performance Framework	1.1	
Complete and publish the National Waste Management Plan for Circular Economy to replace the Regional Waste Management Plan	• National Waste Management Plan complete	1.3	
Focus the EMWRO role on co-ordinating the implementation phase of the National Waste Mangement Plan for Circular Economy and on key priorities	• Number of National Awareness campaigns • Publication of waste flow report • % of spend allocation to Historic Landfill Remediation Programme • Annual Implementation Workplan completed	1.1 1.3	
Administer and enforce the Waste Shipment Regulation (WSR) through the NTFSO	• Number of inspections carried out	1.3	
Coordinate effective action in the Eastern Midland Region in relation to National Waste Enforcement Priorities	• Number of site inspections in the City Council area • Number of site inspections in the WERLA area • Number of 'particular cases' *(i.e. cases referred by a local authority to WERLA for action)* on hand in the City Council area • Number of 'particular cases' on hand in the WERLA area • Number of enforcement actions taken in relation to household waste collection permit holders in the City Council area	1.3	

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
	• Number of enforcement actions taken in relation to household waste collection permit holders in the WERLA area		

Planning and Property Development Department

Budget

Budget Code	Principal Services	Adopted Budget 2024
D01	Forward Planning	7,519,372
D02	Development Management	11,387,042
D03	Enforcement	3,224,803
D04	Industrial & Commercial Facilities	13,291,714
D06	Building Control	5,588,434
D08	Property Management	155,531
D10	Heritage and Conservation Services	4,402,889
Service Division Total		**45,569,785**

Planning Services

Forward Planning

The statutory Dublin City Development Plan 2022-2028 is the spatial strategy which sets out how the City will develop to meet the needs of all residents, workers and visitors. Its policies and objectives guide growth and development and provide a strategy to achieve proper planning and sustainable development in the city. The Plan has an ambition to provide the necessary social and physical infrastructure to cater for a city population of 655,000 by 2031. To support this the Plan identifies a number of areas for strategic development and regeneration, new growth areas, and other priority areas requiring local level specific plans to guide development.

Development Management

The Development Management Process refers to the planning application process and is the mechanism by which objectives at city and local area plan level are implemented. 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, Strategic Development Zones (SDZs) and Local Area Plans as well as Ministerial 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.

Planning Enforcement

The Planning Enforcement Service 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 is in breach of the permission granted. Licenses for Outdoor Musical and Entertainment Events of a non-sporting nature are also determined by the City Council ensuring that permitted events are properly licensed and organised in a coordinated and orderly manner.
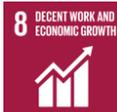
Building Control

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

National Building Control Office

Dublin City Council is the lead local authority for the National Building Control Office (NBCO). The objective of the NBCO is to promote a culture of compliance with the Building and Construction Products Regulations in an industry marked by rapid changes in technology and processes. The NBCO provides oversight, support and direction for the development, standardisation and implementation of building control legislation in the state, and also has responsibility for the development and management of the Building Control Management System, the online administration system for building control in Ireland.

Planning Services: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted

Progress work on new statutory plans for 2 major industrial landbanks	• Progress on statutory plans for:
	   ○ Dublin Industrial Estate
	   ○ Glasnevin
		2.2
		4.4
		4.5
			11 SUSTAINABLE CITIES AND COMMUNITIES
			
