

Corporate Plan 2020-2024

Annual Progress Report 2023



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Goal 1 to work towards achieving a green, low carbon city

Priority Objective		Supporting strategy		Progress in 2023
1.1	Improve energy efficiency and reduce greenhouse gas emissions in Dublin City Council buildings and operations and make Dublin a more climate-resilient City with engaged and informed citizens	1.1.1	Implement the Dublin City Council Climate Change Action Plan 2019 – 2024	<p>At present there are 188 actions. In 2023 the plan was revised and the Draft Climate Action Plan was issued for public consultation on 15th September 2023.</p> <p>Progress is being made in relation to leaf composting and on-street recycling with over 60 bins in the city centre and an additional trial unit in Clontarf.</p> <p>The Flood Defence Project Office's Dodder Phase 2 flood alleviation project, Newbridge to Lower Smurfit Weir is operational including for estimated sea level rise to year 2100 in tidal range and climate change adaption plan in fluvial section.</p>
		1.1.2	Incorporate “green” or nature based surface water retention and treatment systems within all future public realm projects, where feasible, and encourage the adoption of similar practices in private developments	<p>The SuDS Trial project (Rainscapes) is at design stage and expected to be delivered in 2024.</p> <p>The use of Sustainable Drainage Systems is mandatory under the City Development Plan. A new guide aimed at individual householders was introduced this year.</p> <p>Leaf collections services now include larger capacity compostable bags for increased composting benefits and supporting community efforts.</p>
1.2	Work in partnership with adjoining authorities and relevant stakeholders to conserve, enhance and promote the	1.2.1	Implement and review the Dublin City Council Biodiversity Action Plan 2015-2020 and the Dublin City Invasive Species Action Plan 2016-2020	<p>Continuing projects include Fox in the City project with UCD, Dublin City Riverbirds and Raptors Surveys, 2022 – 2025 with BirdWatch Ireland, monitoring of song birds in inner city parks, bat and heron surveys. The assessment of causes of brown algal growth in Dublin Bay with NUIG completed in 2023. A specification for building artificial otter holts will also complete by year end.</p> <p>A Scientific and Technical Action Group for North Bull Island was established and the Visitor Access Management Plan was implemented.</p>

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	biodiversity of Dublin City			Biodiversity outreach included a village at the St Anne's Rose Festival. The Dublin City Invasive Species Action Plan and current IAS data for the city is under review.
		1.2.2	Implement and review the Dublin City Tree Strategy 2016-2020	<p>All vehicular access planning applications are now processed using the guidelines in relation to trees, dishing and vehicular access developed by the Tree Officer.</p> <p>Protocols are being developed for the protection of trees during essential works to utilities.</p> <p>4, 000 to 5,000 trees will be surveyed and recorded in the digital inventory and tree management software in 2023.</p> <p>574 trees were pruned, and 111 trees were removed following arborist annual assessment. Tree works were tendered and are scheduled for the end of the year which consist of 380 trees pruning and 169 tree removals. Over 200 trees were removed or were pruned following Storm Betty. Ongoing rolling out of recorded tree inspections in the City's heritage and ecology parks. Six parks were fully or partially surveyed in 2023.</p> <p>Greening Strategies implemented for areas of the city most in need of tree canopy cover as identified in the Dublin Tree Canopy Study.</p> <p>More than 15,000 tree works requests were assessed and actioned.</p>
		1.2.3	Continue to lead the Dublin Bay UNESCO Biosphere Partnership to achieve conservation goals	<p>The Dublin Bay UNESCO Biosphere Partnership sub committees met on a regular basis.</p> <p>Outreach for the Biosphere included:</p> <ul style="list-style-type: none"> • Window into the Biosphere campaign with Irish Rail, • Displays on the work of the biosphere at the St Anne's Rose Festival, Baldoyle Biosphere Festival, and the Rockbrook Biodiversity Festival. • Biosphere/Climate Cruise • Over 100 entries were received for the 2024 Calendar Competition

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				<ul style="list-style-type: none"> • Posters on biodiversity and built heritage found in the Biosphere were produced and displayed on board the St. Bridget Dublin Discovery Tour and a new Flowers of the Biosphere swatch was produced • Website visits increased to 1,500 - 1,800 visits per month following the Irish Rail Window into the Biosphere campaign
1.3	Provide robust leadership in advancing climate action at local and regional level and by showing commitment to change in our own practices	1.3.1	Deliver on our commitments under the Climate Charter for Local Authorities to embed decarbonisation, sustainable development and climate resilience into every aspect of the work we do	<p>The Climate Change Action Plan continues to be reviewed annually to ensure alignment with Climate Charter for Local Authorities. The Climate Team liaised with project and operational teams to ensure that the objectives of the charter are embedded in their ongoing work.</p> <p>The Eastern Midlands Regional Waste Management Office (EMRWMPO) is collaborating with City Council Development Office to produce and run the MODOS circular Economy Training Programme for SMEs. The programme was rolled out across the Greater Dublin area and a national programme is now underway. The EMRWMPO is a partner in the Climate KIC Project which is designed to allow start up innovations to pitch climate and circular solutions to cities.</p>
		1.3.2	Put in place a Climate Action Team to lead and coordinate Climate Action across the City Council	<p>The Strategic Noise Mapping and Noise Action Plan Project: Phase 1 - Strategic Noise Mapping is complete and the maps are available to view on the Dublin City Council website. Phase 2 - Draft NAPs will be prepared by December 2023 and a period of public consultation held in Q1 of 2024.</p> <p>The City Council has established a dedicated Climate Action Team comprising:</p> <ul style="list-style-type: none"> • Senior Executive Officer • Climate Action Coordinator • Community Climate Action Officer • Energy Manager • Graduate (Climate Action) <p>The team is further supplemented with approximately 100 internal resources who are working on implementing the projects and programmes identified with the CAP.</p>

