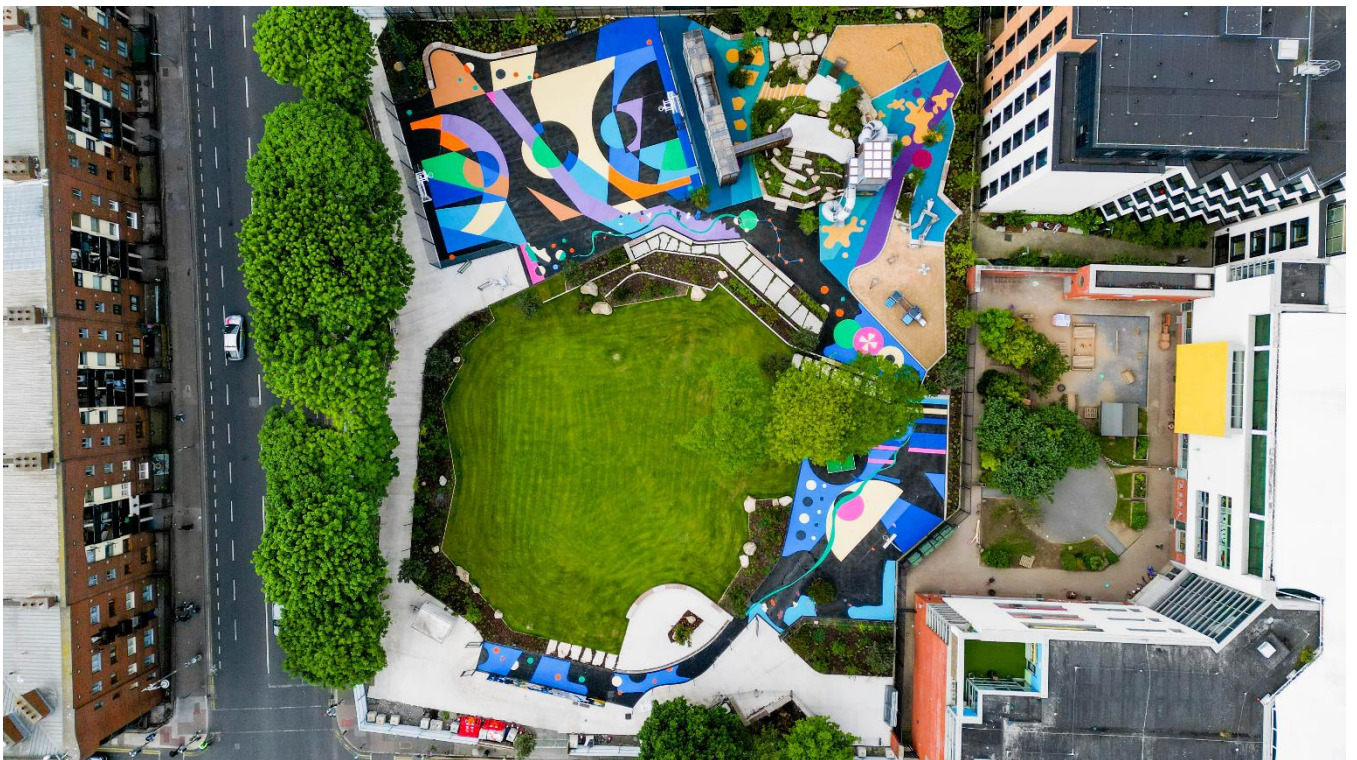




Chief Executive's Management Report

February 2024

Section 136 (2) of the Local Government Act 2001 as inserted by Section 51 of the Local Government Reform Act 2014 places an obligation on the Chief Executive to prepare Monthly Management Reports for Council. The monthly report for the December 2023 City Council meeting is submitted herewith – Report No: 43/2024.



Diamond Park on Gardiner Street Lower

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ENVIRONMENT AND TRANSPORTATION DEPARTMENT

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Road Maintenance Services

Road Maintenance Services' 2024 Annual Works Programme, for the upgrade of roads and footpaths across the City, is presently being drafted. It is anticipated that this programme will be circulated to Councillors during February and presented at the Area Committee Meetings. Contractors are mobilised on-site delivering the final 25% of the 2023 Works Programme. When fully complete, this programme will have delivered a €12.5-Million investment in the upgrade of approximately 30km of footpaths and 18km of carriageway.

During 2023, the Division's direct labour crews repaired/ made safe approximately 6,000 defects and hazards on the road network. Furthermore, approximately 450 critical defects and hazards on the road network were repaired/ made safe within 24-hours of them being reported.

The Division is continuing to deliver its Winter Maintenance Programme. There were nine nights during the month of January where road surface temperatures were forecast to fall below freezing. The Division's crews gritted approximately 300kms of roads on each of these nights. The Division also successfully responded to issues that arose during Storms Isha and Jocelyn (high wind events).



Parking Tag

The numbers using the Parking Tag have increased and by week ending 21st January 2024, that week's revenue was €416,098.62. For week ending 21st January 2024, the usage of coin in parking meters was €96,813.25 and for week ending 21st January 2024 card payments were €148,553.

Permit Parking, Pay & Display

A new Residential Parking Permit scheme will commence in Ellesmere Avenue and Ardmore Avenue, Dublin 7 on 12th February 2024. The hours of operation for both schemes will be Monday to Saturday 7am to 7pm.

A ballot for the extension of parking hours on Herbert Cottages, Dublin 4 was issued on 23rd January 2024 with a closing date of 23rd February 2024.

Waste Services Update

Waste Education School Programmes

Waste Management Services is supporting the Picker Pals, Relove Fashion and Green-Schools environmental educational programmes for the 2023/24 academic year. Picker Pals will run in 131 primary classrooms within Dublin City for the full academic year. The Relove Fashion Competition is open to all secondary schools in Dublin City. This year DCC received 34 entry sign-ups. Green-Schools programme is active in 272 primary and secondary schools. The deadline for Green Flag renewals is 15th March 2024.

City Neighbourhoods Competition 2024

Plans are in place for the arrangements of the 2024 competition.

IPB Pride of Place Competition 2024

DCC are actively seeking groups to nominate to the 2024 competition.

Dublin Waste to Energy Community Gain Fund

32 grant applications were approved in respect of the Dublin Waste to Energy Community Gain Projects Grant Scheme 2023 and the total value awarded was €995,027. To date 10 grant recipients have completed their projects and drawn down grant funding to a value of €232K. The remaining 22 grant recipients have until the 1st September 2024 to complete their grant aided project.

Since 2016, circa €12.3m has been awarded to community and voluntary organisations, sporting clubs, arts and environmental groups and educational institutions for the development of environmental, educational, community and recreational projects in the Irishtown, Ringsend and Sandymount catchment area.

The Community Gain Liaison Committee are currently preparing the 2023 Dublin Waste to Energy Community Gain Fund Annual Report which will be formally approved at their next meeting scheduled for late February 2024 and available for circulation thereafter.

Fleet Management Services, Environment and Transportation Department

A request for tenders for the supply on lease hire with maintenance Waste Management Services' Side-Loading Box Cage Body Tipper Vehicles, used for street refuse collection (the establishment of a Single Operator Framework Agreement) is currently with our Procurement Section ahead of publication.

Similarly a request for tenders for the supply on lease hire with maintenance of Light Commercial Vehicles for all DCC divisions (the establishment of a Multi-Operator Framework Agreement) will be published in late Q1 / early Q2 of this year.

Dublin City Council aims to exceed the revised 'Clean Vehicles Directive' (Directive 2019/1161/EU established in law in S.I. No. 381 of 2021) across each of these procurements.

The S.I. establishes a minimum target of 38.5% of all vehicles procured by public bodies be 'clean' vehicles. Until 31/12/2025 a 'clean' vehicle is defined as a vehicle which emits a maximum 50 g CO₂ / km thereafter a clean vehicle is defined as a vehicle which emits 0 g CO₂ / km – a zero emission vehicle i.e. an electric vehicle.

Because the standard lease hire term that DCC lease hire vehicles is 5 years we will equate clean

vehicles with zero emission vehicles more immediately.

A decision has been made to electrify 50% of Waste Management Services' fleet of Side Loaders, or 25 vehicles in total. It is our aim then is that 40% of the Light Commercial Vehicle fleet (approximately 80 vehicles) procured in the upcoming procurement exercise will be electric vehicles.

Protection of Water Bodies Office (PWBO)

Dublin City Council is working to deliver a number of projects to ensure that we meet our Water Framework Directive (WFD) obligation of achieving "good" status for all our water bodies by 2027.

Current examples are:

- **Golden Lane Public Realm Redevelopment - Urban Runoff (Action 70):**. Tenders have been received for multi design team and monitoring equipment.
- **Culvert Improvement Works – Screen Upgrade Works.** The construction works are ongoing with most sites near completion.
- **Santry River Restoration and Greenway Project (www.santryriver.ie)** – The Design stage is ongoing. Public Consultation will resume when the preferred design is identified.
- **Rainscapes Nature-Based Solutions Project ([River Santry and River Dodder Rainscapes | Dublin City Council](http://RiverSantryandRiverDodderRainscapes|DublinCityCouncil))**. Tender for the contractor currently being drafted for phase 1. (McAuley Park)

Bathing Water: Fortnightly samples at bathing water locations are being carried out as part of the Out of Bathing Water Season schedule and samples results are available on site, on www.dublincity.ie and www.beaches.ie

Misconnection programme continues to be implemented throughout Dublin City Council. The programme involves the inspection of domestic and commercial properties for misconnected foul appliances, discharging to the storm network resulting in pollution of local waterways. Approximately 7,000 inspections are carried out on an annual basis. Further info can be found [here](#).

Flood Defence Project - Camac River

Consultants have been appointed by DCC to investigate the reduction of flood risk across the

DCC and SDCC sections of the River Camac. Environmental and topographical surveys are now complete. A computer model has been built to investigate tidal, fluvial and pluvial flood risks associated with the river. Preliminary flood extent maps have been verified. Flood alleviation options such as storage, walls, embankments and de-culverting are currently being computer modelled. A further public consultation is planned in April 2024 on emerging options following the successful ones in June 2022.

This study, as with all other flood alleviation projects, is being integrated into a desire to “de-culvert” and widen, what is now seen as an over engineered river, where possible so that it can, over time, be restored to a more natural state, as far as reasonably possible. The project will also involve identifying and remedying urban pollution sources, where possible. This is also being done in conjunction with an existing Greenway proposal and in tandem with Urban Regeneration and Development Fund (URDF) funded projects in the area. The new City Edge project gives opportunities to achieve some of this. River corridors of 10m-25m wide are policies in the development plan and these will be implemented where possible on this very constrained river. Liaison with large stakeholders is ongoing on possible flood storage areas in DCC and SDCC.

Further wintering bird surveys are ongoing in 2024 to identify protected species as well as other bird quantities. Building threshold surveys are completed. A large Site Investigation for both Dublin City Council and South Dublin County Council areas of the Camac catchment commenced in July 2023 and is being completed in January 2024. This involved over 100 areas of investigation.

Updates on this project can be seen on Camac Flood Alleviation Project website www.camacfas.ie

Drainage Planning, Policy & Development Control

The SuDS Working Group has produced a new “Property Level Guide to SuDS”. This is intended to give guidance on SuDS implementation for small developments, individual houses, extensions, driveways etc. It provides straightforward advice on meeting SuDS requirements in the City Development Plan. It also assists anyone who may want to install water butts, permeable paving etc. to help protect their own local area from flooding and climate change.

A media campaign was carried out before Christmas to highlight the issue of people paving their gardens with impermeable materials.

To ensure sustainable development within the City, the Drainage Planning, Policy and Development Control team has established a framework for auditors of Basement Impact Assessment Reports. There are five consulting engineer companies on the cascading framework and a number of BIA reports are currently under review.

Climate Action Team

Climate Action Plan

Submissions received have been reviewed and compiled into the Chief Executive’s Report, that was presented in draft for the SPC. The final report has been submitted to the Council along with the final plan for adoption. Submissions are broadly supportive and constructive, and where appropriate actions and text have been amended to reflect.

EU Mission for 100 Climate Neutral and Smart Cities/Net Zero Cities:

The Climate Action Team is developing a pilot city application with Cork City Council that will be submitted in March 2024.

The climate action team is working to prepare the city’s climate city contract for submission in the Spring Window.

Under the NZC programme DCC has been twinned with Cluj Napoca, Romania. The pilot project being undertaken by Cluj Napoca – Blue Print for a Net Zero Apartment Block – provides an opportunity for knowledge exchange that will support our Climate Resilient Housing project. DCC has submitted an application for Pilot City funding under NZC to support the implementation of our CAP.

EU Projects

DCC is part of CULTIVATE an EU-funded project to increase public awareness and knowledge of Food Sharing initiatives (FSIs), to understand what drives or hampers their practice, and to foster sustainability, inclusion, and resilience in urban and peri-urban food systems through food sharing. As a hub city, CULTIVATE will develop the **Food Sharing Compass**, a social innovation support platform for FSIs, policy makers, food supply actors, researchers, and citizens. With its five tools, the Compass helps these stakeholders navigate food sharing landscapes and cultures to

understand, develop, replicate, scale out and strengthen food sharing. The aim is to create more sustainable, resilient, and healthy urban and peri-urban food systems. CULTIVATE supports the EU's inclusive climate mitigation and adaptation ambitions.

DCC is part of REGEN an EU Funded project. REGEN will pave innovative pathways for the decarbonisation of European neighbourhoods and cities. The project will address urgent socioeconomic, climate and built environment challenges by designing a multifaceted Toolbox leveraging cutting-edge digital technologies and life cycle sustainability assessments. Engagement of citizens and influencing behavioural change is key to this project. Ringsend and Poolbeg is the area of focus for this project and it is anticipated that the project will support the DZ and DDHP. Kick off meeting for the project was from January 29-31st in Luxembourg.

IURC North America

Dublin City Council submitted an application to the IURC North America programme following our successful partnership with Seoul Metropolitan Government. DCC has been partnered with San Francisco and will through this two year partnership share learnings in relation to the circular economy.