			9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Prepare Local Area Plan for the North East Inner City addressing key regeneration and social infrastructure needs	• Progress on preparation and adoption of LAP	2.2 4.4 4.5	8 DECENT WORK AND ECONOMIC GROWTH 11 SUSTAINABLE CITIES AND COMMUNITIES
Prepare Village Improvement Plans to support the 15 minute city	• Schedule of Plans put in place • Progress on development of VIPs	2.2 4.4 4.5	11 SUSTAINABLE CITIES AND COMMUNITIES
Continue to deliver a quality, responsive development management service and deliver a sustainable mix of uses in accordance with City Development Plan policies	• 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 (Annual) • Number of DCC applications (planning permissions, Sn5s, SHECs) • Number DCC PACs (excl. LRDs) • Number LRD PACs • Number LRD opinions issued • Number LRD applications received • Number LRD decisions issued	2.2 4.4	11 SUSTAINABLE CITIES AND COMMUNITIES 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Continue to improve the planning application system to enable more applications to be completed on-line and enable easier access to planning information and services	• % of planning applications submitted online • Changeover to the National e-Planning Portal	2.2 4.4	
Provide a prompt and effective response to complaints received in relation to unauthorised development across the city	• 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	
Maintain the high level of inspection of new building projects and effectively enforce breaches of building control requirements and regulations	• Buildings inspected as a percentage of new buildings notified to the local authority (Annual) (Target: 70%) • Number of site inspections carried out • % of Disability Access Certificate Applications determined within statutory time frame Number of Enforcement Notices / other formal enforcements serve	2.5	
Support application of improved energy efficiency requirements in new buildings (nZEB) to support national climate change policy	• Number site inspections for Part L compliance	1.1 1.3	

Property Development

Property Management

The City Council manages a diverse portfolio of over 2,400 leases which provide a range of uses including community, commercial, residential and industrial. It also markets, develops and disposes of its own sites and buildings where they are deemed surplus to the Council's needs, and the acquisition of lands where required for Council activities and projects. The City Council also provides property valuation services to the other 3 local authorities in the Dublin Region.

Active Land Management

The City Council focuses on the eradication of underutilised, vacant and derelict lands and buildings in the city. Bringing both privately owned and Council-owned land and buildings back into use, as quickly as possible, is a key priority. This involves purchase of derelict properties for redevelopment, management of the Vacant Sites Register (VSR) and Vacant Sites Levy, the identification of strategic acquisition opportunities, taking action under Derelict Sites legislation, and the promotion of the Living City Initiative Tax Incentive Scheme.

Telecoms Unit

The Telecoms Unit was established to encourage and increase telecoms investment in Dublin and leverage the broader innovation potential of gigabit and 5G connectivity. The Unit acts as a central point of contact for the organisation and allow for better use of city council owned assets (both above and below the ground) for telecommunications infrastructure. The remit of the unit will ensure that all future capital investments and infrastructure projects are telecoms proofed.

Public Realm and Urban Regeneration

The City Council's public realm strategies set out the Council's policy and its commitment to enhancing and investing in public squares, streets, lanes and other shared spaces which are so vital to the life and identity of the City. Projects for public realm enhancement are included in the Capital Programme 2024-2026. The City Council has also been successful in attracting Urban Regeneration and Development Funding (URDF) under Project Ireland 2040 for a number of projects which are also included in the Capital Programme 2024-2026.

Conservation, Heritage and Archaeology

The City Council is responsible for the protection of the architectural heritage of the city, under the Planning and Development Acts. This includes maintaining a Record of Protected Structures, designation of Architectural Conservation Areas and providing supports for protected structures at risk. The Council also supports the protection of archaeological monuments and sites and builds awareness of the city's architectural and archaeological heritage through education programmes, research and grant aid. The Heritage Plan 2022-2028 outlines the Council's policies and objectives in relation to the built, natural and cultural heritage of the city and focuses on collaboration with a range of stakeholder, NGOs, cultural institutions and academia to prioritise the implementation of heritage projects.

Property Development: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Activate underutilised, vacant and derelict properties through active implementation of available legislation and incentives	• Number of Derelict Sites inspections carried out • Number of Derelict Sites Notices served • Number of properties on the Vacant Sites Register • Number of applications received under the Living City Initiatives • Number of applications approved under the Living City Initiative	4.4	11 SUSTAINABLE CITIES AND COMMUNITIES

Encourage better communications through broadband and mobile network coverage	• Number of Homes passed by fibre infrastructure providers
	• Number of Section 254 licences issued for:
	  o Monopoles
	  o Mobile Rooftop Installations
		4.3	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Designate and prepare draft ACAs for specific areas in line with the priorities set out in the Development Plan	• Number of ACAs commenced • Number of ACAs completed	6.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Publish and implement the Dublin City Strategic Heritage Plan 2022-2028	• Dublin City Strategic Heritage Plan published	6.1	11 SUSTAINABLE CITIES AND COMMUNITIES 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Continue to support protection and preservation of the city's architectural, archaeological, natural and cultural heritage	• Number of applications received under the following grant schemes:
	  o Built Heritage Investment Scheme
	  o Historic Structures Fund
	  o Community Monuments Fund
		6.1	11 SUSTAINABLE CITIES AND COMMUNITIES