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		<p>DCC's Libraries and Areas Office teams have developed and are managing public engagement programmes on climate action. Local Authority staff are receiving Climate Action training through the LGMA to support DCC in being a climate leader and achieving our targets.</p> <p>We are also working with Codema, our energy agency to develop and delivery our CAP targets pertaining to energy.</p>
	1.3.3	<p>Support the Climate Action Regional Office and collaborate with neighbouring authorities to ensure it is as effective as possible</p> <p>The Flood Defence Projects office provides CARO with quarterly reports on all projects within the DCC CAP.</p> <p>Regional collaboration on other major projects is also ongoing, including the Electric Vehicle Strategy.</p> <p>In May 2023 the EMRWMPo partnered with DCC Climate Action Team as well as with organisations including the National Rediscovery Centre and CIRCULÉIRE to bring Circular Hotspot to Dublin. The conference raised awareness of the circular economy and underscored the strong link between circular economy transition and climate action. In 2023, all four Dublin Local Authorities worked closely to develop their revised climate change action plans as required. They are currently collaborating in the delivery of public consultation events to drive public engagement on the CAPs. Further knowledge exchange on SECs, DZ and EV strategy is ongoing.</p>
	1.3.4	<p>Empower communities to take responsibility for their local environments through programmes such as Tidy Towns and Dublin City Neighbourhoods Awards</p> <p>Dublin Community Clean is on track for over 4,500 community clean ups supported with bags and cleaning equipment. The Dublin City Neighbourhoods awards took place in Croke Park in October 2023. The Pride of Place host Authority 2023 welcomed groups from all across Ireland for the awards show in Q1 2023.</p> <p>Engagement with communities on climate action took place through Climate Campaigners, the Circular Economy Hotspot, SoCircular, Eat the Streets Festival and workshops on climate action.</p>

Priority Objective		Supporting strategy		Progress in 2023
				<p>The EMRWMPPO is collaborating with City Council, Canada Life Insurance and Yytall Ireland in the Clontarf/Bull Island on a reusable container system for take away food such as coffee, soup salad and pizza. The pilot is testing the use of reusable vending machines to collect returned containers.</p> <p>As part of the Santry River Restoration project, the PWBO is engaged with Raheny Tidy Towns group as well as other community organisations in the Santry River catchment area.</p>

Goal 2 To build safe, thriving neighbourhoods

Priority Objective		Supporting strategy		Progress in 2023
2.1	Deliver quality homes on the required scale	2.1.1	Deliver on our annual targets for provision of social housing units	<p>The Housing Delivery Action Plan 2022-2026 identifies how Dublin City Council will meet its Housing for All delivery targets by 2026.</p> <p>133 Long term leasing units have been completed by September 2023.</p> <p>The total expected output for 2023 is expected to be 292 units. The total output across all build delivery streams in 2023 is expected to be 907 units.</p>
		2.1.2	Renew and regenerate our existing housing stock on a programmed basis	<p>667 properties were refurbished in the first three quarters of 2023. These comprised of 187 houses, 270 apartments and 210 senior citizens units. 599 were existing Council properties and 68 were second-hand properties purchased on the open market.</p> <p>Over 300 Accessibility Adaptations were provided for existing tenants. Pre-planned works continued in order to help reduce future maintenance issues.</p> <p>716 properties were inspected for damp issues and measures put in place in 527 properties to combat the damp issues.</p> <p>The current phase of the Energy Efficiency Retrofitting Programme continues with 184 properties receiving various energy upgrades up to the end of Q3 2023. 10,469 boilers</p>