EV Strategy

The Dublin Local Authority Electric Vehicle Charging Strategy was published in June 2022.

To support the Electric Vehicle Charging Strategy, the four DLAs agreed that a pilot project to install 200 charging points (at 50 locations) across the City and County would;

- a. demonstrate commitment to decarbonising the national fleet
- b. encourage the transition from fossil fuelled transport to sustainable modes
- c. facilitate private sector investment in EV charging infrastructure

The initial project will consist of 50 destination chargers spread across the four Dublin local authority areas. The majority of locations will be equipped with rapid DC charging points, capable of charging 4 vehicles simultaneously. Documents for expressions of interest for the supply, installation, commissioning, operation and maintenance of Destination Public Electric Vehicle Charging Infrastructure for the DLAs were issued by Fingal County Council on e-tenders on 6th April 2023. Following a number of request for additional information, the tender process was suspended on the 8th September, 2023. The process

recommenced on the 8th December, 2023. The final date for submission of tenders is 7th February, 2023 and the successful tender is expected to be appointed in March 2024. The pilot project is primarily focussed on destination charging.. All new (or upgraded) commercially operated car parking developments will be required to provide a minimum of 50% of spaces with EV charging facilities.

Energy Management

DCC Energy Oversight Committee have agreed to progress towards attaining ISO 50001 Energy Management System Accreditation.

ISO 50001 is an international voluntary standard recognized as best practice in energy management. It can be applied to organisations of any size, and provides systems to establish, manage, and improve energy consumption and efficiency. Some of the many advantages of ISO 50001 include:

- Improved compliance with energy efficiency and emission reduction legislation.
- Best practice energy management embedded in day-to-day operations.
- Reduced energy use and carbon emissions.
- Improves your performance and productivity.
- Reduces your energy costs year on year.
- Ensures continual improvement.
- Ensures senior management commitment and engagement with all staff.
- Standardises processes ensuring that improvements are sustained over time.

Achieving ISO 50001 certification will enhance DCC's reputation as a socially conscious and responsible organisation.

Putting structures in place to induce collaboration between departments will facilitate a more effective response to tackling GHG emissions and improving our energy efficiency.

Decarbonising Zones

Workshops in Ballymun and Ringsend/Poolbeg have been completed. Drafting of the plans will be completed by Codema by the end of February.

Dublin Metropolitan Climate Action Regional Office (CARO)

In June 2023, a new Service Level Agreement between the Department of the Environment, Climate and Communications and the lead Local Authorities, for each of the four CAROs was

agreed and signed. The new SLA will be in place until June 2029.

Currently there are 2 vacant positions in Dublin CARO with recruitment processes ongoing.

The CARO 2024 Work Programme has been agreed and the team are currently prioritising and scheduling work for the year ahead.

Dublin CARO are currently preparing the CARO 2023 Annual Report.

The Dublin CARO and Codema – Dublin’s Energy Agency, are continuing to assist and support the four Dublin local authorities in the making of Climate Action Plans, in terms of alignment with the national Climate Action Plan 2023 and related sectoral climate obligations and ambitions. The new Plans are also being prepared in accordance with Guidelines for Local Authority Climate Action Plans, which were launched by Minister Eamon Ryan TD in March 2023. The Dublin CARO chairs monthly meetings with all four Dublin Climate Action Teams, Codema and Smart Dublin, to oversee and share progress on Climate Action Plan preparation.

Further updates from the CARO team and events are posted regularly on www.caro.ie and for the Dublin CARO on twitter @DublinCARO. Dublin CARO leads in publishing the quarterly CARO newsletter. The twelfth edition was published in December 2023. There are over 1000 individuals signed up to receive the newsletter. Subscription to the CARO newsletter is available at www.caro.ie/#newsletter.

Draft Dublin City Centre Transport Plan 2023

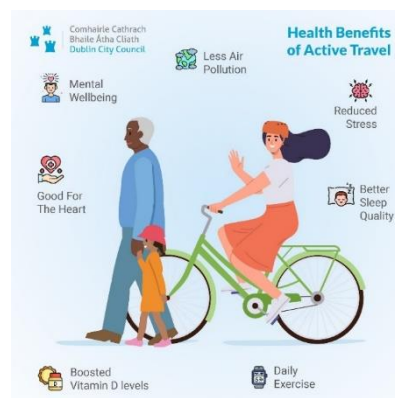
The current Dublin City Development Plan (2022-2028) objective SMT05 requires a update of the 2016 City Centre Transport Study. *“To review the City Centre Transport Plan 2016 in collaboration with the NTA in the lifetime of the plan, setting out a clear strategy to prioritise active travel modes and public transport use, whilst ensuring the integration of high quality public realm.”*

Consultation on the plan has finished and over 3,500 responses were received. A full report on the consultation and the final plan will be presented to the Transportation SPC on the 7th of February.



The Active Travel Programme Office (AcTPrO) – Walk-Wheel-Cycle Network

The multi-disciplinary team within the Active Travel Programme Office (AcTPrO) continues to work on the design and delivery of a number of projects as part of the overall network, which when fully completed, will result in 95% of people being within 400 metres of the high quality network within Dublin City.



A more extensive quarterly report on the activities of AcTPrO, was submitted to the Lord Mayor and Elected Members for the January Monthly Council Meeting, report no. 18/2024. The next comprehensive quarterly report for the programme will be issued for the April Full Council Meeting.

The updates below contain some recent highlights of ongoing activity for the Active Travel Programme.

The **Clontarf to City Centre (C2CC)** project will deliver 8km of walking facilities, 6km of cycling facilities, and 5.4km of bus lanes, from Alfie Byrne Road/Clontarf Road Junction to Amiens Street/Talbot Street Junction and a section of the Tolka Valley Greenway from Annesley Bridge to Alfie Byrne Road/East Wall Road Junction. Construction commenced in Q1 2022 and will continue until Q2 2024.



Image 1. C2CC - Annesley Bridge inbound

There is currently a total of 2.45km of new inbound cycle-track and footway which is open and in use (between Clontarf Promenade and Amiens Street / Buckingham Street junction).

From Talbot Street to Buckingham Street Lower, works are progressing well on the CIE retaining wall and railings. The concrete retaining wall has been entirely constructed and the mixed rubble stone wall is almost complete. Refurbishment of the original railing continues off site and shall be installed later in the Scheme once all works have been substantially completed in the area. Works are also progressing on the outbound side adjacent to Buckingham Street / Amiens Street Junction. At the Buckingham Street / Foley Street junction paving and landscaping works are now complete. Works have commenced on the junction of Talbot Street and Amiens Street with traffic ducting, watermain, tree pits, kerbing, public lighting, drainage, cycle-track and footway construction underway and progressing well.

All of the 6no. bus stops to be constructed on the inbound side are complete and in use, 2no. of the outbound stops are complete and in use. Construction of the remaining bus stops on the Scheme continue (12no. bus stops in total).

The latest C2CC Consultative Forum which includes local Councillors and representatives from local residents and businesses was held on



Image 2. Works progressing well on the inbound section of the Clontarf to City Cycleway at Five Lamps

Friday 15th December in Carleton Hall in Marino. The Project Team remain committed to engaging with the local residents and business owners along the route to discuss issues as they may arise.

Engagement continues with utility providers to address conflict issues through Fairview Village.

On a day-to-day basis the Contractor crews typically remain at 35no. which is equivalent to approximately 100 Operatives with total staff, including supervision approaching 150no. The crucial traffic diversion from 'Edges corner' into the city that has enabled the Contractor to progress works on multiple work fronts over nearly the full length of the scheme remains in place and is pivotal to the ability of the Scheme to be constructed.

Weekend and night works have recommenced with full depth road construction carried out at Marino Mart and Malahide road Junction. Separate night works are also underway to complete drainage works on Clontarf Road. Regular notifications of these works shall continue to be sent out via DCC's social media accounts, the DCC Alerts system which is open to the public and to the C2CC Consultative Forum which includes local Councillors, and representatives from residents and businesses.

Significant planned ESB works are required from Marino Mart through the Malahide Road Junction to the substation at that junction. This work is needed to complete kerbing, public lighting and drainage works in the area. Estimates for potential delay in this area are 16 weeks. Every effort is being made by the project team, the contractor

and the ESB to reduce this delay as much as possible.

A Public Information Leaflet giving an update on the progress of the project was circulated to the local residents and businesses in the area in late January. The updated leaflet along with regular updates on the project is accessible on the Dublin City Council webpages. The address is www.c2cc.ie

The **East Coast Trail Phase 1** (Alfie Byrne Road/East Wall Road Section) This project will provide segregated cycling facilities and improved pedestrian facilities along a 1km route that extends from the entrance to the Eastpoint Business Park on Alfie Byrne Road, along Alfie Byrne Road and East Wall Road as far as East Road.

The remainder of the works at Church Road are currently being carried out and the project will quickly transition from a construction site to the completed project in the coming weeks with the completion of the new crossing to link the scheme to Fairview Park. Following this, resurfacing works will be carried out along the scheme and finally the linear cycle way segregation kerb will be installed which will link all the junctions together and complete the overall look of the scheme.

Works will be complete by early Q2 of this year.

Further information on the project is accessible on the Dublin City Council webpages. The address is www.dublincity.ie/ectnp1

The **Royal Canal Greenway Phase 3** will provide 2.1 km of cycling and walking facilities along the Royal Canal, from Newcomen Bridge (North Strand Road) to Cross Guns Bridge (Phibsborough Road). Construction commenced on site in February 2023 and is expected to continue until Q2 2025.

Cross Guns Bridge to Binns Bridge - Works commenced at Cross Guns Bridge junction on 13th January. The inbound bus lane has been temporarily closed for six weeks to facilitate the works that include the upgrade of extant traffic signal infra structure, new Toucan crossing, new comms ducting, new footpath and road re-surfacing. Once works have been completed on the inbound side (east side) works will commence on the west side of the junction. This will necessitate the temporary closure of the outbound bus lane for a period of six weeks also.

New kerbing and ducting installations are continuing along the new cycle track / footpath between Cross Guns Bridge and Binns Bridge. These works also include gully installation works and re-profiling embankments with proprietary earth-reinforcing systems adjacent the new footpath / cycle track / canal locks / Irish Rail retaining wall. It is anticipated that the new cycle track / footpath will be opened to the public in Q2 2024 provided no unexpected delays are experienced.

Binns Bridge to Bloody Sunday Bridge – Gas Networks Ireland carried out a localised gas main diversion on Portland St North in January to facilitate RCG P3 works.

Precast beams for the west side of Bloody Sunday bridge ramp were successfully installed on 19th & 20th January. A 300 tonne mobile crane was positioned in Croke Park Industrial Estate to undertake these works. A total no. of 20 pre-stressed beams were installed.

Russell St / Jones Road will be temporarily closed to vehicular traffic from 24th January until 9th February to facilitate the installation on new services across the road – Comms, ESB, Gas, public lighting and drainage. DCC's Roadworks Control section have granted a temporary road closure Order to facilitate these works. Diversion routes will be in place. The temporary road closure will not affect pedestrian traffic. Lane closures will follow the full road closure for a further four weeks. A shuttle system will be in place.

Bloody Sunday Bridge to Clarke's Bridge – Precast beams for the east side of Bloody Sunday bridge ramp were successfully installed on 11th & 12th. A 230 tonne mobile crane was positioned in Croke Park's car park to undertake these works. A total of 28 no. pre-stressed beams were installed. Works are also undertaking slit trenching works in footpaths on both sides of Bloody Sunday Bridge to identify locations and depths of existing services. These works are necessary to identify a service corridor route for new services crossing the road.



Image 3. Progress photos of the works being carried out as part of the Royal Canal Greenway Phase 3 as ramp beams were installed near Croke Park



Image 4. Progress photos of ramp installation as part of the Royal Canal Greenway.

Clarke’s Bridge to Charleville Mall – Works to the roadway and south side footpath have been completed. Works remain outstanding on the northside footpath. A detailed design to remediate structural defects along the canal quay wall is near completion. GNI are scheduled to carry out a gas main diversion adjacent the quay wall in Q1 2024. This will enable Jons to commence remediation works to the canal quay wall. Once the quay wall has been stabilised the installation of new underground services along the towpath will commence between St Vincent’s school and Clarke’s Bridge.

The project webpage is updated as works progress on site; its address is www.dublincity.ie/rcgp3

The **South Grand Canal Cycle Safety Improvements** scheme involves the upgrade of existing signalised junctions from Leeson Street Junction to Suir Road junction by ‘tightening’ wide junctions to improve safety for pedestrians and cyclists, and will also provide signalised pedestrian crossings.

A completion plan is now in place to allow the project to be closed out. There are two main

categories of works remaining – the resurfacing of the junctions and the completion of footpath works. These have now be split into two separate works packages to be completed under existing council Frameworks.

The resurfacing will be carried out under the Multi-Party Framework Agreement for Bituminous Pavement Contract 2020-2024. The footpath works will be completed under the Multi-Party Framework Agreement for Carrying out Roadwork Contracts 2021-25.

Tenders have been received and contractors will be appointed in the coming weeks to complete any high priority works remaining.

Contractors Cairn Construction have been appointed to undertake measures for the **Liffey Cycle Route** along **Eden Quay** (0.25km section) from O’ Connell Bridge to Butt Bridge/Beresford Place junction and installation works commenced on the 3rd of May and were completed in December.



Image 5. Liffey Cycle Route on Eden Quay

The **Georges Quay to Aston Quay** phase of the Interim **Liffey Cycle Route** will provide improved walking & cycling facilities for 0.8km along the southern Quays between Georges Quay and Aston Quay. The following works are proposed:

- A new two-way cycle track from George’s Quay to Burgh Quay located on the river side of the quays
- A new one-way cycle track on Aston Quay located on the river side of the quay
- Closure of left turn slip from Burgh Quay to D’Olier Street (left turn vehicle movement retained)
- New traffic islands and associated traffic signals

- Road resurfacing of George’s Quay, Burgh Quay and Aston Quay
- Other associated works (ducting, road markings, drainage etc.)