Culture, Recreation and Economic Services Department

Budget

Budget Code	Principal Services	Adopted Budget 2024
F01	Leisure Facilities Operations	14,832,106
F02	Operation of Library & Archival Service	28,295,876
F03	Outdoor Leisure Areas Operations	34,520,191
F04	Community Sport & Recreational Development	26,471,969
F05	Operation of Arts Programme	24,864,442
D05	Community and Enterprise	12,361,444
D07	Economic Development and Promotion	8,665,816
G05	Educational Support Services	1,361,223
	Service Division Total	**151,373,067**

Culture, Recreation and Economic Services

Economic Development

The City Council has a responsibility for the promotion of economic development in its administrative area and does this through implementation of its Economic Development Strategy 2022-2024. The strategy focuses on enabling participation in the economy, supporting placemaking and clusters of economic activity, promotion of investment in the city and innovation and transformation in enterprises. The Council works closely with the other Dublin Local Authorities to promote economic development, market the city-region as an attractive location for investment and implement the Dublin Regional Enterprise Plan.

Local Enterprise Office

Local Enterprise Office Dublin City (LEO), is an office of Dublin City Council in partnership with Enterprise Ireland. It provides a "First Stop Shop" for anyone seeking information and support on planning, starting, sustaining or growing a business in Dublin. LEO Dublin City is driving the development of local enterprise, putting micro and small business at the heart of job creation in the city. LEO Dublin City provide expert support to business start-ups and work to increase the job potential of new and existing micro and small businesses with information, advice, training, mentoring, networking, seminars, awards and financial support.

International and European Relations

The City Council leads, facilitates and promotes international links that benefit the city, its economy, education, research capacity and communities. Existing international bi-lateral city-to-city relationships are strengthened through mutually beneficial initiatives, and cultural, educational and economic development exchanges. The City has long-standing ties with a number of sister/twin cities such as San Jose, Liverpool, Barcelona and Beijing and has recently signed a twinning agreement with Ramallah. The City Council also actively pursues and engages in projects and programmes with cities across the EU where the Council can collaborate with other cities on similar challenges and issues in line with the aims of the City Council's EU Programme Participation Strategy 2021 – 2027.

Events

Events in public spaces animate the city and help increase footfall and economic activity. Dublin City Council supports and promotes such events and works closely with organisers to ensure that events delivered in the city offer variety, fun and excitement and provide

opportunities for everyone to enjoy and experience Dublin in a family-friendly, inclusive and safe environment.

Sports and Leisure Services

Dublin City Council 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. The Council's network of 29 community, sports and leisure centres and 3 swimming pool complexes offer a host of accessible and affordable activities, programmes and initiatives in local communities right across the city.
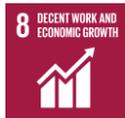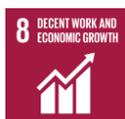
The Council's Sport and Recreation Services support, manage and deliver a wide range of sport and recreational programmes and services at local and citywide levels for people of all ages and backgrounds. These programmes are guided by the Dublin City Sport and Wellbeing Partnership and through collaboration with a range of sporting bodies. During 2023, the City Council commenced the development of the first Dublin City Council Sports Plan which aims to support the development of sports infrastructure and sports policy and programming. This work will be completed in 2024 and will guide the development of sports services for the City Council into the future.

Arts Office

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, communities, artists and arts organisations. The Office focuses on arts infrastructure policy, on collaborative projects, arts programming and events, support for local community arts activities through grants and initiatives and on managing and maintaining the city's public art, the LAB and other City Council owned arts assets.