Priority Objective		Supporting strategy		Progress in 2023
				<p>were serviced and 7,333 boilers were repaired. 721 boilers were also replaced by the end of Q3 2023.</p> <p>A programme is currently in process for building permanent bin chambers in complexes and increasing the number of recycling and compost bins.</p>
		2.1.3	Ensure that new homes and buildings are delivered to required standards through the operation of a rigorous Building Control System for the city	<p>Priority for inspection remains new build multi-unit residential projects and particularly works which use modern methods of construction including pre-fabricated and timber frame.</p> <ul style="list-style-type: none"> • Notices received of construction work commencing: 868 • Disability Access Certificates and Revised DAC applications received: 308 • Inspections of active construction work carried out including 374 focused on Part B (Fire Safety): 1,137 • New buildings being inspected as a percentage of new buildings notified: 70% • Requests for compliance information issued: 322 • Warning letters issued: 6 • Prosecution initiated (trial pending): 1
		2.1.4	As the lead Local Authority for the National Building Control office, promote a culture of compliance with the building regulations through education and a strengthened inspection scheme	<p>3 CPD hybrid events:</p> <ul style="list-style-type: none"> • Building Control • Building Regulations Part M • Building Control Inspections <ul style="list-style-type: none"> • Joint inspections (training BCO staff): 13 • Freshdesk support queries: 3,474 • Construction product related complaints: 49 • Reactive inspections undertaken on foot of complaint: 29 • On-site self-initiated inspections: 35 • Desk-top self-initiated inspections: 35 • Tests performed in laboratories: 110 • Checks of products and/or documentation: 30

Priority Objective		Supporting strategy		Progress in 2023
				<ul style="list-style-type: none"> • ICSMS Inspections logged: 24 • Article 12(3) of the EU(CPR) 2013 Requests for Information: 48 • Notifications to other Member State Market Surveillance Authority: 1
		2.1.5	Maintain the standard of private rented accommodation through proactive inspection and enforcement of regulations	Large scale inspections of private rented properties owned by AHBs and purpose built student accommodation continue in 2023. Virtual inspections continue to be offered by the Environmental Health Section.
		2.1.6	Transfer remaining recipients of rent supplement to the Housing Assistance Payment	71 rent supplement clients have been transferred to date in 2023, with 1063 remaining
2.2	Create mixed neighbourhoods that have a choice of housing type and tenure	2.2.1	Implement robust policy in the Development Plan that supports the creation of mixed neighbourhoods, with a range of housing types, appropriate facilities and services	<p>The Development Plan policy continued to be implemented through the Development Management process. To the end of September:</p> <ul style="list-style-type: none"> • 2772 valid planning applications were received • 78 pre-app consultations were held • 175 Social Housing Exemption Certificates were issued • 193 Section 5 Declarations were issued • In addition, the Planning Authority conducted • 15 Section 247 pre-application consultations for LRD developments • 8 opinion stage meetings • Prepared and issued 6 opinions • 14 LRD application decisions were issued • Part 8 Housing Schemes have been approved for a number of locations in the city and the Part V process allows for tenure diversity

Priority Objective	Supporting strategy	Progress in 2023
		<p>2.2.2 Deliver and facilitate a range of appropriate social housing types and developments that support people with specific requirements</p> <p>In addition to the direct build programme which incorporates housing for specific needs, Housing and Community Services continues to deliver housing for households via CAS funded housing with our Approved Housing Body partners.</p> <p>Up to the end of September 2023 12.57 % of housing and transfer allocations were made to households with a disability.</p>
		<p>2.2.3 Implement the Traveller Accommodation Programme 2019 – 2024</p> <p>A Mid-Term review of the Programme was completed in October 2022. Recommendations to improve delivery are contained in the review.</p>
		<p>2.2.4 Deliver a range of housing supports to enable people to remain in or acquire housing appropriate to their needs</p> <p>2023 Grants paid Q1-Q3 2023:</p> <p>Housing Adaptation Grants: 642 Mobility Aids Grant: 99 Housing Aid for Older People Grant: 354</p> <p>Local Authority Home Loan (first introduced in January 2022):</p> <ul style="list-style-type: none"> • Home Loans approved: 77 • Home Loans advanced: 35 • Current amount of Loan Accounts: 2,211 • Current Loan Book: €241 million <p>Tenant Incremental Purchase Scheme 2016:</p> <ul style="list-style-type: none"> • Tenant Purchase Loans advanced 2016 – 2023: 214 • Tenant Purchase Loans advanced 2023: 9 <p>Properties continue to be acquired via the financial contribution scheme.</p> <p>The Social Work Section responded to 2,560 Duty Social Work calls between Q.1 and Q3.</p> <p>Applications to the Exceptional Social Grounds Scheme: 780</p>