The NTA have granted approval for the project to proceed to Construction Stage. A Letter of intent has been issued to the preferred Contractor. These works are expected to commence in Q1 2024.

The **Kilmainham to Thomas Street** scheme will provide 2.6km walking & cycling improvements from Kilmainham Gaol to Thomas Street from the South Circular Road Kilmainham Lane junction to the Thomas Court Thomas Street junction. The project is being delivered in phases:

- **Suir Road to Thomas St (Rapid Build Scheme)**

The Contractor Citius Ltd commenced installation of first Phase of the scheme (along James Walk, Marrowbone Lane, Forbes Lane and Rialto Bridge) on 8th August, 2023. All civil works are completed along Marrowbone lane, Forbes Lane and Jame’s Walk, except for works at the South Circular Road Junction / Rialto Bridge. Works at Rialto Bridge will be completed early in 2024. The majority of line marking and signage has been placed along the route. Bollards and kerbing are continuing to be installed. Installation of the coloured surfacing is programmed for Q1 2024, when the temperatures allow its installation.

- **Permanent Scheme – Design Update**

Concept designs have been prepared for the upgrade of the **Suir Road/ Davitt Rd/ Slievenamon junction**. Engagement with residents is expected to take place in March 2024.

The design team and Lanscape Consultants have also commenced preparation of the concept designs for the regeneration of **St James Linear Park** with cycling facilities (between Rialto Bridge and Suir Road Bridge). The design Consultants have prepared a Rapid Build Options report for the **full route of the Kilmainham to Thomas Street project** which will be issued to NTA for approval. Public Consultation for the full scheme is planned for Q2 2024.

The Dodder Greenway (Herbert Park to Donnybrook Road) Project will deliver 480m of

walking and cycling facilities, including flood protection measures, along the Dodder River between the entrance to Herbert Park at Eglinton Terrace and Anglesey Bridge. Construction started in Q4 2022.

Works for the IRFU are BLTC are now complete. The Greenway Drainage, the Public Lighting, Fencing, Traffic Fibre ducting are 100% complete. Fencing at Eglinton Terrace will be delivered over the next few months. The Entrance Plazas and Flood Defence elements were finished last year, as were the Surfacing works and the Toucan crossings

Cleaning and Snagging are well underway. The project is scheduled to be commissioned in early February 2024

Dublin City Council will in conjunction with DLRCC and SDCC deliver the **Dodder Greenway** route in sections with focus currently on 6 Rapid build schemes as follows

- Fitzwilliam Quay to Londonbridge Road
- Beatty's Avenue to Herbert Park
- Donnybrook Road to Clonskeagh Road
- Clonskeagh Bridge to Patrick Doyle Road
- Orwell Road to Dodder Road Lower.
- Milltown Road-Dodder Walk to Dundrum Road.

Non-Statutory Public Consultations have been progressed on three of these routes follows;

Section	Consultation period	Public Event Date & Location	Public Consultation Report Pub. Dates
Fitzwilliam Quay to Londonbridge Road	29/5/23 - 30/06/23	15/06/23 – Sandy-mount Com. Centre	Q1 2024
Beatty's Avenue to Herbert Park	29/5/23 - 30/06/23	15/06/23 – Sandy-mount Com. Centre	Q1 2024
Donnybrook Road –Clonskeagh Rd	02/11/23 - 08/12/23	09/11/23 – Donnybrook Com. Centre	Q1 2024

Detailed design is substantially complete for the **Fitzwilliam Quay to Londonbridge Road** and

Beatty's Avenue to Herbert Park.

DLRCC anticipate lodging a Part VIII for the sections **Clonskeagh Bridge to Patrick Doyle Road** and **Orwell Road to Dodder Road Lower** in 2024; however delays have occurred due to ongoing internal consultations.

DLRCC plan to present the proposals for Orwell Road to Dodder Road Lower to the area committee on Feb 6th with public consultation to follow. Rapid Build Active Travel options are being investigated **on Milltown Road from Dodder Walk to Dundrum Road**. This route would facilitate continuity of a cycle route along the Dodder in advance of the Permanent Dodder Greenway. Non statutory public consultation on this section is due to commence on Feb 8th

2024,

The **Finglas Village Improvement Scheme** has been approved by the NTA to go to non-statutory public consultation. The consultation is provisionally scheduled to commence on 12th February 2024 for a 5 week period.

More information will be available on <https://consultation.dublincity.ie/> when the consultations are launched.

Further information on the overall network, including individual project pages, an interactive GIS map of all routes and a complete list of all roads and streets involved, is available at www.dublincity.ie/activetravel

Progress Report on Design & Construction Projects

Projects at Design Stage

	Project	Funding Agency	Designer	Comments
1	College Green Dame St Project	NTA/DCC	DCC	The procurement process for a new Multi-disciplinary design team for the project is ongoing.
2.	Grafton Street Quarter Phase 5 – Duke Street / South Anne Street Area	DCC	DCC	Work is continuing on the detailed design. A selection committee has been set up to appoint an artist to design an Art Feature, which will be incorporated into the public realm works.
3.	Grafton Street Quarter Phase 6 – Suffolk Street	DCC	DCC	A Project Brief has been circulated to the Public Realm Working group for their information and comment.
4.	Cathal Brugha Street/Findlater Place	DCC	DCC	The Landscape Architect recommended the design of this project in May 2023.
5.	Dodder Bridge	DCC/LIHA AF /NTA	Roughan O'Donovan &	The planning application for this project will now be lodged as part of the NTA BusConnects project. Preliminary design is complete and the draft EIAR is being amalgamated into that of BusConnects. Land acquisitions are being progressed by DCC but NTA will also lodge for CPOs.
6.	Forbes St Bridge	DCC	RPS/COWI	The title of this project has been renamed to reflect the fact that the location has reverted to Forbes St. A feasibility design report has now been approved by the NTA which will allow a bridge to be progressed that can accommodate the future DART + Tunnel project. Governance documentation is now being prepared to allow the project to recommence and to begin procurement of a new design team

7.	Point Pedestrian & Cycling Bridge and Tom Clarke Bridge Widening works.	DCC/NTA	Roughan & O'Donovan Consulting Engineers Ltd & others	At the Docklands Bridges Steering Group meeting on 29/03/23 the NTA attended and advised that they are satisfied in principle with the proposal to proceed with a bridge at Forbes Street.
8.	Poddle Flood Alleviation Project	OPW	Nicholas O'Dwyer	Approval granted by ABP in June 2023. Construction programmed to start in Tymon Park on 6 th February 2024. Construction period estimated at 2-3 years. Flood defences proposed in Ravensdale Park, St.Martin's Drive and Mount Argus. Public liaison meetings planned over the next few months. SDCC are lead authority. Website www.poddlefas.ie
9.	Camac Flood Alleviation Project 2	DCC/SDCC/OPW	AECO	New Environmental and topographical surveys are completed. Computer flood modelling of catchment scenarios ongoing. Flood damages assessments ongoing. Website www.camacfas.ie Environmental surveys have revealed more significant flora and fauna in the river and beside it than previously recorded. Flood alleviation scenarios are being computer modelled. Meetings with major stakeholders ongoing. Further public consultation programmed in April and June 2024.
10	Dodder Phase 3 Clonskeagh Orwell Bridge	DCC/DLRCC /OPW	Byrne Looby	Environmental and topographical survey's completed. Computer flood modelling ongoing. Website www.floodinfo.ie/frs/en/dodder-3/home . Initial flood options being considered and costed. Liaison with LA stakeholders on preliminary options ongoing. Some further site investigation commencing February 2024. Liaison with some local groups on preliminary options ongoing. Further public consultation planned in Q2 2024 on preferred option.
11	Mary's Street Pedestrianisation	DCC	DHB Architects Clifton Scannell Emerson & Associates Engineers	Integrated Design Team appointed, preliminary design options being developed. Internal consultation continuing. External consultation to resume following lifting of restrictions.
12	Culvert Improvement Works – Screen Upgrade Works	DCC	Tobin Consulting Engineers (TCE)	Detailed design at 17 culvert screen sites located throughout the city completed. This project has recently transferred the PWB Office to manage to the Construction stage. Construction has commenced.
13	Wad River Flood Alleviation Scheme Phase 2	DCC	Nicholas O'Dwyer	Consultant appointed. Landowners and major stakeholders being contacted. ABP approved outlet detail on 4 th September 2023. Severe flooding from extreme rainfall at Castle Court has highlighted urgent need for scheme. Temporary flood alleviation interim measures being progressed. Phase 2 tunnel under Howth Road and Promenade outlet being progressed, programmed delivery September 2024.
14	Traffic Works – Package 8.	NTA	DBFL / Atkins	Consultants appointed. At Preliminary Design Stage.
15	Point Junction Upgrade	DCC/NTA	Arup	The non-statutory consultation for the Point Junction Upgrade has been completed
16	Green Infrastructure Pilot Project	DCC	McCloys	Consultants are appointed to prepare a detailed design for 9 pilot sites adjacent to the Dodder and

				Santry Rivers. The purpose is to introduce effective surface water management Infrastructure to support biodiversity and meeting our EU Water Framework Directive objectives. Design work has commenced on this project.
17	Grand Canal Storm Water Outfall Extension	DCC/ IW	JBB	This will see the current storm water overflow being channelled from the confined Grand Canal Dock and discharged into the River Liffey. This will improve water quality in the Grand Canal Dock and enhance the amenity & recreational value of the area.

Projects at Construction Stage

#	Scheme Name	Client	Contractor	Start Date	End Date	Comment
1	Dodder Flood alleviation works, Phase 2. Railway Bridge to Lower Smurfit Weir.	ARUP DCC	OPW	Aug 2007	Sept 2023	Safety file being compiled. Rest of Phase 2 works are operational
2	South Campshires flood alleviation works	AECOM	OPW, Rock Roadstone and KN Network Services	Oct 2014	May 2024	Investigating options for sealing 13m gap in flood defences on Sir John Rogerson's Quay. Consulting major stakeholders. OPW approved new proposal. Procurement of flood defences and contractor ongoing to complete existing scheme.
3	Silloogue Infrastructure Scheme	DCC	KN Circet	Nov 2020	July 2023	The project is now complete but the Contractor has had to return to site to resolve damage to the works caused by anti-social behaviour. A meeting has been set up with local gardai to try and resolve on-going issues.
4	Francis Street Improvement Scheme	DCC	KN Circet	Oct 2020	April 2023	Construction on site has commenced. Works are progressing.
5.	Belmayne Main Street & Belmayne Avenue	DCC	Coffey Construction Ltd.	Oct 2021	April 2023	Surfacing works are progressing well and tenders have been received for the landscaping scheme.
6.	Liffey Street Public Realm Improvements	DCC	Via Mercanti Ltd, trading as Cairn Construction	Jan 2023	Oct 2024	Works commenced on site 23 rd January 2023
7	Temple Bar Square Refurbishment	DCC	Circet Networks (Ireland) Ltd	April 2023	Oct 2024	Circet Networks (Ireland) Ltd has commenced construction.

CORPORATE SERVICES, TRANSFORMATION & HUMAN RESOURCES DEPARTMENT

Contents

Smart City/Smart Dublin
Communications Office
Service & Digital Transformation
Dublin City Council BETA

Corporate Data and Analytics Unit
Customer Services
North City Operations Depot
Human Resources

CORPORATE SERVICES, TRANSFORMATION AND HUMAN RESOURCES

Service & Digital Transformation



DCC Draft Digital Transformation Strategy

We are commencing the consultation on the draft digital transformation strategy. The strategy has been written using a “Plain English” approach and with accessibility in mind.

There are four key goals:

- Digitally enable our city and communication
- Deliver new digital services
- Get Better with data
- Enabling and empowering our people and give them the tools they need to do the job

It will be presented to the PPN in the first instance.

New Online Consultation Tool:

Implementation of the new corporate consultation tool has commenced, and it is hoped the first consultations on the platform will be in May/June. Guidance has been developed to ensure best practice and a training programme will be put in place.

Chief Executive Order’s system:

Currently reviewing the implementation. The Council is working with Fingal County Council in relation to improvements identified as part of the rollout in particular the use of digital signatures

Digitally Enabled outdoor workforce project:

We continue to pilot the solution. A few additional teams have been identified to participate.

Citidesk

- The team are working on solutions for Dublin Fire Brigade, Corporate Health and Safety Office, Waste

Management - street cleaning, Finance and Fleet Management.

- The Ethics Register has been developed on the platform and will be available for Staff and Councillors.
- It is anticipated that the new phonebook will go live in January 2024.

Staff Awards 2024

The staff awards will be launched in February with additional categories based on the feedback from the inaugural awards in 2023. It is anticipated the award ceremony will be in May.

Website Governance

Ongoing work with the Law Department to finalise document on governance, privacy and accessibility standards to ensure our websites are compliant with legislation, regulations and are accessible for all citizens.

Citizen Hub

A service through Irish is now available and will be further developed. Work is continuing on the development of a dedicated Councillor Portal. A review is taking place of how services have been built to improve the customer experience of the online platform and improve communication with customers who have logged requests. We have begun a scoping exercise with the Housing to develop an online portal for affordable housing.

DCC Alerts – Developing a service for pitch playability which will allow clubs/players register to receive an alert when DCC pitches are unplayable due to weather conditions.

Dublin City Council BETA

A Dublin City Council initiative to imagine, trial and scale solutions for a more liveable city.

- Pipeline of all BETA Projects: <https://trello.com/b/8jXnfMIO/beta-project-pipeline>
- Further information: www.dccbета.ie or beta@dublincity.ie or @DCCbeta on social media. (You can also follow specific projects via the below hashtags.)

In the past month, we further developed these trials.

Cargobike Sharing Service (#CargobikeSharingBETA)

Should/how should we provide a cargobike sharing service for the city?

Collaboration with Transportation Department. Trial being developed.