Culture, Recreation and Economic Services: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Finalise a strategy for a shared brand vision for the Dublin city-region	• Dublin Place Brand vision strategy in place • Increase in social media engagement with the Dublin Place Brand	3.3	8 DECENT WORK AND ECONOMIC GROWTH
Monitor the enterprise ecosystem, economy and policy environment to identify and address future challenges and opportunities	• Quarterly publication of the Dublin Economic Monitor	3.2	8 DECENT WORK AND ECONOMIC GROWTH
Continue to support the development of local enterprise, micro and small businesses in the city	• Number and value of LEO Dublin City grants awarded • Number of participants participating in LEO Dublin City training, mentoring and networking events	3.2	8 DECENT WORK AND ECONOMIC GROWTH

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
	• The number of jobs created with assistance from the LEO per 100,000 pop. (NSI J1, annual)		
Strengthen our ties with existing Sister Cities and promote partnerships and projects with other EU cities	• Number of delegations visiting Dublin • Number of EU funding opportunities accessed through transnational projects	3.3	**16** PEACE, JUSTICE AND STRONG INSTITUTIONS **17** PARTNERSHIPS FOR THE GOALS
Support the animation of the city and public spaces through events	• Number of events facilitated • Events Strategy prepared	6.4	**11** SUSTAINABLE CITIES AND COMMUNITIES
Complete the development of the first Dublin City Council Sports Plan	• Dublin City Council Sports Plan 2024-2028 in place	5.4	**3** GOOD HEALTH AND WELL-BEING **16** PEACE, JUSTICE AND STRONG INSTITUTIONS
Continue to grow leisure services and programmes to increase visitor numbers and ensure that facilities are available at affordable rates	• Number of visitors to leisure facilities	5.4	**3** GOOD HEALTH AND WELL-BEING **11** SUSTAINABLE CITIES AND COMMUNITIES
Continue to increase the number of participants in our sports development programmes and initiatives	• Number of programmes and initiatives delivered • Number of participants • Roll out the All-Dublin Active City Project in partnership with the other Dublin Local Authorities, Limerick, Waterford and Cork	5.4	**3** GOOD HEALTH AND WELL-BEING
Supporting and developing new arts infrastructure	• Adoption of Arts Infrastructure policy and Developer Toolkit • Completion of 13 new artist studios at Artane Place • Commence construction of 20 new artists spaces at Merchants Quay	6.5	**11** SUSTAINABLE CITIES AND COMMUNITIES
Continue to support local community and artist participation in artistic activity	• Number of applications for Arts Grants • Number of Arts Grants approved • Number of Programmed events • Number of Participants at events • Number of Artists in residence	6.5	**11** SUSTAINABLE CITIES AND COMMUNITIES

Parks and Landscape Services

Parks Management and Development

The City Council manages urban and neighbourhood parks, river valley parks and St Anne's Park. It also manages the North Bull Island Nature Reserve and Dollymount Beach. City Council parks include a range of amenities for play and recreation. 190 clubs and schools use 221 playing fields in parks for all codes of field games. The City Council supports and facilitates markets, events and activities in city parks and has introduced facilities such as cafés and public toilets to provide additional amenities for park users. As part of the play development programme there are 67 well equipped playgrounds providing play opportunities in almost every neighbourhood in the city and the development of play facilities are guided by the City Play Strategy 2022-2025. The tree care programme involves the systematic and planned care of the City's 100,000 trees in parks and on streets.

The Parks Landscape Services team manage the development of new parks and the upgrade of existing public parks to be more natural and biophilic in design, and have been successful in securing the Green Flag, the mark of best practice in parks management, for 9 of the city's parks. The overall direction for development and use of City Council parks and urban spaces is set out in the Council Parks Strategy and in local greening strategies.

Biodiversity

The City Biodiversity Action Plan 2021-2025 and the Invasive Species Action Plan 2016-2020 set out the priorities and actions to support and enhance biodiversity across the city. The City Council co-ordinates the Dublin Bay UNESCO Biosphere Partnership which engages all stakeholders to promote and protect the important species and habitats in and around the bay while fostering recreation, cultural, and economic activity and development.