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				<p>A Senior Social Worker is assigned to the role of National Local Authority Lead at the National SORAM Co-located Office</p> <p>The Mediation service dealt with 5 referrals</p> <p>Up to the end of Q2 2023, 323 DCC tenants were supported by SLI (including HAIL) and 155 were supported by Tenancy Sustainment.</p>
2.3	Effectively contribute towards making housing more affordable	2.3.1	Collaborate with government departments and other key stakeholders to develop the Cost Rental model of housing	A number of sites have been identified which could yield approximately 1,000 cost rental homes. Constructive engagement is ongoing with DHLGH, AHBs and other stakeholders in relation to the development proposals for these sites.
		2.3.2	Develop a Housing Strategy informed by a Housing Need Demand Assessment as part of the next Development Plan	A Housing Strategy informed by the HNDAs in relation to housing supply; including the proportion of social housing required and the need for different tenure and sizes of housing has been prepared as part of the Development Plan.
2.4	Address homelessness through three key areas of operation – prevention, protection and progression	2.4.1	Review and implement the Business Plan for the Homeless Action Plan Framework for Dublin 2019 – 2021 on an annual basis	The Business Plan for 2023 was reviewed by the Statutory Management Group and Dublin Joint Homelessness Consultative Forum.
		2.4.2	Provide early intervention to people experiencing, or at risk of, homelessness	<p>A total of 773 households (435 families and 338 single adults) were prevented from entering emergency accommodation in the first eight months of 2023, through the HAP Scheme (551), Social Housing (222) or Long-Term Accommodation.</p> <p>This is in addition to tenancies protected by the (DRHE funded), Threshold Tenancy Protection Service and other prevention services. In Dublin City Council, these include Older Persons at risk of homelessness as prioritised for housing under the changes to the adopted 2018 Scheme of Lettings priorities.</p>

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		2.4.3	Protect people experiencing homelessness through the provision of emergency accommodation and targeted support	<p>Efforts continued to reduce the use of commercial hotels for family accommodation, with 409 families residing in commercial hotels at the end of August compared to the highest level of 871 in March 2017.</p> <p>Residents in family hubs received onsite support and families in private operated emergency facilities (PEAs) received housing advice and social support from NGO/DRHE Housing teams as well as in-reach support from the HSE and TUSLA.</p> <p>Singles in PEAs now receive support from the HSE PACT case management team, with an increased focus on health and addiction services provided on an in-reach basis. The team is staffed by case managers from the Ana Liffey Drug Project, Coolmine and Focus Ireland.</p> <p>Housing Support Officers now visit all PEA facilities on an in-reach basis. There are now floating supports more widely available across all PEAs, gradually expanding the opportunities for health or housing interventions and case management.</p> <p>In partnership with the DRHE, the HSE has commenced a training programme for staff in PEAs.</p>
		2.4.4	Identify and enable pathways to long-term housing solutions, including for rough sleepers through the Housing First programme	<p>A total of 605 households (252 families and 3353 single adults) have exited emergency accommodation in the first eight months of 2023, through the HAP Scheme (209) and Social Housing (396) including Long-Term Accommodation.</p> <p>Between January and August 2023, 81 new Housing First tenancies were created.</p>
2.5	Play our part in ensuring safety for people in their homes and in the public realm	2.5.1	Deliver Fire, Rescue and Emergency Ambulance Services to the communities of Dublin City and the	<p>74.1% of fire incidents at scene within 10 minutes; 98% at scene within 20 minutes</p> <p>Non Fire (Special Service): 69.7% at scene within 10 minutes; 96.7% within 20 minutes</p>

Priority Objective		Supporting strategy	Progress in 2023
		counties of Fingal, South Dublin and Dún Laoghaire Rathdown	
		2.5.2 Work collaboratively with An Garda Síochána and the Joint Policing Committee to tackle anti-social behaviour and issues of community safety	<p>The Estate Management Strategy – Fostering Safer Neighbourhoods through Proactive and Responsive Management of Anti-Social Behaviour 2022 – 2027 was adopted by the City Council in April 2022.</p> <p>An Annual Report, summarising JPC activities during 2022, was adopted at the June 2023 meeting of Dublin City Council.</p> <p>Presentations have been made and/or updates provided on the following to 2023 meetings to date: Annual Work Plan, Policing Authority (overview of JPC Guidelines), Citizens' Assembly on Drugs Use, Bristol Model (harm-reduction approach to drugs & alcohol), Drug-related Intimidation (DRI), Estate Management Strategy, Antisocial Behaviour in city centre, Implications of proposed new Garda Rosters.</p>
		2.5.3 Effectively manage city council housing complexes and estates	<p>Estate Management Guidelines for Management of Anti-Social behaviour /breach of tenancy was distributed to all estate management staff.</p> <p>Central Estate Management Unit will provide training to all estate management staff in Q1 2024.</p>
		2.5.4 Promote the development of a built environment and public spaces which are designed to deter crime and anti-social behaviour, which promote safety and which accord with the	<p>Development Management process continues to be utilised to ensure proposed developments align with the City Development Plan to ensure a city that is an attractive safe place to live, work, visit and enjoy.</p> <p>Investment in the public realm (including URDF) continues to enhance pedestrian experience and economic activity, promoting permeability and safety through increased passive surveillance.</p>