BETAhood

A process to help communities to test solutions in their neighbourhoods, vote on what works and then install or run things that people want. Collaboration with Areas.

This project was funded via the Department of Public Expenditure and

Reform '2022 Innovation Fund'. Trial underway in Drumcondra.

Public electric barbecues (#BarbecueBETA)

Should we provide public, electric, barbecues in our parks and public spaces?

Collaboration with Parks Department.

This project was funded via the Department of Public Expenditure and Reform '2022 Innovation Fund'. Trial due to go live early 2024.

Scaling

Street Art Platform (#ArtWallsBETA)

A process to help make street art as seamless as possible within the existing national planning laws, whilst aiming for the very best of quality.

Collaboration with Arts Office and Areas. Pilot being developed.

Downpour Planters (formerly #RainBoxBETA)

Downpour Planters are a progressive and effective way to ease pressure on our drainage infrastructure and alleviate flooding while enriching neighbourhoods with verdant growth.

Collaboration with Protection of Waterbodies Office.

This project funded via the Department of Public Expenditure and Reform '2023 Innovation Fund'. Pilot being developed.

Housing Maintenance 'Fixit App'

A depot app which allows depot management and tradespeople to access and manage repairs on the go on a mobile device, allowing real time data capture of the job status.

Positioned under Housing Maintenance. Rolling out across Housing Maintenance depots.

North City Operations Depot

The North City Operations Depot became operational immediately after completion

of construction (substantial completion) in June 2023. The project is now in the 12-month Handover Stage. The NCOD Project Team continue to work with the Contractor and Design Team on snags and minor work.

Smart City/Smart Dublin
Dublin City Council officially launched its designation as the 2024 'European Capital of Smart Tourism'



On the 6th January Dublin City Council officially launched its designation as the 2024 European Capital of Smart Tourism. The Samuel Beckett Bridge was lit up with the European flag last night in recognition of the award. The European Capital of Smart Tourism' designation is awarded to cities by the European Commission in recognition of destinations which are leading the way in becoming more sustainable, accessible, cultural and digital. We will also have a physical space in the city centre to support collaboration and networking opportunities over 2024. Full details will be announced soon. See link to press release here: <https://lnkd.in/eJV6Bfqe>

SIRO invests €100m in Dublin Broadband Expansion



SIRO, the ESB and Vodafone joint venture company currently rolling out a €1 billion Gigabit broadband network across Ireland, has announced that its services are now available to 50,000 homes and businesses in Dublin City, and to 100,000 premises overall across the wider Dublin area. Within Dublin City Council's borders this includes 'new' SIRO areas such as Dublin's Docklands, East Wall, Walkinstown, Kimmage and Crumlin. The expansion in Dublin follows collaboration with Dublin City Council's Telecoms Unit and with the broadband officers in the other three Dublin local authorities. For more information:

<https://www.rte.ie/news/business/2024/01/15/1426499-dublin-broadband-expansion/>

Smart D8 Workshop at Inchicore College of Further Education

Smart D8 had the pleasure of conducting an interactive workshop at Inchicore College of Further Education during their Health and Wellbeing Week. The workshop aimed at understanding the health and wellbeing challenges and needs of the students.



Fifteen participants engaged in vibrant discussions, sharing insights and exploring solutions through the Smart D8 initiative. The students identified challenges like the absence of enough community centres and mental health services, and shared concerns about the antisocial behaviour in the city. Additionally, their identified needs included more affordable accommodations, enhanced group activities, and greater

attention to physical exercise and nutrition.

For more information:

<https://lnkd.in/d57Wvnch>

Smart D8 Shortlisted in the European Institute of Public Administration 2023-2024



The 18th of January the validation team from the European Public Sector Award (EPSA) visited the Digital Hub in Dublin's D8 area. Smart D8 are a finalist in the European Public Sector Award 2023 - 2024 in the Category Innovation and Public Administration. From 79 projects submitted in this category, Smart D8 is one of the project finalists who will face the final step in the award process at the end of February 2024. Finalists will present to a jury panel and will be ranked in 1st, 2nd or 3rd place. Winners of the award will be announced in March 2024. For more information:

<https://www.eipa.eu/news/european-public-sector-award-2023-24-potential-winners-unveiled/>

Sustainable Travel Ireland conference 2024

On Thursday the 25th of January, the Sustainable Tourism Conference will be taking place at The Ardilaun Hotel in Galway. Dublin City Council are very proud members of Sustainable Travel Ireland and will be attending the conference. Sustainability is at the core of the new DCC Tourism Strategy 2023-2028

and our ambition as the 2024 European Capital of Smart Tourism. If you have not secured your ticket yet, you can do so via the following link and visit our Dublin City:

https://lnkd.in/e_nwDBiN



Corporate Data and Analytics Unit

Service Dashboards: Over 20 dashboards have been created for service owners using data from Citizen Hub, and various systems in use to support monitoring and improvement of services and delivery of targets set in the Annual Service Delivery Plan.

Data Governance and Management: The Data and Analytics Unit is working with Dublin Fire Brigade on a pilot to test the approach to developing data management strategies and the necessary tools for data management and use in the City Council.

Open Data: Ongoing publication of weekly Pitch Playability, monthly Cycle & Pedestrian counts. New publication of Culture Dataset - Adult Learning Centres DCC, Community Centres DCC, Galleries Exhibition Space Open Studios, Park Gardens and Public Spaces. API automation Eco-Visio & Share File in progress. New publication - Road Schedule DCC & Sample data for Record Protected Structure DCC. Multiple data sets have been updated and published. The Data & Analytics Unit has also engaged/supported projects in Tourism, HR, Communications, Climate, Housing, and Learning & Development.

Communications Office

The fact-gathering and research stage of the new Communications Strategy is almost complete. We hope to have a first draft of the strategy ready in Q1. Work continues on a new initiative aimed at improving branding on the hoarding surrounding our capital projects. The new hoarding will be in place within weeks. We are working on a new reference site for the website, which will act as a guide to provide comprehensive guidelines and resources for Dublin City Council to ensure consistency and professionalism in all communications materials, including web pages, print materials, and social media.

Customer Services

- 11,948 calls were answered between 14th December 2023 and 17th January 2024, with 41.50 % of those calls answered in less than 30 seconds.
- 2,463 emails were sent out by Customer Services between 14th December 2023 and 17th January 2024 from the generic customer services email account.
- Customer Services have taken 3,155 payments between 14th December 2023 and 17th January 2024.
- Customer Services have processed 2,058 Parking Permits between 14th December 2023 and 17th January 2024.
- The Reception Desk in Civic Offices continues to be busy, with 1,244 visitors greeted at the reception desk between 14th December 2023 and 17th January 2024.

Improving Customer Experience Initiatives

Mystery Shopper

A new Mystery Shopper Programme has been initiated and the results will be available in Q2. The focus will be on frontline services, both by telephone, e-mail and drop-ins to public offices.

Focus Group

A new method of getting direct feedback on the customer experience is due to commence in March, with a focus group being invited to partake in a front-facing workshop, which will focus on the customer experience in dealing with frontline services in DCC.

AI Proof of concept

A proof of concept has begun to see how AI can be used to improve the customer experience. This is expected to look at the phone services being provided by Customer Services, the numbers of work with other areas of the organisation to queries being dealt with through phone calls being answered by Customer Services and the sentiment of customers after dealing with Customer Services.

Q Mark

Customer Services have continued to get an external assessment of their business performance, using the Q Mark process for the last 15 years. The latest report shows a score of 92% for performance under 5 headings and all of these in level 3, the highest level in the Q Mark. It is intended to recognise this with the certificate of award being presented to the Lord Mayor, and other guests, at a ceremony in the Mansion House in February.

Jam Card Training

Customer Experience will target a 70% rate of completion with Jam Card training during 2024. This initiative should create a better understanding of dealing with customers who need additional time and should create a greater understanding of how to provide an improved customer experience.



Human Resources

The total number of employees at 31st December 2023 was 6,085 (headcount).
The full time equivalent (FTE) number was 5,711.85.

Recruitment Programme 2024

Year	Recruitment campaigns complete / in process
2024 (YTD)	9

Interviews held/concluded January 2023

Assistant ITS Officer	Night Time Economy Advisor
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Campaigns Advertised January 2024

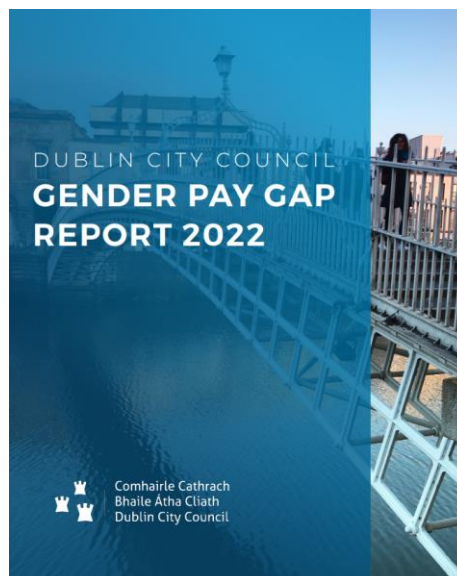
Clerical Officer	Retained Firefighter Balbriggan
Retained Firefighter Skerries	Foreman Signage, North City Operations Depot
Foreman Metal, North City Operations Depot	Foreman Fleet, North City Operations Depot
Accountant	Senior Accountant
Assistant Engineer (Electrical)	Executive Engineer (Electrical)
Relief Attendant	Executive Architect
Conservation Park Ranger	General Operative - targeted recruitment Cherry Orchard

The Public Appointments Service has ongoing recruitment campaigns for:

Senior Executive Parks and Landscape Officer	Assistant Chief Executive
Professional Accountant	

Gender Pay Gap

This has been completed and published: [Gender Pay Gap Information | Dublin City Council](#)



PLANNING DEPARTMENT

Contents

- New Policy / Strategy
- Departmental Priority
- Departmental Projects



New Policy

<p>Development Plan 2022-2028</p>	<ol style="list-style-type: none"> 1. There is no new information in relation to the three judicial reviews of the Development Plan which are in progress. 2. Variation No. 4– Finglas SDRA-public consultation closed on the 5th of December 2023; a report was circulated to the Elected Members and a decision is required at the February Council meeting. 3. Variation No. 5 –Built to Rent, public consultation commenced on the 5th January 2024, with a 4 week consultation. The closing date is the 2nd February 2024; following which a report will be prepared for circulation to the Elected Members.
<p>Baile Bogán (Ballyboggan) LAP</p>	<p>Consultation with stakeholders ongoing; workshop for Elected Members to be scheduled in Jan/early Feb 2024 to give update on consultation and future direction.</p> <p>Procurement nearing completion for key baseline and environmental reports to aid preparation of LAP.</p>
<p>Werburgh Street SDRA</p>	<p>Site survey and baseline analysis taking place, along with vegetation removal along the City Wall.</p>
<p>City Edge</p>	<p>Work ongoing on the preparation of a draft masterplan to inform a future variation to enable a phase 1 variation. Consultation with Elected Members to take place and an update to the Area Committee will take place in Q1 2024.</p>

NEIC LAP	Baseline and internal information and data being collected as part of the preparatory work for commencing the LAP.
Cherry Orchard LAP	Part X application submitted by LDA for scheme on site 4 – 708 no. residential units.

Departmental Priority

Active Land Management

Derelict Sites

Vesting Orders to acquire compulsorily the following derelict sites were made in January, 2024, they vest in the Council on 9th February, 2024:

- 56 Killester Park, Killester, Dublin 5
- 39a Main Street, Chapelizod, Dublin 20

Residential Zoned Land Tax

The annual draft RZLT map is being prepared under Section 653C of the Taxes Consolidation Act. This will be published on the Dublin City Council website on 1st February 2024. Landowners will have the opportunity to make submissions regarding the inclusion of their land on the map. Third parties may also make submissions in respect of land.

City Valuers

- Acquisition of licence for St. Werburgh's Church - Negotiations continuing with input of Dublin Culture Company.
- Terms agreed with the HSE for Rotunda Hospital, to purchase the retail units on the ground floor of Dominick Hall, Lr. Dominick Street.
- Derelict building in DCC ownership at 30/31 Lr, Liffey Street now on the market for sale, with a view to attracting redevelopment proposals.



Departmental Projects

Project	Progress in Previous Quarter	Next Stage
Project	Progress in Previous Quarter	Next Stage
<p>Built Heritage Investment Scheme (BHIS) 2024 and Historic Structures Fund (HSF) 2024</p>	<p><i>The continued implementation of the Built Heritage Investment Scheme (BHIS) and Historic Structures Fund (HSF) in 2024 has been announced. The Conservation Section of Dublin City Council will administer these schemes for buildings that are either on the Record of Protected Structures, Proposed Protected Structures or buildings within Architectural Conservation Areas (ACAs) within the Dublin City Council Area only.</i></p> <p>Built Heritage Investment Scheme The BHIS supports small-scale conservation projects and the employment of skilled and experienced conservation professionals, craftspeople and tradespersons in the repair of the historic built environment.</p> <p>Historic Structures Fund The Historic Structures Fund enables larger scale conservation works to be carried out on significant historic structures in need of urgent support.</p>	<p>The deadline for applications to be received by the Conservation Section is 4pm Monday 15th January 2024.</p>



Project	Progress in Previous Quarter	Next Stage
<p>Community Monuments Fund (CMF) 2023</p>	<p>In 2023 a total of 6 projects were supported by CMF in Dublin City. The CMF team monitored the progress of all works and grant projects throughout to ensure they were carried out in accordance with the requirements of the Department of Housing Local Government & Heritage (DHLGH).</p> <p>Documentation was reviewed and payments made to community and City Council applicants. Recoupment documents and assessments forms for all approved CMF projects sent to (DHLGH) on 17/11/23. CMF 2024 advertised on DCC website and priority DCC projects identified by CMF team for 2024.</p>	<p>CMF team to promote grants internally in DCC and externally with community noting deadline of 31 January for assessment and submission to DHLGH by</p>

[The deadline for receipt of applications to Dublin City Council is 31 January 2024 and applications will be assessed and sent to the Department 14 February 2024.](#)

Total funding allocated by CMF	€402,260.15
No. applications received	11
Total Amount sought	€695,952.65
Successful applications	6

6 CMF grants to a total value of **€402,260.15** were paid out in November 2023.

Site	Stream	Type	Applicant	Award	Reference
St Audoen's Medieval Church, Cornmarket, Dublin 8	1	Works	Church of Ireland	€93,416.65	CMF23-1DC001
Christchurch Cathedral, Christchurch Place, Dublin 8	2	Survey	Church of Ireland	€30,000.00	CMF23-2-DC004
Drimnagh Castle & Gardens, Long Mile Road, Dublin 12	1	Works	Drimnagh Castle & Gardens	€120,000.00	CMF23-1-DC002
St Mary's former COI Crumlin, Dublin 12	2	Conservation Management Plan	Church of Ireland	€30,000.00	CMF23-2-DC001
City Walls-Cook Street & Lamb Alley, Dublin 8	2	Survey	DCC Archaeology & Heritage	€28,019.40	CMF23-2-DC005
St Canice's Graveyard, Finglas, Dublin 11	1	Works	DCC Parks CRES	€100,000.00	CMF23-1-DC005

Notes:

* €75,000 capital funds from Archaeology Budget went to support completion of conservation of church at St Canice's Church and Graveyard project. Implementation of Conservation Management Plan (CMF 2021) is ongoing. This project is led by CRES in close collaboration with DCC Archaeology and Area Office.

deadline 14 February.