Parks and Landscape Services: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Maintain quality management of parks and their facilities to support their continued and expanded use	• Increased number of Green Flags awarded • Number and type of events in City Parks (reported annually)	5.1	11 SUSTAINABLE CITIES AND COMMUNITIES 15 LIFE ON LAND
Continue to respond in a timely manner to service requests from citizens	• Total number of landscape maintenance requests received and % resolved/resolution planned within timeframe (10 working days) • Total number of tree care requests received and % responded to within timeframe (10 working days)	5.1	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Publish an updated City Parks Strategy	• City Parks Strategy complete	5.1	11 SUSTAINABLE CITIES AND COMMUNITIES 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Publish an updated City Tree Strategy	• City Tree Strategy complete	5.1	SDG 11 Sustainable Cities and Communities; SDG 15 Life on Land; SDG 16 Peace, Justice and Strong Institutions
Promote the protection, maintenance, restoration and nurturing of biodiversity in the city	• % of Biodiversity Action Plan implemented	1.2	SDG 15 Life on Land

Dublin City Libraries

Library Services and Programmes

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.

The continuous development of library services is a fundamental part of the operation of Dublin City Libraries and opportunities to enhance and improve the service, the range and ways of accessing materials, and the breath and nature of events and programmes are actively pursued. In 2024, the focus will be on further development of collections and resources, the development of programming for children and Library in the Community services, all aimed at enhancing people's access to literature, literacy and materials and contributing to the cultural life of the city.

Dublin City Archives

The City Archive in Pearse Street contains original and unique civic records dating back to the 12th century and the Dublin and Irish Collections contain rare, published materials dating back to the 15th century. The requirement to preserve and provide access to these collections is contained in the Local Government Act 2001, as amended.

Literary City

Dublin City is designated as a UNESCO City of Literature and the City Council drives this initiative through a programme of events, residency opportunities and collaborations with city

partners. One Dublin One Book, the Citywide Reading campaign and the Dublin Literary Award are all key features of the UNESCO City of Literature annual programme.

Hugh Lane Gallery

The Hugh Lane Gallery houses one of Ireland's most exciting collections of modern and comtemprary Irish and international art and is home to Francis Bacon's Studio. As well as hosting permanent and temporary exhibitions, the Gallery runs an extensive range of outreach and education programmes engaging local communities, schools and the public in the understanding and appreciation of art and the cultural life of Dublin.

Dublin City Libraries: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Build on the growth in the number of visitors to library facilities by expanding the range of programmes and marketing of library services	• 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 • Number of social media engagements	5.3 6.1 6.2 6.3	4 QUALITY EDUCATION
Develop and expand new ways to access library services	• Monitor the success of the My Open Library provision at Pembroke and Raheny Libraries and progress plans to expand the service to Drumcondra and Walkinstown • Increase in number of home deliveries	6.1	4 QUALITY EDUCATION
Initiate a full review quantifying the extent and condition of all City Archive and Special Collection holdings	• Review complete	6.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Carry out a full security review of City Archive building and systems to ensure that all materials are protected	• Review complete	6.1	11 SUSTAINABLE CITIES AND COMMUNITIES
Continue to curate exhibitions and engagement programmes to increase visitor numbers to the Hugh Lane Gallery	• % increase in visitor numbers	6.1	11 SUSTAINABLE CITIES AND COMMUNITIES

Dublin Fire Brigade

Budget

Budget Code	Principal Services	Adopted Budget 2024
E11	Operation of Fire Service	160,111,149
E12	Fire Prevention	4,202,487
Service Division Total		**164,313,636**

Fire Service Operations

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.

Fire Prevention

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.

Civil Defence

Dublin Civil Defence provides support to the 4 Dublin Local Authorities to support the response to emergencies arising in the community and to carry out statutory obligations as laid down by the Department of Defence.

Major Emergency Management

The Dublin City Council Major Emergency Plan facilitates the response to, and recovery from, major emergencies and ensures that the Council's response is co-ordinated with other principal response agencies, the HSE and An Garda Síochana. Dublin Fire Brigade ensures preparedness for a coordinated inter-agency response to major emergencies resulting from local, regional & national events, such as fire, transportation incidents, hazardous substances incidents and severe weather events at local and regional levels in line with the National Major Emergency Management Framework.