Priority Objective		Supporting strategy		Progress in 2023
			principles of universal design	
		2.5.5	Support community participation in safety and security through our fire, water and road safety education and awareness programmes	<p>A Community Fire Safety Campaign was developed and included a media campaign and fire safety message publicised in traditional, online and social media.</p> <p>Targeted fire safety advice was publicised to different sectors to maximise the fire safety message.</p> <p>Smoke alarm units distributed: 1000. Hard of hearing units have also been distributed in 2023.</p> <p>100% of Fire safety Certificates applications were processed within the relevant time limits. BCMS system implemented 99% of all FSC applications on BCMS.</p> <p>The roll out of GPS Ring buoy tracker system has continued in 2023.</p> <p>The PWBO has introduced two smart screens, one in Dollymount and one in Sandymount, which are fully self-powered via wind and a solar panel. The smart screens are displaying bathing water information, safety information and awareness to regular swimmers and the community.</p>
		2.5.6	Prepare for and make co-ordinated inter-agency response to major emergencies at local and regional levels in line with the Framework for Major Emergencies	<p>Dublin Fire Brigade continued their engagement with:</p> <ul style="list-style-type: none"> • East Regional Working Group and Sub Groups. Full compliance with HSA COMAH / Seveso regulations, carrying out 5 Seveso External Emergency Plan testing exercises during 2023. • Dublin Civil Defence. Involvement of CD Officers in MEM East Regional Working Group meetings and all exercises. Support to Local Authority Inter-Agency Regional MEM Exercises. <p>1 On Site Coordination and 1 Information Management Course facilitated by the ERWG Training Group.</p>

Priority Objective		Supporting strategy		Progress in 2023
				Further in-house training to be scheduled Q4 2023. DCC Major Emergency Plan circulated to department heads. CMWG reconvened in DCC LCC Q3, planning 2 MEM exercises for Q 4 2023.

Goal 3 To continue to grow a strong, diverse economy

Priority Objective		Supporting strategy		Progress in 2023
3.1	Proactively support the creation and strengthening of micro, small and medium sized enterprises in the city	3.1.1	Provide a range of supports, including a First Stop Shop and the Work Matters Programme, to start-ups and developing businesses	<p>Local Enterprise Office Dublin City successfully delivered its full range of services - mentoring, training workshops, management and leadership development programmes, grants and business related communications via Hybrid and blended formats.</p> <p>To Q3 2023:</p> <ul style="list-style-type: none"> • Mentoring hours (Annual Target of 1,000): 989 • Business Advice Clinics: 41 (Annual Target 48) to 675 participants (annual target 500) • Training was delivered to 3,204 participants (annual target 3000) • Courses delivered: 150 <p>A suite of Work Matters events took place during Local Enterprise week in March 2023. LEO Dublin City continues to develop and grow its Eco-System relationships.</p>
		3.1.2	Provide support to identified economic sectors: <ul style="list-style-type: none"> • Technology • Social enterprise • Green business / circular economy • Tourism • Markets 	<p>The local Enterprise office provided Digital for Business supports to 11 businesses.</p> <p>21 businesses have participated in the Green for Business, a free programme that helps small businesses take the first step towards becoming more sustainable, giving access to a green consultant to support a sustainability strategy.</p> <p>14 business have been supported in Lean for Business to date.</p> <p>10 business are participating on an Export Accelerator programme</p>

Priority Objective		Supporting strategy		Progress in 2023
			<ul style="list-style-type: none"> • Food • Design 	<p>Local Enterprise Week took place in March 2023. This was followed in September with the Dublin City Social Enterprise Awards 2023.</p> <p>Dublin City Council participated in the European Commission's European Social Economy Regions Project 2023. Circular economy sector supported via SoCircular event, publication of SoCircular Brochure and Outcomes Report, MODOS training programme and Circular Economy Hotspot - Dublin 2023.</p> <p>Tourism Strategy complete and the City Council adopted the Glasgow Declaration on Sustainable Tourism.</p> <p>The City Council, in collaboration with Fáilte Ireland, developed Dublin Discovery Trails, a first of its kind immersive heritage and storytelling platform which launched in January 2023. The first trail Doors into Docklands showcases the history of the cities Docklands supported with Augmented Reality technology to promote the heritage and history of the Docklands.</p>
		3.1.3	Identify locations and facilitate the provision of a range of appropriate accommodation for business development including enterprise hubs and co-working space	Following the completion of Enterprise Hubs in Dublin – Research Report 2022 which identified 136 enterprise hubs across Dublin, a live ecosystem google map was produced featuring the locations of enterprise hubs and other actors. The map is hosted on the LEO Dublin City and Dublin Place Brand websites. Other follow on research has been conducted on areas in Dublin without hubs and which identifies Cherry Orchard as a pilot project area for the potential utilisation of an enterprise hub as an area-based intervention. Work is progressing on developing a feasibility report.
3.2	Plan and provide for the future economic growth of the city by understanding and	3.2.1	Review <i>Dublin City: Promoting Economic Development 2018 – 2021</i>	Dublin City: Promoting Economic Development 2018 – 2021 was reviewed as part of developing a new Economic Development Strategy: Leading Economic Development 2022-2024. The strategy is implemented via annual action plans which are updated quarterly to track progress.