Receipt, review and submission of all final project reports 2023 to DHLGH.

Recoupment of funding from DHLGH.

Prepare priority DCC CMF projects for CMF 2024.

Wholesale Fruit and Vegetable Market



Project	Progress in Previous Quarter	Next Stage
Refurbishment of the Wholesale Fruit and Vegetable Market	All survey work is complete and Design Detail has progressed well. Meetings were held with regard to compliance, utilities, fire safety etc. etc.	Tender documents will now be drafted to procure construction company for the refurbishment works.

Finance

2023	Q1	Q2	Q3	Q4	2023 Total	% Change vs 2022
Total income from planning fees	490,289	569,579	496,713	522,857	2,079,438	- 38%
Total refunds issued	124,118	27,820	30,860	39,294	222,091	-28%
Net fee income	366,172	541,759	465,853	483,562	1,857,347	- 39%

Development Contributions

2023	Q1	Q2	Q3	Q4	% Change 2022-2023
<i>No. of New invoices issued</i>	134	171	181	156	-32%
Total value of invoices issued	€7,369,742	€8784637	€10,736,499	€12,192,466.61	-49%
No. of payments made	318	418	563	452	37%
Total payments received	€7,877,491	€7,924737	€9,044,617	€16,510,056.10	7%

Collection of outstanding Development Contributions (utilising enforcement tools)

2023	Q1	Q2	Q3	Q4	% Change 2022-2023
<i>No. of Inspections</i>	1	10	11	15	-24%
<i>No. of Section 152 Warning letters issued</i>	Nil	Nil	212	65	100%

Property Management

Revenue & Receipts

Revenue Raised				
	Q1	Q2	Q3	Q4
2022	2,425,308	2,098,851	2,497,258	2,445,207
2023	2,617,830	2,414,145	2,786,479	2,500,865

Income Received				
	Q1	Q2	Q3	Q4
2022	2,280,743	3,056,997	2,328,081	2,908,348
2023	2,005,903	1,987,550	2,989,296	3,655,180

Planning Enforcement

2023	Q1	Q2	Q3	Q4	% Change 2022
No. of New complaints opened	350	346	415	381	+15%
No. of S152 Warning Letters issued	420	363	405	382	+15%
No. of S154 Enforcement Notices issued	68	54	50	219	-10%
No. of S157 Referrals to District Court	19	15	13	14	0%
No. of files closed/resolved	381	331	381	193	-40%

Total number active planning enforcement files at 31/12/2023	Total 3348	% change 2022 +32%
% change		

Building Control

Figures adjusted from those given quarter by quarter. Correction required as several developments did not proceed following submission of commencement notice.

2023	Q1	Q2	Q3	Q4	Total	% Change 2022 - 2023
No. of multiple dwellings commenced	563	1312	740	1591	4206	-7%
No. of single dwellings commenced	12	13	11	15	51	-59%
Total dwellings commenced	575	1325	751	1606	4257	-8%

Disability Access Certs

2023	Q1	Q2	Q3	Q4	Total	% Change 2022 - 2023
Valid Applications	80	109	102	100	391	+6.25%
Certs issued within 2 months	Not reportable on quarterly basis - SBS Figure of 391 includes applications submitted in late December still within the 2 month assessment period. The Senior Building Surveyor recommends a review of the performance indicator.				355 (subject to validation)	+29.9%
Info requested	0	7	2	6	15	-21%

Derelict Sites Section

2023	Q1	Q2	Q3	Q4	% Change 2022
Number of sites inspected	142	142	126	107	+30%
Section 10 (warning letters)	29	41	50	71	+68%
Section 8 (2) Notices (Intention to enter on Register)	13	9	6	15	+13%
Section 8 (7) Notices (Entry on Register)	8	19	10	2	+255%
Sites removed from Derelict Sites Register	2	0	4	2	-11%
Number of Sites on Derelict Sites Register at 31/12/2023				109	

CULTURE, RECREATION & ECONOMIC SERVICES

Contents

Library Updates	Events
Economic Development Office	Filming Update
Local Enterprise Office	Project Updates
Sports & Recreation	Hugh Lane Gallery

Arts Office

The Arts Office is supporting the Climate Change Coordinator in placing four Artists who specialise in Biodiversity to work in the Engineering Department's Climate Action Team. Creative Ireland and Dublin City Council are funding this initiative.

CRES Department are establishing a single operator Project Manager led Integrated Design Framework for Artists Workspaces. The tender deadline is January 29th and the first project for the appointed integrated design team is 8 and 9 Merchant's Quay where 20 Artists Studios and the restoration of the St. Anthony's Theatre is planned.

Dates for your diary

Dublin Lunar New Year [Dublin Lunar New Year 2024 | Celebrating Year of the Dragon 2024](#) 3-11 Feb 2024.

Brigit 2024: ['Brigit: Dublin City Celebrating Women' is back for a third year of city-wide celebrations from Thursday 1st - Bank Holiday Monday 5th February 2024 | Dublin City Council](#)

Sports & Recreation

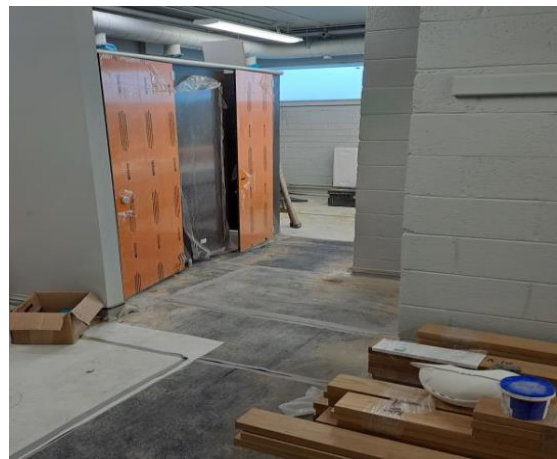
The Sports & Recreation Section continue to progress its activities in terms of getting and keeping communities active.

Consultation for the Dublin City Sports Plan is completed and work on 1st draft is being finalised. It is anticipated that the sports plan 2024-2029 will be presented to the Area Committee's/SPC and full council members in Q1 2024.

Capital improvement both in terms of design and implementation works continue in line with the capital programme.



Works underway in St. Catherine's Sports Centre, Marrowbone Lane, Dublin 8.



Dublin City Sports and Wellbeing

DCC: <https://www.dublincity.ie/residential/sports-and-leisure>

DCSWP Hub: www.dcswpclub.ie

Twitter: [@dccsportsrec](#)

Facebook: [DublinCitySportandWellbeing](#)

Instagram: [@dublincitysportandwellbeing](#)

Sports & Recreation Projects	Progress / Current Status	Next Stage
Aughrim St Sports Centre	Contractor appointed	Accessibility works due to commence in Q1 2024
Irishtown Sports Stadium	IDT Tender closes in January 2024	Evaluate tenders and appoint design team.
Donore Community Centre	Stabilizations works complete	Investigate Surveys commenced in December and stage 1 report due at the end of February
St. Catherine's Sports Centre	Works Commenced	Will be complete by Q1 2024
Upgrade of leisure facilities including Ballymun, Finglas Ballyfermot etc.	Design Framework developed	Design framework to be established for improvement
Municipal Rowing Centre Refurbishment	Tender Documents to be update following CPU input	Procure a design team to be advertised by end of January 2024
Dalymount Park Redevelopment	Part 8 Lodged	Part 8 to be submitted for Approval at February Council Meeting
All-Weather Surfaces: Bluebell, Sherriff Street, Pearse Street etc.	Specialists invited to tender for specification development	Issue tender in Q1 for construction.

Economic Development Office

Local Economic and Community Plan 2023-2027 (LECP): The consultation process for the LECP concluded in mid January. The LECP Advisory Group met on Monday 29th January to consider the consultation feedback gathered through on line engagement, 7 workshops and 10 interviews. The recommended changes to the draft High Level Goals will be considered by the members of the LCDC and the Economic Development and Enterprise SPC on 31st January in line with the conclusion of Stage 2 of the process. Stage 3 will see the drafting of objectives and actions that can track progress under the High Level Goals.

Economic Development & Enterprise SPC: Hybrid meeting in City Hall / Zoom took place on 23/01/24. [Economic Development and Enterprise SPC - Tuesday 23 January 2024, 3:30pm - Dublin City Council Webcasting \(public-i.tv\)](#) The next meeting is scheduled for 23/04/24.

Dublin Regional Enterprise Plan 2024: DCC is leading or supporting 20 of the 26 actions in the plan. A workshop of the Steering Group is scheduled for 31st January. The actions and lead and support agencies will be clarified to deliver the outstanding actions in the plan to Q 4 2024.

Dublin Belfast Circular Economy Feasibility Study - Shared Island Funding: DCC/Belfast City Council completed the feasibility study which examined the opportunities to invest in infrastructure and other supports to accelerate a connected circular economy between the two cities. The report was provided to the Shared Island Unit. A launch event is being planned to disseminate the findings more widely.

MODOS: MODOS 2024 Training Programmes to help businesses adopt circular economy principles launched. Winter, Spring and Summer programmes available. Info: <https://modos.ie/>

ENFUSE: ENFUSE 2024 officially launched by Minister Simon Coveney. ENFUSE matches enterprises with master's students in Dublin

universities & colleges. Full information: <https://www.localenterprise.ie/DublinCity/Enterprise-Development/ENFUSE/>

Dublin Economic Monitor: Q4 PMI published. Next stage publication and dissemination of Q4 Spending Pulse and preparation of Q1 DEM with focus on Tourism. Annual launch event scheduled for 27th March 2024.

Your Dublin Your Voice: Q1 survey to inform Urban95 pilot being drafted.



Dublin Place Brand

Always Brighter Stories campaign: Working with the Lord Mayor’s office, the campaign tells the stories of Dubliners involved in their communities, spreading kindness and inclusivity improving the lives of those they engage with. Primarily run through digital channels, videos will be published each week in February. Supporting out of home advertising will also backup the core messages, with content available on Dublin.ie

Brigit – Dublin City Celebrating Women: Dublin.ie is the home for all Brigit 2024 content including 54 events listings and the dedicated landing page.

Local Enterprise Office

Feasibility, Priming and Expansion Grants approvals 2023: 61 grants have been approved to the value of €1,240,764 supporting the creation of 94 employment opportunities in the Dublin city economy this year.

Trading Online Vouchers (TOV) in 2023: 158 applications approved to value of €348,364.

Mentoring: 1296 hours of mentoring completed 1st Jan – 31st Dec 23. Annual target 1,000 hours.

Training: 4897 participants & 182 courses delivered 1st Jan – 31st Dec 23. Annual target 3,000 hours.

Start Your Own Business: 380 participants attended 15 courses 1st Jan – 31st Dec 23. Annual target, 227 participants & 13 courses.

LEO Training (ID: 2013584) & Mentoring (ID: 2038854) Multiparty framework Tenders for 2023 - 2029

<https://www.etenders.gov.ie/epps/home.do>

ID: 2013584 - Letters issued. Contract sealing.

ID: 2038854 – Letters issued. Contracts to be signed late January.

Contractor inductions taking place setting service expectations & reporting structures.

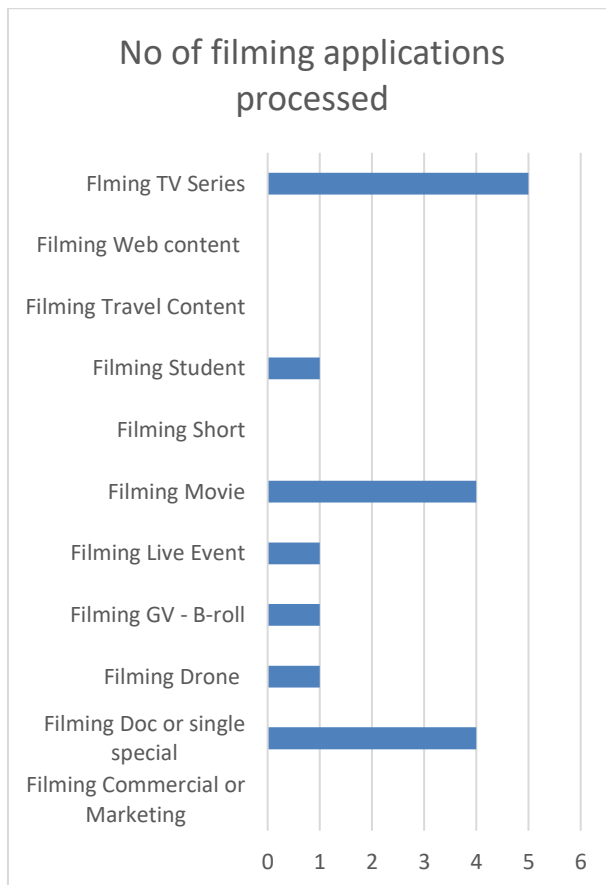
Consultancy Video Case Studies:

Videos in production: Rua Foods & Nutty Delights.