Dublin Fire Brigade: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Provide fire, ambulance, emergency and rescue services throughout the Dublin City and County Region	% 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	2.5	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
	• % 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		
Provide Building Control and Fire Certification and carry out a range of on-site inspections on commercial and multi-occupancy premises	• % 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 • Number of applications processed under the Dangerous Substance legislation	2.5	11 SUSTAINABLE CITIES AND COMMUNITIES
Enhance and build public awareness of fire safety issues	• Increase in engagement on DFB social media channels	2.5	11 SUSTAINABLE CITIES AND COMMUNITIES 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Maintain, develop and maximise Civil Defence preparedness and support for the benefit of the community.	• Relocate Civil Defence to new Cherry Orchard HQ • Provide back-up to the Principle Response Agencies throughout the four Local Authorities • Complete and manage the new VEMS for the management of Volunteers	2.5	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Ensure the City Council's Major Emergency Plans are fit-for-purpose and maintain MEM support to the 4 Dublin Local Authorities	• Number of staff with the training required to support MEM response • Hold 2 Inter-Agency Major Emergency Exercises • Maintain compliance with 2015 S.I. 209 COMAH Regulations • Review and test External Emergency Plans • Carry out an Inter-Agency Seveso Exercise for 5 Upper Tier Sites	2.5	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Support Service Departments

Budget

Budget Code	Principal Services	Adopted Budget 2024
H03	Administration of Rates	27,541,212
H04	Franchise Costs	1,306,506
H07	Operational of Markets and Casual Trading	1,123,808
H08	Malicious Damage	111,690
H09	Local Representation/Civic Leadership	7,391,131
H10	Motor Taxation	6,740,524
H11	Agency and Recoupable Services	2,454,031
Service Division Total		**46,668,902**

Central Management Charge

Principal Services	Adopted Charge 2024
Area Offices	34,974,930
Corporate Buildings	9,243,422
Corporate Services	12,511,611
IT Services	4,052,662
Human Resources	8,927,270
Finance Department	8,594,533
Law Department	4,655,253
Service Total	**82,959,681**

Chief Executive's Department

Administration of statutory Council meetings and Committees

The Chief Executive's Department provides governance support and administration for the Chief Executive, the Lord Mayor and the Elected Members of Dublin City Council. It operates the business of local democracy through administration of Council, Corporate Policy and Protocol Meetings. It provides support to the Lord Mayor in the Mansion House, and to Elected Members in City Hall, and manages both buildings.

Franchise

The City Council is responsible for the preparation and publication of the Register of Electors for Dublin City Council and administers the Voter.ie online registration system for the Dublin Region. The City Council is also the lead authority for the roll-out of the Voter.ie system to all 31 local authorities and manages this national project.

Chief Executive's Department: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Support effective delivery and transparency of democratic processes within the Council	• Number of Council and Committee meetings held • New Councillor Portal to be implemented • 2024 Local Elections held and new Council inducted • Ensure regulatory compliance including publication of ethics and donations returns; councillor expenses	7.3	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Effectively manage the franchise process to support referenda, local and European elections during 2024	• Statutory deadlines met • Number of electors registered by category (Dáil, Local, Presidential EU, Non EU) • Number of postal and special voters by category (Diplomats, Occupation, Defence Forces, Prisoner, Anonymous, Nursing Home, Gardaí, Disabled) • Number of applications processed • % of dates of birth, PPSN and Eircodes captured • Number of registration drives/ communications initiatives held	7.4	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Corporate Services, Transformation and Human Resources Department

Corporate Services and Transformation

Customer Services

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, online and face-to-face.

Corporate Services

Corporate services promotes organisational governance and a coherent approach to development and change through supporting and co-ordinating corporate business planning, risk management and business continuity, performance measurement and monitoring, and good data governance and data analytics. Corporate communication, media, advertising and social media services are provided to the organisation. The Irish Language Development Office encourages and promotes the use and visibility of the Irish language and proactively works towards improving the organisation's capacity to deliver services as Gaeilge. Corporate Services also support the maintenance and upkeep of corporate buildings to ensure staff have fit-for-purpose, quality working environments.