Priority Objective		Supporting strategy		Progress in 2023
	responding to new economic trends	3.2.2	Establish an internal Economic Forum to identify items for the consideration of the Economic Development and Enterprise SPC and research projects for third level institutions	The Economic Development and Enterprise SPC is supported by the Economic Development Office to identify areas for consideration and collaborative research projects with third level institutions
		3.2.3	Publish the quarterly Dublin Economic Monitor	<p>Alongside 3 quarterly DEMs, quarterly Purchasing Managers' Index (PMI) and Spending Pulses have been published and promoted in 2023. 3 talking heads videos and 13 insight articles have been published on www.dublineconomy.ie.</p> <p>The website provides accessible data which is maintained monthly. Website traffic has increased from 5,000 per year to 16,400 per year since the upgrade. In the last 12 months, mail list subscriptions have increased by 20% to 334. New FDI data set was the basis of the theme of June's annual event, and will also be published separately on a quarterly basis.</p>
3.3	Strengthen the competitiveness of the City Region through continued collaboration with our neighbouring authorities and building on our international connections	3.3.1	Promote the city internationally as a place to invest, visit and live through Dublin.ie	<p>Dublin City Council commissioned OCO Global and Eutopia to conduct a review of the Dublin Place Brand, and the development of a strategy for the future direction of the project. After a robust stakeholder engagement process, a Strategy and an Action Plan was developed to support implementation.</p> <p>A culture campaign was delivered using the new 'Always' brand driver promoting the range of culture choices over the summer months.</p>
		3.3.2	Strengthen ties with our existing Sister Cities through mutually beneficial initiatives and exchanges and act as first point of contact for	<ul style="list-style-type: none"> • Signed 4 year MOU with City of Dublin Ohio on 15/3/2023 • Signed 4 year Friendship Agreement with City of Seoul, Republic of Korea on 16/3/2023 • Agreed the establishment of a Friendship Agreement with City of Ramallah, Palestine at Protocol Committee meeting held 29th June.

Priority Objective		Supporting strategy		Progress in 2023
			city, business and government visiting delegations	<ul style="list-style-type: none"> • Lord Mayor of Dublin led City Council delegations to San Jose, Leipzig, Paris, Brussels, New York and Seoul • Welcomed delegations from International Cities including Dublin Ohio, Seoul, Cleveland Ohio, Savannah Georgia and Leipzig • Ongoing positive engagement with Eurocities
		3.3.3	Review the <i>Dublin Regional Enterprise Plan to 2020</i>	This action is now complete. The delivery of the Dublin Regional Enterprise Plan to 2024 is under way. Dublin City Council are leading or delivering 20 of the 26 actions outlined in the plan.
		3.3.4	Continue to lead the Dublin Bay UNESCO Biosphere Partnership to achieve eco-tourism and development goals	<p>9 businesses have signed the Dublin Bay Biosphere Business Charter. Dublin City Council supported an URBACT project which focused on Tourism Friendly Cities, provided support for 2 tourism business events with a focus on sustainable tourism and organised orientation tours of Dublin Bay Biosphere with Fáilte Ireland representatives.</p> <p>Videos to promote Dublin Bay Biosphere continued via social media platforms and the Irish Rail campaign to promote the biosphere on DARTS. A poster campaign highlighting the heritage and biodiversity of Dublin Bay was displayed on board the St Brigit Dublin Discovery Tours.</p>

Goal 4 to promote compact growth with connected infrastructure

Priority Objective		Supporting strategy		Progress in 2023
4.1	Take a leadership role in collaborating with city partners to expand and build a more integrated public transport system in the city	4.1.1	Work with Transport Infrastructure Ireland and the National Transport Authority to progress MetroLink and to facilitate the Bus Connects project	<p>The Active Travel Programme Office returned an extensive submission on the proposed Metrolink project as part of the overall submission returned by the City Council to An Bord Pleanála.</p> <p>During 2023 Transportation Planning engaged regularly with TII and NTA to ensure their input to the development management process so that new development sites citywide take cognisance of and provide spatial reservations for Bus Connects and Metrolink projects.</p> <p>Submissions to all Bus connects corridors have been compiled. The roll-out of bus stops and changes to traffic arrangements in the city centre is progressing with the F spine the next spine to be rolled out. Submission for Metrolink has been completed and oral hearing is now expected.</p>
		4.1.2	Deliver cycling infrastructure as part of both Bus Connects and to connect to MetroLink	Submissions made on all Bus Connects corridors and ongoing and complex engagement with the NTA regarding the designs.
		4.1.3	Deliver the Dublin City Centre Transport Study to enable growth in public transport passengers and in active modes	<p>The Active Travel Programme Office will work closely with the Traffic Department and the NTA to ensure full integration with Active Travel Projects that interact at specific locations such as Gardiner Street, Beresford Place and Pearse Street.</p> <p>Draft city centre plan was published in September 2023 and non-statutory public consultation is now on going.</p>
4.2	Provide and support a range of alternative and emerging travel options, particularly	4.2.1	Implement the Dublin City recommendations from the Greater Dublin Cycle network	The Active Travel Programme Office is working on the delivery of 210km of high quality cycling, walking and wheeling infrastructure within the overall Dublin City Active Travel Network. There were 9 projects in total with construction activity in 2023 covering a total of 14.36km. There are currently over 25 additional schemes at various stages of design with more projects planned to go to construction in 2024.