Next stage is promotion plan to build product pipeline.

Dates for your diary

<u>Event</u>	<u>Location</u>	<u>Date & Time</u>
Local Enterprise Week	In person & hybrid	4 th – 9 th March
SoCircular (Mini Event)	In person	5 th March (Evening)



Check out the **most borrowed books in Dublin City Libraries 2023** [here](#)



Extended Self-Service Opening Hours are new available at Inchicore Library at Richmond Barracks. See more [here](#)

The Dublin Literary Award 2024 longlist has been published. Details [here](#)



Project Updates

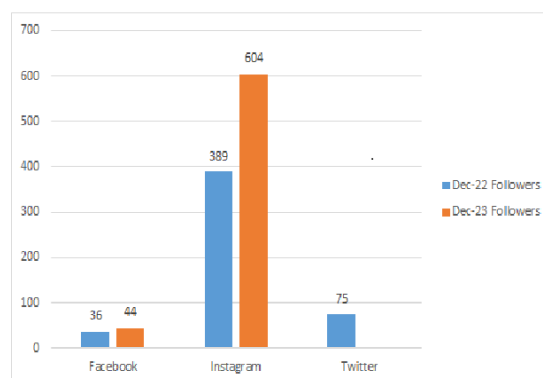
Update	Current Status	Next Stage
City Library, PSCQ	Stage 2b, Detailed design	Completion of Stage 2b deliverables
Ringsend Library	Part 8 process underway	Completion of Part 8 process
Charleville Mall Library	Tender for Phase 2 of refurb in preparation.	Full roof and ceiling replacement.
Terenure Library	Pre Part 8 discussions have been concluded	Formal Part 8 submission will be lodged in Q1 2024

Dates for your diary: See details of all library online and in-person events [here](#) Or for regular updates on library events, activities and developments subscribe to the Library newsletter [Here](#)

Hugh Lane Gallery

In December 2023 we welcomed 25,325 visitors to the Gallery to see the critically acclaimed Andy Warhol Three Times Out Exhibition. From October opening to mid-December over 106,000 visitors have seen the exhibition. Maintain rich visitor experience

Social Media



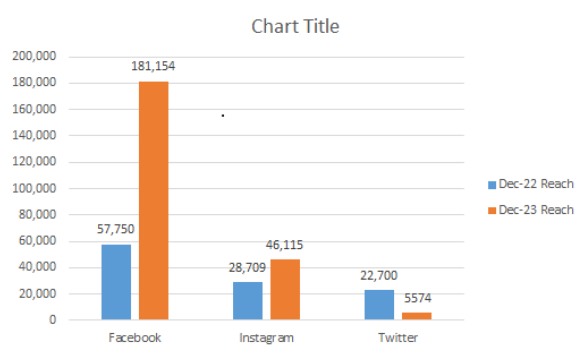
In December 2023, we continued to focus marketing efforts on promoting the Andy Warhol exhibition and driving visitors to book tickets online across Facebook and Instagram, where our target audience for this campaign are most accessible.

We ran a competition across Instagram and Facebook to promote our Late Thursday opening hours. We asked followers to like the Hugh Lane Gallery Insta/FB page, like the post and tag a friend to generate buzz and to increase engagement and followers across both platforms.

We also continued to promote our educational events, further adding value for the public and attributing this to Hugh Lane Gallery.

We also promoted a 'Christmas Special' catalogue bundle deal to increase sales of exhibition catalogues during the busy gifting period.

By creating engaging content, we successfully achieving our marketing objectives for Andy Warhol Three Times Out, resulting in increased ticket bookings and higher merchandise sales. This approach not only delivered tangible results but also strengthened our brand presence online.



Refurb of 1930s Wing

Refurbishment Project is now part of the Parnell Square Cultural Quarter Planning including the Francis Bacon Studio. In stage 2b currently moving to 2c to complete detail design. Conservation project on works for upcoming exhibition Sarah Purser. Monitoring of gallery and environmental conditions and security continues Stage 2c: detailed design

Collection displays & Exhibitions

Andy Warhol Three Times Out 6th October – 28th January 2024

Future Exhibitions: A new display of a selection of recent acquisitions is planned for March 2024.

Sarah Purser: Activist, Collector Artist

June – October 2024

Sarah Purser (1848 – 1943) was a hugely influential figure in Irish artistic circles, both as an artist and as an organiser. This exhibition, drawn largely from the HLG collection, will present her life and work from three different perspectives: artist, collector and activist. Purser was born in 1848 in Dún Laoghaire and studied in Switzerland, Dublin, and Paris before establishing herself as a leading portraitist in the city.

North Fredrick Lane

Ground floor of this property has been brought into operation for Conservation, Archive, Operations and Fine Art Storage. Plans for 1st floor fit out in 2024.

20 & 21 Parnell SQ

Feasibility study to be carried out in 2024 which will form part of the development plan for HLG.

Collection Care

Conservation project on works for upcoming exhibition Sarah Purser. Monitoring of gallery and environmental conditions and security continues.

Workforce Planning

A number of Critical Vacancies were filled in Q4 2023 and January 2024

- 1x Paper Conservator
- 2x GO Attendants
- 1x ASO : Education Assistant
- 1x G3: Clerical Officer

HLG is liaising with HR to establish recruitment schedule for a number of other CVRs to be filled, including=

- 4 x G3: Gallery Assistants

Staff Attrition continues with 1 G5 S.O retiring Jan 2024.

Programme of Art Education

Dates for your diary

<https://hughlane.ie/whats-on/>

<https://twitter.com/TheHughLane>

<https://www.instagram.com/thehughlane/>

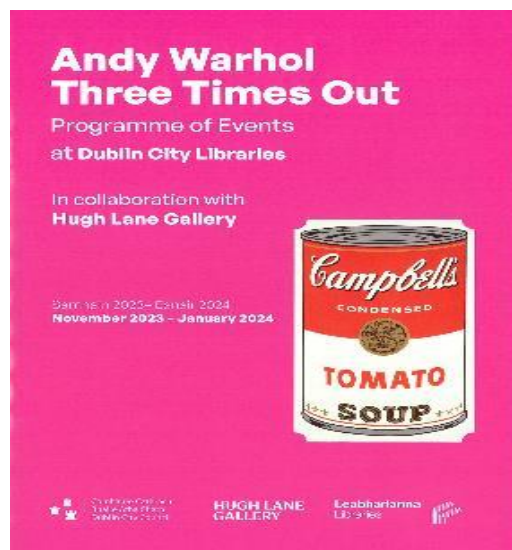
<https://www.facebook.com/thehughlane/>

A superb programme of talks, film screening, art workshops, community engagement and more has been curated by Gallery's Education team exploring themes arising from Andy Warhol Three Times Out and includes an ambitious programme of events taking place in DCC Public Libraries throughout the city. Our primary schools city-wide project Zoom@ Hugh Lane Gallery is now in Phase VI and we are also facilitating huge demand for tour requests to visit the Warhol exhibition.

We Can Can Can is an Education and Community Outreach project by visual tist **Liliane Puthod** in response to *Andy Warhol Three Times Out*. Based on Andy Warhol's famous Campbell's Soup paintings and sifting it through the lens of Irish culture, the project is built on four chapters titled *Can of Beans*, *Silver Can*, *Revolving Can* and *Humming Can*, each exploring media and themes used by Andy Warhol as a way to initiate a dialogue around the production of singular and multiple objects within an everyday environment. With the incremental addition of artwork made during this project, Gallery 6 becomes a space to question the relationship between time, value, individuals and society. **Chapter 1: Can of Beans** with Cabra For Youth, Batchelors Beans Factory and Damn Fine Print.

Chapter 2: *Silver Can* with Lourdes Youth and Community Services, Colorman Packaging and Printing Company, James Collins and Tom McDonnell with Pavee Point Roma Centre.

Chapter 3: *Revolving Can* with Beneavin De La Salle College, Finglas, Irish Film Institute (The Irish Adverts Project) and visual artist Helena Gouveia Monteiro. **Chapter 4:** *Humming Can* with St Mary's Secondary School, Glasnevin, Dublin Digital Radio and band Acid Granny. Also among our community outreach projects is *High Expectations*, a year long Early Years artist residency with artist Helen Barry in collaboration with Ozanam House and NEIC. **Ongoing innovative art education programmes and partnerships.**



LAW DEPARTMENT

Contents

Freedom of Information

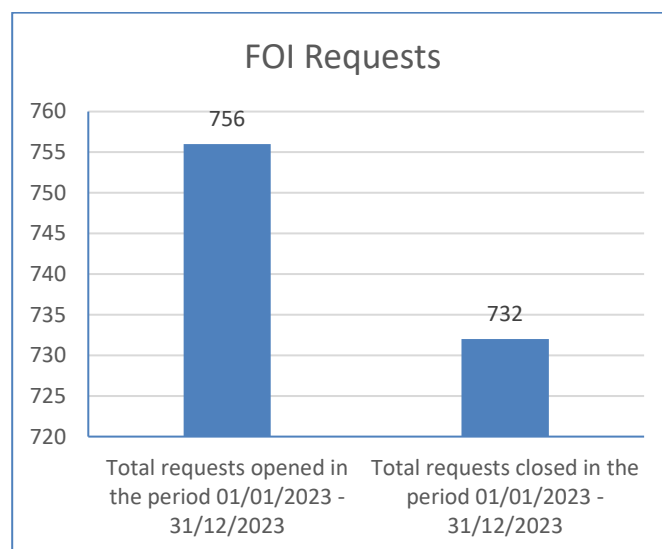
Freedom of Information

Ref No	Request Details	Requester Type	Date Opened	Date Closed
FOI/629/2023	seeks records re: Dublin Bikes total number of subscribers by month 2019-23	Client	04/12/2023	
FOI/631/2023	seeks records re: Brighton Road traffic and speed surveys	Client	04/12/2023	
FOI/632/2023	Request records from previous FOI request	Press	04/12/2023	05/12/2023
FOI/638/2023	seeks records re: correspondence with authors about One Dublin One Book during 2022-23	Press	04/12/2023	
FOI/639/2023	seeks records re: Fixed Penalty Notices issued to three named companies.	Press	04/12/2023	02/01/2024
FOI/640/2023	Requests records from NBCO	Press	05/12/2023	
FOI/641/2023	Seeks records re deaths in homeless services	Client	05/12/2023	
FOI/647/2023	seeks records re: tender for public toilet at Stephen's Green	Press	07/12/2023	
FOI/648/2023	seeks records re: information relating to named property, East Wall	Client	07/12/2023	
FOI/653/2023	seeks records re: no clamping fines on Waterloo Road	Client	11/12/2023	
FOI/654/2023	Requests records from planning	Press	11/12/2023	
FOI/655/2023	seeks records re: Draft Dublin City Centre Transport Plan 2023 -- 1	Press	11/12/2023	
FOI/656/2023	seeks records re: Draft Dublin City Centre Transport Plan 2023 -- 2	Press	11/12/2023	
FOI/657/2023	seeks records re: Draft Dublin City Centre Transport Plan -- 3	Press	11/12/2023	
FOI/658/2023	seeks records re: manager's orders and public toilets at Stephens' Green	Press	11/12/2023	
FOI/659/2023	Copies of the minutes of any audit committee meetings in 2023.	Press	11/12/2023	12/12/2023
FOI/660/2023	Copies of any internal audit reports done in 2023.	Press	11/12/2023	
FOI/661/2023	seeks records re: correspondence DCC decision to fly the Palestinian flag on City Hall.	Press	11/12/2023	
FOI/662/2023	Request landlord payment data from DRHE	Press	11/12/2023	
FOI/663/2023	Records regarding cycleway at Alfie Byrne Road - along Clontarf Road	Press	11/12/2023	
FOI/668/2023	seeks records re: Report on drain survey conducted on Basin St Flats 2022-23	Client	13/12/2023	

FOI/670/ 2023	seeks records re: planning enforcement file	Client	13/12/2023
FOI/671/ 2023	records: meetings DCC Parks Dept Gracefield Rd to Vernon Ave Walking & Cycling Scheme	Client	13/12/2023
FOI/672/ 2023	record: Noise Pollution Complaints named, Crumlin D12, 2020 to date	Client	13/12/2023
FOI/673/ 2023	seeks records re: approvals OPW granted works to interior of the Oireachtas Library	Client	13/12/2023
FOI/677/ 2023	seeks records re: Total monies received through the East LinkToll Bridge 2019-23	Press	18/12/2023
FOI/679/ 2023	records: rates paid by named Homes on vacant commercial premises in town Clongriffin	Client	18/12/2023
FOI/680/ 2023	records: rates paid by named Homes on vacant commercial premises in town Clongriffin.	Client	18/12/2023
FOI/681/ 2023	Requests records regarding rates paid on vacant commercial premises in named area	Client	18/12/2023
FOI/686/ 2023	seeks records re: third parties in which a reference is made to Pocket Forests.	Client	20/12/2023
FOI/689/ 2023	seeks records re: planning enforcement file	Solicitor	21/12/2023
FOI/707/ 2024	seeks records re: DFB Storage or Releases of hazardous materials/waste Rockpoint Dublin	Client	07/12/2023

The above table represents a snapshot of the position with non-personal FOI requests only, received in December 2023. The overall position regarding FOI requests from 01/01/2023 is outlined below.