Transformation

Developing ways to improve customer experience and transform how services are delivered to the public are priorities for Dublin City Council. The Council uses service design and design thinking approaches, collaboration with city partners, academia and other cities, and a focus on new and emerging technology to develop and implement its service and digital transformation and Smart Cities programmes. The North City Operations Depot (NCOD), Citizen Hub and Smart City Initiatives remain key priorities for 2024.

Corporate Services and Transformation: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Provide a central point of contact for customers to access our full range of services	• No of customer service requests dealt with by Customer Services • % calls dealt with at first point of contact by Customer Services • % of calls received that were answered	7.4	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Continue to uphold the Customer Charter and improve the quality of customer service across the organisation	• New Customer Service Action Plan in place • Number of customer complaints processed within required timeframe	7.4	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Adopt a new Corporate Plan for the City Council	• Corporate Plan adopted by the City Council	7.6	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

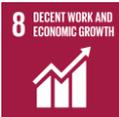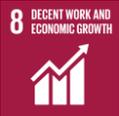| Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Effectively communicate and promote the work of the City Council and its services to the public	• Communications Strategy complete • New branding for capital projects implemented • Redesigned website implemented • Per capita total page views of the City Council websites • Per capita total number of followers of the City Council's social media accounts • Cumulative total page views of all City Council webs obtained from a page tagging on-site web analytics service or equivalent • Total number of social media users following the City Council on any social media sites • The number of social media accounts operated by the City Council (NSI, C3)	5.2 7.2	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Support public engagement in consultation processes	• Develop and implement a new online consultation tool • Disabled Persons Organisations Consultation and Engagement Process complete and rolled-out	5.2 7.4	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Put in place a Digital Strategy that sets out the vision and roadmap for use of technology and data in service delivery	• Digital Strategy and roadmap in place • Data Governance Strategy in place	7.5	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Increase the range and use of digital services available	• Number of services available on Citizen Hub • Number of registered users of Citizen Hub	7.4 7.5	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Continue to explore and adopt new technologies that have a positive impact on service delivery and the city	• Drones Strategy in place • Policy and pilot use cases for Artificial Intelligence within the City Council developed • Pilot project using Digital Twin technology implemented	7.5	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Develop new and innovative ways to increase capacity to deliver services through Irish	• % of advertising through Irish • Number of staff participating in Irish language development programmes • Framework in place that measures the number of opportunities to speak Irish created and supported • Playbook of Irish Language Innovation developed	6.1 7.4	

Human Resources

The Human Resources Department supports the organisation in defining and developing the workforce requirements, skills and capabilities that enable the Council to deliver its services. Human Resources provides support for strategic workforce planning, strengthening a diverse and inclusive workplace, recruitment and resourcing, development of learning and development services, co-ordination of health, safety and wellbeing and for maintaining good employee and industrial relations.

Human Resources: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Undertake effective workforce planning to support the organisation to accomplish its goals	- Strategic Workforce Plan in place - Number of recruitment campaigns complete % change in workforce numbers (WTE) (NSI C1)	7.1	16 Peace, Justice and Strong Institutions
Promote a safe and healthy workplace that supports employee wellbeing	% reduction in serious workplace accidents - Number of wellbeing programmes/ events held - Number of participants in wellbeing programmes/ events	7.1	3 Good Health and Well-being
Assess the impact of new ways of working and new technology on the organisation	- Review of blended working complete - Assessment of digital skills complete - Assessment of sustainability and climate action-related skills complete	7.1	8 Decent Work and Economic Growth; 16 Peace, Justice and Strong Institutions
Continue Public Sector Duty implementation across the organisation to ensure human rights and equality are embedded in all departments	Public Sector Duty implementation plans in place for all departments	7.6	8 Decent Work and Economic Growth; 10 Reduced Inequalities; 16 Peace, Justice and Strong Institutions

Finance and Information Technology Department

Finance Department

Financial Management

The Finance Department has responsibility for the Revenue Budget, Capital Programme, and the Annual Financial Statement. In addition, the following functions area carried out: budgetary control, financial reporting, management of long and short-term finances; treasury management, accounts payable and receivable, tax returns, fixed assets, payroll, procurement, financial governance and compliance, internal audit and various financial, statutory and non-statutory returns. A comprehensive report on the Council's financial position is presented to the City Council on a monthly basis.