Priority Objective		Supporting strategy		Progress in 2023
	focused on cycling and walking			<p>During 2023 Transportation Planning ensured reservation of space on private development sites citywide for cycling projects through the development management process.</p> <p>The PWBO's Santry River Restoration and Greenway project intends to deliver a greenway along the Santry river corridor. This project is currently at preliminary design stage.</p>
		4.2.2	Increase the amount of pedestrian space in the city centre and ensure that it is of high quality	<p>Capel Street improvement for safer cycling is now underway, and the City Centre Plan identifies ten locations across the city where pedestrian space can be increased.</p> <p>During 2023 Transportation Planning ensured that private developments citywide delivered expanded pedestrian space and high quality public realm as part of the development management process. A member of the team are nominees to the corporate Public Realm structure and worked proactively during 2023 to promote multi-disciplinary, collaborative working towards implementation of the public realm.</p>
		4.2.3	Progress the use of mobility hubs and integration of all sustainable modes into a <i>Mobility as a Service</i> arrangement	<p>During 2023 Transportation Planning developed integrated mobility strategies in collaboration with developers for large development sites/new city quarters across the City Council area. These strategies include provision of mobility hubs providing an integrated set of services and facilities including shared car and bike schemes, EV and E-bike charging. A similar strategy was included in at the Emmet Road site which has recently been granted planning permission. This is intended to be an exemplar model.</p> <p>A mobility hub has been set up in Finglas and there has been engagement with the NTA regarding delivery of a MAAS scheme for Dublin.</p>
		4.2.4	Continue the development of our intelligent transport systems and the use of data driven decision making for transport	<p>The SCATS system is being expanded with another region being added to it and the additional Cornerstone software is being added in to the ITS systems for better graphical representation and the ability to us Cooperative ITS systems.</p>

Priority Objective		Supporting strategy		Progress in 2023
			planning, incorporating near real time city simulation, bus priority systems and SCATS	A study visit to Seoul, South Korea to learn about Seoul Metropolitan Government's Transport Information System (TOPIS) has contributed to learnings in relation to delivery of this project.
4.3	Provide direction and vision around digital infrastructure provision to enable the city to capitalise on the opportunities provided by emerging technology	4.3.1	Encourage and facilitate telecommunications and high-capacity ICT infrastructure in appropriate locations throughout the city as a means of improving economic competitiveness and contributing to sustainable movement by reducing the need to travel	<p>Procurement is complete and a contract now in place for Telecommunications Management and Related Services to Dublin City Council. This is a city wide approach which encompasses the Docklands area and will continue to manage the current infrastructure and to develop the network to meet the demands of the city into the future.</p> <ul style="list-style-type: none"> • Citizen Hub – Section 254 online Application Process now live • Construction due to commence to place Telecoms Infrastructure on the roof of Ballybough Community Centre • Review of Telecoms rate cards ongoing • Data and Asset mapping ongoing – to aid strategic use of assets for cost recovery • Developing Communications Plan including website review, informational videos and animation • Planning Condition and Fibre to the Home Guidelines drafted to ensure open access within Multi Dwelling Units
		4.3.2	Consolidate Smart Docklands as a test bed for new technology-related initiatives	<p>The Smart Docklands Programme has been extended up to the end of 2025 and continues to support innovation and pilots under the theme of digital connectivity across the district. Over the course of the year over 500 participants have taken the Smart Docklands innovation tour which showcases smart city and technology deployments across the district.</p> <p>The Academy of the Near Future (ANF) programme was awarded silver in the 'Human-Centricity' category at the Seoul Smart City Prize in South Korea. ANF is a collaborative initiative between Dublin City Council and CONNECT, the SFI Research Centre for Future Networks at Trinity College Dublin to build awareness around Smart Cities and</p>

Priority Objective		Supporting strategy		Progress in 2023
				encourage broader participation in discussions about how technology shapes our cities. During 2023 there were 48 workshops delivered to 457 students in 19 partner schools. The ANF programme also won a Chambers Ireland Excellence in Local Government awards in the diversity and inclusion award.
		4.3.3	Utilise the existing and new digital infrastructure to ensure that the main corridors into the city are operated in a connected ITS manner to provide managed corridors for buses and to ensure safe and efficient movement	Requirements for digital infrastructure for traffic management have added to all the Bus Connects corridor requirements and work is ongoing to upgrade the DPTIMS system for the next generation AVL system.
		4.3.4	Put in place a trusted digital source for connected and autonomous vehicles and to ensure the presence of high quality digital mapping	The possibilities and challenges of autonomous and connected vehicles is under review and the City Council is part of the CAV working group with the Department of Transport.
4.4	Encourage and facilitate sustainable densities and best use of underutilised, vacant and brownfield land	4.4.1	Review and implement the City Development Plan and related Local Area Plans to secure the best use of the city's land for future development	<p>The Development Plan, Strategic Development Zones, and Local Area Plans are being implemented through the Development Management process and Urban Regeneration & Development Funding. Implementation continues on the Ballymun and Cherry Orchard Local Area Plans by working cross-departmentally to achieve the objectives as development comes forward.</p> <p>Under Call 1 of the Urban Regeneration and Development Fund, Dublin City Council and South Dublin County Council received funding for the "Strategic Framework," a non-statutory masterplan centred on 700 hectares located on the Naas Road / Inchicore/ Park West areas. In 2023 work commenced on progressing the Strategic</p>