Total requests opened in the period 01/01/2023 -31/12/2023	756
Total requests closed in the period 01/01/2023 - 31/12/2023	732



ANNUAL SERVICE DELIVERY PLAN 2023 – QUARTER 4 PERFORMANCE REPORT

The Annual Service Delivery Plan includes a commitment to report on progress and performance in the Chief Executive's Management Report every quarter. The tables, and accompanying notes below, detail the progress made in Quarter 1, 2, 3 and 4, 2023 against performance measures and targets set out in the Plan.

SDP01 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, and face-to-face.

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023Total
Number of calls dealt with	38,318	38,510	40,713	38,011	155,552
% of calls dealt with at first point of contact (average)	48.8%	49.10%	48.01%	48.71%	48.60%
No. of services available on Citizen Hub	34	37	45	46	46
No. of registered users of Citizen Hub	17,000	21,242	27,000	31,903	31,903

SDP02 Maintenance / Improvement of Local Authority Housing Units

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

Performance Standard	Q1 Total / Average	Q2 Total / Average	Q3 Total / Average	Q4 Total / Average	2023 Total/Average
Total number of repair requests received	19,640	15,568	17,347	20,110	72,665
% repair requests resolved within timeframe (Emergency – 24 hours)**	N/A	N/A	N/A	N/A	N/A
% repair requests resolved within timeframe (Urgent – 5 working days)**	N/A	N/A	N/A	N/A	N/A
% repair requests resolved within timeframe (Routine – 8 weeks)**	N/A	N/A	N/A	N/A	N/A
Expenditure on maintenance of LA stock*	€22,699,731	€23,856,225	€24,983,865.30	-	€71,539,822 (Q1-Q3)

Performance Standard	Q1 Total / Average	Q2 Total / Average	Q3 Total / Average	Q4 Total / Average	2023 Total/Average
Expenditure per dwelling on the maintenance of LA housing*	€844.20	€887.21	€892.28	-	€2,623.69 (Q1-Q3)
% of available housing that is void	1.84%	1.78%	1.74%	1.69%	1.76%
Average time taken from the date of vacant possession to date of occupancy	25.53 weeks	26.42 weeks	25.6 weeks	25.95 weeks	25.88 weeks
Average cost per unit of getting the dwellings re-tenanted (Voids)	€39,951	€41,719	€38,014	€37,621	€37,818
Average cost per unit of getting the dwellings re-tenanted (Acquisitions)	€47,680	€55,930	€69,338	€73,148	€71,243
Number of units refurbished	171	260	241****	223	895
Number of housing adaptations Annual Target: 250 housing adaptations	100	107	106****	142	451
Number of housing extensions Annual Target: 12 housing extensions	0	0	0	0	0
Number of planned maintenance visits Annual Target: 818 planned maintenance visits	168	197	231	167	763
Number of Phase 2 units complete with a BER improvement Annual Target: 100	32	81	50	90	253

Performance Standard	Q1 Total / Average	Q2 Total / Average	Q3 Total / Average	Q4 Total / Average	2023 Total/Average
Number Domestic Gas Boilers serviced***	2,643	3,916	3,910	2453 (Oct & Nov)	12,922
Number Domestic Gas Boilers repaired	2,842	1,777	2,720	3,863	11,202
Number Domestic Gas Boilers replaced*	150	231	268	-	649 (Q1-Q3)
Number new personal alarm systems distributed	Programme paused				

* Quarterly reporting lag

**No data currently available. We are in the process of updating our systems and IT infrastructure, which will provide improved systems for both our staff and our tenants and this will enhance our reporting going forward. We believe that all our Emergency requests are dealt with within the given timeline, that Urgent requests are dealt with within the given timeline in over 90 percent of cases, and Routine requests are dealt with within the given timeline in between 70 and 80 percent of cases.

***total does not include December figures

****figures updated post submission of Q3 report

SDP03 Housing Assessment, Allocation and Transfer

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Number on Housing List*	12,293	13,752	14,013	13,517	13,517
Number on Housing Transfer List*	16,935	17,263	16,721	16,533	16,533
Number housed in the period	453	510	628	647	2,238

* As at end of Quarter

SDP04 Enforcement of standards in the private rented sector

Dublin City Council is responsible for bringing about improvements to the quality of accommodation in the private rented sector under the Housing (Standards for Rented Houses) Regulations 2019. This is done through a programme of inspections and enforcement. The inspections are carried out by Environmental Health Officers on a reactive and proactive basis.

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Number of rented dwellings inspected*	1,844	1,709	1,283	772	5,608
Number of dwellings non-compliant after first inspection*	856	915	747	497	3,015
Number of dwellings that achieved compliance in the period*	814	1,103	825	493	3,235

* Differences occurring in quarterly final figures due to year-end checking and verification of data

SDP05 Housing Rent & Tenant Purchase Administration – Rent Management

Dublin City Council manages approximately 25,251 tenancies, with a rental income of c. €96m projected for 2023. Average Council rent in September 2022 was €72.41 per week. The weekly rent charge is determined in accordance with the 2019 Dublin City Council Differential Rent Scheme. Tenants have a variety of rent

payment options, including payment by direct debit, household budget, payment of cash at any post office or in the Council's own cash office in the Civic Offices, online or telephone payment via credit card.

The Council engages with Tenants in arrears and their representatives and will agree fair and realistic repayment plans and advise tenants of debt relief solutions. While the primary aim is tenancy sustainment, tenants who will not address rent arrears will be subject to the provisions of the Housing (Miscellaneous Provisions) Act 2014 which provides the legislative framework for pursuing breaches of rent payment obligations up to and including repossession of the property.

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
% of Rent Charge collected	84.5%	91.39%	93.65%	95.80%	95.80%
% variance in rent arrears	0%	0.06%	0.00%	0.01%	0.15%
Number of tenants in arrears engaged with MABS*	149	170	150	122	591
Number of tenancy warnings issued	63	61	42	27	193
Number of legal actions commenced	26	20	26	21	93

* All tenants in arrears are referred to MABS

SDP06 Housing Grants

The Home Grants Unit delivers three grant schemes to provide assistance to people making adaptations to their privately owned homes to meet their medical needs or to older people carrying out essential repairs. On submission of a full application, an applicant will have an initial inspection from a Dublin City Council Technical Inspector within four weeks of receipt of the application. In circumstances where an urgent hospital release or other critical cases require immediate attention, the Home Grants Unit will try to carry out an inspection immediately after contact is made and the application will be fast-tracked.

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Housing Adaption Grant: No. of applications received	243	226	271	279	1019
Housing Adaption Grant: % of initial inspections carried out within 4 weeks of receipt of application	90%	52%	31%	46%	55%
Housing Adaption Grant: No. approved and completed -(total of approved and paid grants)	216*	245	181	192	834
Mobility Aids Scheme: No. of applications received	38	35	51	27	151
Mobility Aids Scheme: % of initial inspections carried out within 4 weeks of receipt of application	96%	70%	68%	86%	80%
Mobility Aids Scheme: No. approved and completed (total of approved and paid grants)	31*	34	34	31	130
Housing Aid for Older People: No. of applications received	158	116	134	196	604
Housing Aid for Older People: % of initial inspections carried out within 4 weeks of receipt of application	92%	55%	28%	51%	57%
Housing Aid for Older People: No. approved and completed (total of approved and paid grants)	126*	128	100	104	458

**figures updated due to discussion in Q2 as to how they are compiled

SDP07 Housing Assistance Payment

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Number of HAP tenancies created	164	173	108	152	597
% of remaining rent supplement recipients transferred to HAP	2.3%	2.06%	2.2%	2.07%	8.63%

SDP08 Operation of Fire Service

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

Performance Standard	Q1 Average	Q2 Average	Q3 Average	Q4 Average	2023 Total/Average
% of cases in respect of fire in which first attendance is at the scene within 10 mins	72.84%	73.17%	73.14%	69.64%	73.05%
% of cases in respect of fire in which attendance is at the scene after 10 minutes but within 20 minutes	24.14%	24.82%	24.86%	28.26%	24.99%
% of cases in respect of fire in which first attendance is at the scene after 20 minutes	3%	2%	2%	2.10%	1.97%
% of cases in respect of all other emergencies in which first attendance is at the scene within 10 mins	70.19%	68.34%	69.55%	69.55%	69.66%
% of cases in respect of all other emergencies in which attendance is at the scene after 10 minutes but within 20 minutes	26.48%	26.83%	27.34%	27.34%	27.12%
% of cases in respect of all other emergencies in which first attendance is at the scene after 20 minutes	3.32%	4.82%	3.11%	3.11%	3.22%

SDP09 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.

Performance Standard	Q4 2022 Total*	Q1 2023 Total*	Q2 2023 Total*	Q4 2023 Total*	2023 Total/Average
% of applications for fire safety certificates received that were decided within two months of their receipt	30%	30%	38%	34%	33.00%

% of applications for fire safety certificates received that were decided with an extended period agreed with the application	31%	40%	33%	29%	33.00%
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* Quarterly reporting lag to allow for 2-month reporting period

Q4 Figures correct on 12-04-2023, Q1 Figures correct on 11-07-2023, Q2 Figures correct on 05-10-2023 - 29% ongoing assessment, Q3 Figures correct 05-01-2024 - 37% ongoing for an agreed extended period

SDP10 Road 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.

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Percentage of planned work programme complete	5%	10%	40%	75%	75%*
Total number of service requests recorded	3,316	3,573	2,899	3,562	13,350
Total number of service requests resolved	1,179	1,606	1,330	1,251	5,366
Total number of defects recorded	1,347	1,504	1,425	1,898	6,174
Total number of defects repaired and/or made safe	1,183	1,720	1,199	1,706	5,808
Percentage of Priority 1 service requests (all critical defects) made safe and/or repaired within 24hrs	95%	92%	92%	95%	93.5%

* Remaining 25% to be delivered in 2024.

SDP11 Public Lighting

The Public Lighting Section operates a citywide service, currently maintaining approximately 47,000 streetlights. This involves general upkeep of and maintenance of lighting infrastructure, night patrol inspection for faults and repairs to faults detected through patrols and responding to service requests from the public.

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Total number of faults reported	3,078	1,752	2,421	2,489	2,435
% faults initiated by members of the public responded to within 5 working days	52%	59%	64%	55.08%	57.52%
% other repairs carried out within 10 working days	57.38%	55%	59%	51.22%	55.65%
Street lights retrofitted to be energy efficient	10,787	13,028	13,158	13,326	13,326
% of public lighting now using energy efficient systems	23%	27.81%	28.09%	28.4%	28.4%

SDP12 Traffic Management & Road Safety

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
No. of TAG requests received in the period	441	418	463	474	1796
% of TAG requests decided on within 4 months of request	52%	39%	42%	45%	45%
% of vehicles declamped within 1 hr of payment (target 85%)	93%	88%	90%	88%	90%
% of vehicles declamped within 2 hrs of payment (target 100%)	100%	99.97%	100%	12%	78%
% of first stage appeals finished within 21 days	100%	100%	100%	100%	100%
% of first stage appeals refunded because time has elapsed	0%	0%	0%	0%	0%
No. of cyclists and pedestrians at count points during period*	31,130,336	30,475,209	26,714,622	35,761,310	124,081,477

*Data retrieved from 15 pedestrian counters and 6 cycle counters

SDP13 Surface Water & Flood Incident Management

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
% planned work programme complete	100%*	100%	100%	100%	100%
Total number of gully cleaning service requests received	476	397	351	513	1,737
% gullies inspected within timeframe (4/5 working days)	100%*	100%	100%	100%	100%

*received in Quarter 2

SDP14 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.

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
No. of water bodies whose status remains static	14	14	14	14	14
No. of water bodies whose status improves	0	0	0	0	0
No. of water bodies whose status disimproves	7	0*	0*	0	7
No. of licenses issued (as recommendation to Irish Water) as part SLA with Irish Water	1	4	5	4	14

*In Q1 7 waterbodies unimproved. Assessments are only carried out in Q1

SDP15 Recovery & Recycling Facilities Operation

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

Performance Standard	Q1 Total	Q2 Total	Q3 total	Q4 total	2023 Total/Average
No. of Bring Banks	80	80	80	80	80
No. of Bottle Banks	491	491	491	491	491
No. of Textile Recycling Units	128	128	128	128	128
No. of On-Street Recycling Bins	50	50	50	50	50
Tonnage of textiles collected	128	143	138	114	523
Tonnage of dry mix collected	290	497	454	420	1,661
Tonnage of glass collected	2,377	2,394	2,152	2,272	9,195
Green Schools participation	263	263	263	263	263

SDP16 Litter Management – Community Clean- Ups

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Total no. of community clean ups facilitated by the City Council in the period	745	1,058*	892	1,834	4,529
% bag collections carried out within 3 days of request	83%	N/A**	N/A	N/A	N/A

* Qtr 1 on old CRM. Went live on City Hub in April. 1011 on City Hub in Qtr 2 and 47 on CRM Total 1058

** Awaiting Citizenhub reporting for Community clean ups.

SDP17 Street Cleaning

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

Performance Standard	Q1 Total / Average	Q2 Total / Average	Q3 Total / Average	Q4 Total / Average	2023 Total/Average
Total number of requests for litter bin maintenance received in the period	943	1,402	1,390	1,480	5,215
% resolved within timeframe (24 hours of receipt)*	N/A	N/A	N/A	N/A	N/A
Number of tonnes of illegally dumped household waste removed by the City Council in the period	741.62	916.64	730.31	617.36	3,005.93

Performance Standard	Q1 Total / Average	Q2 Total / Average	Q3 Total / Average	Q4 Total / Average	2023 Total/Average
Cost of removal for the period including labour, fleet and disposal	€235,523.92	€247,996.03	€234,730.32	€226,767.24	€945,017.51
Total number of reports of illegal dumping received in the period	2,817	2,899	3,259	3,376	12,351
% reports resolved within timeframe (24 hrs)*	N/A	N/A	N/A	N/A	N/A
Number of enforcement actions taken	588	548	288	167	1591
Number of streets at Grade A**	42	252	242	0	536
Number of streets at Grade B**	12	127	139	0	278
Number of streets at Grade C**	3	50	67	0	120
Number of streets at Grade D**	0	0	0	0	0
Total number of requests for street cleaning received in the period	1,147	972	992	1,014	4,125
% inspected within timeframe (24 hours)*	N/A	N/A	N/A	N/A	N/A
Total number of abandoned vehicle reports received	234	258	274	221	987
% reports determined not to be abandoned vehicles following inspection*	N/A	N/A	N/A	N/A	N/A

*Service live in Citizen Hub since Q4 2022; new reporting methodology under development; Citizenhub awaiting reporting suite for closures, timelines and %

**Street Grading system down for majority of Q1. Grading system not in operation in Q4. Currently under review, with revised program due to launch in 2024, subject to availability of resources

SDP18 Air & Noise Pollution

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total
Total number of pollution cases that were the subject of a complaint	113	142	186	97	538
Total number of pollution cases closed	70	63	88	193	414
Total number of pollution cases on hand*	127	150	203	124	124

% of all air quality monitors which achieve at least a 90% data capture rate	88%	88%	88%	88%	88%
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*cases on hand/open at the end of each quarter

SDP19 Leisure Facilities Operations

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total
Number of visitors to leisure facilities (10 sports, recreation and community centres)	64,024	64,876	64,119	66,242	259,261

SDP20 Operation of Library & Archival Service

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Number of library visits per head of population	519,085	516,335	498,901	533,977	2,068,298
Number of items issued to library borrowers	588,512	554,301	603,957	600,624	2,347,394
Number of registered members of the library	86,475	114,127	94,958	79,349	374,909
Number of programmed events /initiatives	82	166	133	158	539
Number of participants	1,417	5,925	2,405	3,487	13,234
Number of social media engagements	50,995	38,322	48,135	43,501	180,953
Number of home deliveries	57	60	84	81	282

SDP21 Outdoor Leisure Areas Operations – Parks and Landscape Service

The Parks Service manages urban and neighbourhood parks, river valley parks and St Anne's Park which includes responsibility for a range of amenities for play and recreation as well as cafés, markets and public toilets. It also manages the North Bull Island Nature Reserve.