Rates Administration

The City Council bills and collects rates from over 20,000 commercial customers. Rates are a change levied on the occupiers of all commercial and industrial property and are based on the valuation of each property under the Valuation Act 2001. Dublin City Council sets the annual rate on valuation at the statutory budget meeting each year.

Motor Tax

Dublin City Council provides the Motor Tax service for the 4 Dublin Local Authorities at the Smithfield Office. Approximately 80,000 tax discs were issued in 2023 and almost 94% of motor tax transactions for Dublin were processed online.

Finance Department: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Manage the Council's financial resources to enable effective delivery of the Council's corporate and service objectives	• Monthly Local Fund Statement presented to the City Council • Compliance with the Public Spending Code achieved • Revenue Account Balance (NSI M1, reported annually) • Overheads as a % of revenue expenditure (NSI M4, reported annually)		16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Maximize the collection of Rates and other major revenue sources	• % of commercial rates collected (NSI M2(A), reported annually)		16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Maximise the use of Motor Tax online service	• % of transactions conducted through Motor Tax online (NSI R3, reported annually)	7.4	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Information Technology and Procurement

Information Systems

The IS Department is responsible for the procurement, implementation, and operation of ICT systems and for running projects for corporate, departmental and technical business requirements. ICT services are provided in the areas of projects, technical services, support, end user computing and security. Security is a key element of the role of the IS Department.

Procurement

Dublin City Council is bound by EU Directives, legislation and government policy when procuring goods and services. Procurement guidance and advice to departments on their sourcing requirements, promotion of good practice in purchasing, and management of the Council's stores network are support services provided to the organisation through the Procurement and Stores Division.

Information Systems and Procurement: Service Objectives and Performance Measures

| Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Support compliance with public procurement rules	• Corporate Procurement Plan in place		12 RESPONSIBLE CONSUMPTION AND PRODUCTION 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Enable and support the secure, effective and optimal use of existing ICT systems, and of digital and emerging technologies	• Cost of ICT provision per whole time equivalent (NSI C4, reported annually) • Cost of ICT provision as a % of revenue expenditure (NSI C5, reported annually)	7.5	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Area Management

Area-based service delivery

Dublin City is divided into five administrative areas which are used to co-ordinate the delivery of services into local communities. The City Council has a network of Area Offices which are responsible for meetings administration for the statutory Area Committee meetings of Dublin City Council and liaison with local Elected Members.

Community development, estate management, local housing services, public domain and environmental management services are provided through the Area Management structure. Local enhancement projects and priorities are driven by the Area-based staff working with colleagues in central departments. The Areas are also local customer service points and have a key role as the main liaison point between the City Council and local community groups and organisations. A continued focus on City Recovery Initiatives to enhance and promote the City Centre remain a priority for 2024.

Casual Trading and Street Performance

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

Area Management: Service Objectives and Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Provide a local point of contact for Citizens to access our services	• Number of calls received • % of calls received that were answered	7.4	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Support animation of public spaces by continuing to licence, monitor and manage casual trading and street performance	• Number of permits and licenses issued • Number of inspections and enforcement actions taken	6.4	8 DECENT WORK AND ECONOMIC GROWTH 11 SUSTAINABLE CITIES AND COMMUNITIES
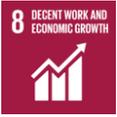
Law Department

The Law Department provides legal advice and legal services to the Chief Executive and all departments of the Council, in all areas of local government law. The Department is also responsible for claims against the City Council and all matters to do with insurance for the Council. Freedom of Information, Data Protection and access to environmental information requests are managed through the Law Department.

Law Department: Service Objectives and Performance Measures

Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Provide legal advice and services to all departments	• Legal advice provided as required		**16** PEACE, JUSTICE AND STRONG INSTITUTIONS
Continue to process all FOI, Data Protection and other information requests effectively	• Number of FOI requests received • Number of Internal Reviews sought • Number of appeals to the Commissioner		**16** PEACE, JUSTICE AND STRONG INSTITUTIONS