As part of the play development programme there are 67 well equipped playgrounds providing play opportunities in almost every neighbourhood in the City.

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 public to be more natural and biophilic in design.

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
No. of Green Flags maintained in 2023. Annual Target: 10					10
Total number of landscape maintenance requests received*	53	301	272	129	755
% resolved/resolution planned within timeframe (7 - 10 days)**	21%	21%	21%	21%	21%
Total number of tree care requests received*	208	413	806	395	1,822

% tree care requests investigated within timeframe (10 days)**	21%	21%	21%	21%	21%
Number and type of events in City Parks	172	153	119	122	566
% of Biodiversity Action Plan implemented (Annual)	85% of the Biodiversity Action Plan actions for 2023 were completed which included 10 research projects, 12 conservation projects, 4 schools projects, 2 citizen science projects, and 15 biodiversity outreach events. The outstanding actions are projects that were delayed but will be completed under the duration of the plan. The Biodiversity Officer also commented on 20 planning applications or projects, including large infrastructural projects across the city.				

* Requests received via Citizen Hub

** Estimated. All queries referred to District Parks Officers within 24 hours of receipt. DPOs not currently using Citizen Hub. Pending full rollout data on accurate close out times is not available.

SDP22 Community Sport & Recreational Development – Sports and Recreation

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Number of programmes and initiatives delivered	787	1,486	697	727	3,697
Number of participants	29,934	44,463	41,030	28,932	144,359

SDP23 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, Artists and Arts organisations.

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
No. of programmed events	11	243	75	50	379
No. of participants at events	2,603	21,588	14,493	70,000	108,684
No. of Artists in Residence	4	4	4	4	4
No. of new workspaces opened and / or maintained	0	0	1	2	2

SDP24 Economic Development & Promotion

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Number of LEO Dublin City grants awarded	45*	82	47	82	256
Value of LEO Dublin City grants awarded	€ 318,441*	€583,475.25**	€602,454.13	€491,220**	€1,995,590.38

Number of participants participating in LEO Dublin City training, mentoring and networking events	2,742	1,662	1,054	1003	6461
Number of businesses supported through MODOS	0	0	0	0	0
Number of businesses supported through Green for Micro	6	3	12	13	34
Number of businesses supported through Green Start	0	1	0	0	1

*One grant approval added to Q1 figures

**Actual approved amounts totalled less than was originally submitted in quarterly report

SDP25 Street Performers and Operation of Markets & Casual Trading

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
No. of street performer licences issued	169	179	182	116	646
No. of casual trading permits issued	275	402	693	491	1,861
No. of inspections	1,607	1,999	1,456	2,903	7,965
No. of enforcement actions taken	804	752	329	206	2,091

SDP26 Development Management

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Number of LA planning decisions which were the subject of an appeal to An Bórd Pleanála that were determined by the Board	19	83	106	79	287

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
% of the determinations by ABP which confirmed the decision made by the LA	84%(16)	88%(73)	85%(89)	81%(64)	84% (242)
Number of PAC's as % of all decisions (Annual)					2.62% (110)
Number of DCC applications (planning permissions, Sn5s, SHECs)	1,004	1,104	1,032	1,062	4,202
Number DCC PACs	34	24	20	32	110
Number SHD applications	0	0	0	0	0
Number SHD PACs	0	0	0	0	0
Number of LRD PACs (stage 1)	2	7	6	2	17
Number of LRD meetings (stage 2)	3	1	4	4	12
Number of LRD applications (stage 3)	4	8	5	5	22
% of planning applications submitted online	34%	30%	34%	36% (342)	33% (1248)

SDP27 Enforcement

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Number of enforcement complaints received	350	346	415	381	1,492
% change in number of complaints received*	9%	5%	7%	15%	7% increase
% complaints acknowledged within 10 working days	100%	100%	100%	100%	100%
% first inspections carried out within 6 weeks of receipt of complaint	100%	100%	100%	100%	100%
Number of Warning Letters issued	420	363	405	382	1,570
Number of Enforcement Notices served	68	52	50	49	219
Number of Legal Proceedings initiated	19	15	13	14	61

* Percentage increase in the number of complaints between 2022 and 2023

SDP28 Building Control

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

Performance Standard	Q1 Total	Q2 Total	Q3 Total	Q4 Total	2023 Total/Average
Buildings inspected as a percentage of new buildings notified to the Local Authority (Annual) to the LA (Annual)	-	-	-	-	79%
Number of site inspections carried out	114	366	344	354	1,178
% of Disability Access Certificate Applications determined within statutory timeframe	61%	79%	100%	100%	100%
Number of Enforcement Notices / other formal enforcements	0	0	0	1	1

Progress on Planned Service Enhancements 2023

Customer Services

2023 Planned Service Enhancements;

- Increase the number of services available on Citizen Hub, the digital platform offering citizens an additional channel through which to make service requests
- Pilot and roll-out implementation of the Councillor Portal, a channel through which Elected Members can request services and make representations on behalf of their constituents

There is an increase in the number of services available to customers on the Citizen Hub, 46 services are now available compared to 26 in 2022. There are now 31,903 registered users of Citizen Hub. Customer Services now also offers a new communications channel in the form of their own "X" social media page, which is being managed by staff and available to all customers.

The pilot and roll-out of the Councillor Portal, a channel through which Elected Members can request services and make representations on behalf of their constituents was delayed by the decision to integrate the Councillor Portal with Modern Gov.

Housing & Community Department

2023 Planned Service Enhancements

- Continue progress in the refurbishment of vacant housing stock, through the newly established Term Maintenance Framework, allowing families and individuals to move from emergency accommodation to their own home
- Continue the roll out of the Telecare personal monitoring alarm system which will support independent living for in excess of 3,100 of tenants across all of our senior citizen complexes
- Trial new digital innovation solutions and continue to expand the use of technology to improve housing maintenance service delivery throughout 2023

- Continue to implement the innovative Video Call Inspections

95 Rent Supplement clients were transferred to HAP in 2023 and there are now only 1,037 remaining. The HAP section have and will continue to transfer rent supplement recipients when applications are submitted.

Environment and Transportation Department - Road Transport and Safety

2023 Planned Service Enhancements

- Continue to deliver major cycle and walking infrastructure projects through the dedicated Active Travel programme office set up in 2022
- Work with other agencies in the design and development of all transport projects in the city
- Take part in Smart City schemes, especially around weather-related incident management
- Commence works on public lighting upgrade project

The Public Lighting Upgrade Project commenced to include the replacement of over 40,000 luminaires and up to 4,000 lighting columns. Public Lighting have included a new metrics starting in 2024 will be included annually (end of Q4 each year) in the ASDP statistics. The totality of the luminaires upgraded to LED technology, in the review period, shall have an energy performance metric of a reduction of 50% or greater in energy consumption compared to that of the baseline. By quarter 4 2023 28.4% of public lighting was using energy efficient systems.

Environment and Transportation Department - Environmental Services

2023 Planned Service Enhancements

- Continue to develop and promote opportunities for on-street segregation of waste
- Implementation of the objectives of the new Litter Management Plan for Dublin City
- Pilot new initiatives to deal with specific issues such as receptacles for waste collection in bag designated areas
- Implement trials of smart systems and seek to enhance the use of technology in the area of street cleaning
- Ongoing review of street cleaning and fleet operations to ensure optimum use of resources
- Complete and publish National Waste Management Plan for Circular Economy (Waste Enforcement Regional Lead Authority)

We have completed a full strategic review into the service and plan to increase resources significantly in 2024 which will improve service delivery. We plan to expand the 24 hour cleaning regime in the city centre and provide this detailed cleaning in a greater area of our city centre commercial area expanding into some areas of The North Inner City. We plan to invest in our street washing resources and roll out a city wide street washing programme. We plan to invest in digitalisation and further IS systems, so that our service delivery is measureable and accountable.

Two additional Senior Environment Health Officers were recruited at the end of 2023. The contract to service the Air Quality Network will be awarded to EMS in 2024. The analysers that were faulty will be replaced with new machines.

Culture, Recreation and Economic Services

2023 Planned Service Enhancements

- Continue the ongoing programme of works to upgrade/refurbish leisure facilities
- Monitor the success of the city's first 'My Open Library' at Pembroke Library and Raheny Library

- Continue to provide the National Library Management System, which went live in March 2022, on behalf of 31 library authorities
- Partner with second level schools on the Teenage Reading Campaign
- Continue to develop and expand the Library in the Community service, including home delivery, deposit collections, outreach activity and the purchase of a new electric vehicle
- Develop and implement a new children's strategy within libraries
- Trial the addition of Gaming to library programming in a number of libraries
- Officially open refurbished Diamond Park, Sherriff Street and Kildonan Park, Finglas
- Publish the review of the City Tree Strategy
- Continue to incorporate climate change mitigation measures into the operation of parks and services
- Review the Dublin City Sport & Wellbeing Partnership strategy (STRIDE)
- Roll out the All Dublin Active City project, in partnership with the other Dublin local authorities and Limerick, Waterford and Cork city

Libraries progress

• Monitor the success of the city's first 'My Open Library' at Pembroke Library and Raheny Library
Up-date: Following the success of MOL in Pembroke and Raheny, extend the provision in 2024 to Drumcondra and Walkinstown

• Continue to provide the National Library Management System, which went live in March 2022, on behalf of 31 library authorities
Up-date: provision of LMS ongoing

• Partner with second level schools on the Teenage Reading Campaign
Up-date Partnerships formed and engagement continuing

• Continue to develop and expand the Library in the Community service, including home delivery, deposit collections, outreach activity and the purchase of a new electric vehicle
Up-date: Service expanded, tender for electric vehicle in preparation.

• Develop and implement a new children's strategy within libraries
Up-date: Work on-going on the strategy

• Trial the addition of Gaming to library programming in a number of libraries
Up-date: Gaming trialled in Coolock, Ballymun, Walkinstown and Cabra Libraries

Community Sport & Recreational Development- Sport and Recreation progress

Dublin City Council Sports Plan 2024-2028

- The new plan is to align with the City Development Plan & National Sports Policy
The final draft is to feature two separate but inter-related documents:

Sports infrastructure strategy

Sports Provision & Programming Strategy (Including review of DCSWP)

- Purpose

A common vision for improving sport and recreation provision and participation across Dublin City. The actions that must be taken to achieve this vision. The role Dublin City Council and other organisations will play.

- Timeframe Update

Tender for consultant via e-tenders was published at the end of 2022 and was awarded to Teneo Strategy Ireland Ltd. Work commenced in March and began with an extensive stakeholder engagement phase. Teneo has also completed all of the research and data analysis elements of the Sports Plan development.

The first iteration of the Sports Plan is currently being drafted and Teneo is working closely with the City Council Project Team and Steering Group to ensure all expected outputs and items within scope have been addressed and covered off. The finalized draft document will be presented to the city council in April 2024.

Recruitment

- Sports Inclusion and Integration Officer (3 years temporary)

Two DCSWP Sport Inclusion and Integration officers have been appointed and will commence duties on 22nd January 2024. Inclusion in Sport is a priority for DCSWP's and the appointment of two dedicated officers will expand the reach of existing programmes and ensure the development of new inclusive initiatives.

-Sport Officer (permanent)

Interviews for the position of Sport Officer took place in December 2023. Start dates TBC.

The appointment of two new Sport Officers will address the current vacancies in the North West Area (NWA) and North Central Area (NCA).

Arts Office progress

10 Studios are to open in February/March 2024. Work to begin on 50 studios in 2024.

Economic Development & Promotion progress

All 2023 metrics as set out by Enterprise Ireland achieved and exceeded.

Street Performers & Operation of Markets & Casual Trading progress

There was the successful roll out of Online Street Performers and Casual Trading application process. Review of Casual Trading Bye Laws is ongoing.

IMAGES OF THE MONTH



Brigit Festival Launch



WeGo Inclusive Swing, Eamonn Ceannt Park



Simone Schümmelfeder, Dublin City Libraries newly appointed Storyteller in Residence for Children



Nollaig na mBán Winter Lights at the GPO.

Brigit

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