Priority Objective		Supporting strategy		Progress in 2023
				<p>Framework's 26 actions which includes undertaking a variation to the Development Plan to ensure consistency with land use zoning objectives.</p> <p>Dublin City Council under Call 2 of the Urban Regeneration and Development Fund received a funding commitment for €174.3million in capital support for two umbrella projects, one North City Concept Area and the other South City Concept Area. There are 23 projects cascading from these. Dublin City Council has received approval for the Preliminary Business Cases and have commenced planning and detail design on the projects including the new City Library and Culture Quarter at Parnell Square.</p>
		4.4.2	Facilitate and drive the redevelopment of Docklands Strategic Development Zone, Strategic Development and Regeneration Areas and the appropriate redevelopment of industrial land banks	<p>The Docklands Office and Oversight Group continued to implement the Strategic Development Zone. Implementation of Strategic Development & Regeneration Areas continued through the Development Management process and interdepartmental steering groups. At the July Council meeting the Jamestown Finglas Masterplan was noted. A Development Plan variation to place the Masterplan on a statutory footing will commence in October 2023.</p> <p>A pre-draft public consultation on the Ballyboggan Local Area Plan was undertaken from April 28 to June 9 2023. Additional consultation with landowners, youth and community groups is scheduled for Q4 2023.</p> <p>The Docklands office and oversight group continued to implement SDR6 and SDZs. Implementation of SDRAs continued through the DM process and interdepartmental steering groups.</p> <p>The redevelopment of the Old Docklands Office to deliver two new buildings at Quayside, Custom House Quay commenced in August 2023. This exciting development will deliver a new Dublin City Council Water Sports Centre to provide Liffey water activities for the city in addition to an enhanced public realm space in early 2025.</p> <p>The Docklands Office continue planning design for the provision of flood defence and enhanced public realm on Sir John Rogerson's Quay in collaboration with the OPW and the NTA.</p>

Priority Objective		Supporting strategy		Progress in 2023
		4.4.3	Promote the best use of land and buildings, including key sites in Dublin City Council ownership, through active land management approaches and effective management of the City Council's commercial property portfolio	<p>A supplemental map showing the lands in scope for the Residential Zoned Land Tax (RZLT) was published on the 28th April 2023. 36 submissions were submitted to challenge the inclusion of particular lands. These were evaluated by the Planning Department and Notices of Determinations were issued.</p> <p>A final map will represent the outcome of the draft and supplemental map phases and will be published on 1st December 2023 with the tax coming into effect by February 2024.</p> <p>The Active Land Management Steering Group meets bi-monthly and 5 meetings have been held, with a sixth scheduled for December 2023. There were 3 Rent Reviews, 27 Fee Simple Disposals, 48 Licence Disposals and 8 Lease disposals carried out to end of Sept 2023.</p> <p>The Derelict Sites unit acquisition strategy continued.</p>
		4.4.4	Encourage living in the city centre through the promotion of quality apartment living	Active support is provided for the Living City Initiative and other proposals which promote the residential use of vacant upper floors of commercial buildings in the inner city.
4.5	Maintain and enhance our public realm providing a connected, universally accessible set of quality public spaces and connections	4.5.1	Maintain and manage the city's street and footpath infrastructure, public lighting and street furniture to ensure a safe, accessible and quality public realm for all	<p>The TAMS System was integrated with the Citizen Hub and there is a further project to integrate with a new CMS for Public Lighting and the national road opening licence system.</p> <p>Road Maintenance Services resolved over 4,000 customer enquiries and service requests during the period January 2023 to September 2023 and 4,100 defects and hazards on the road network were repaired. 350 critical defects and hazards were repaired and/or made safe within 24 hours of being recorded.</p> <p>The Road Maintenance Services Annual Works Programme for 2023 was 40% complete by the end of September.</p>

Priority Objective		Supporting strategy		Progress in 2023
				<p>Bin washing, bin painting, and general bin maintenance work is ongoing on 3,500 bins. 21 New Green hand vacs in service Oct/Nov 2023 to support street sweeping.</p> <p>Public lighting upgrade project now underway across the city.</p>
		4.5.2	Implement the phased programme of projects in the City Centre Public Realm Masterplan 2016 – 2034	<p>The Projects identified in the City Centre Masterplan have advanced with:</p> <ul style="list-style-type: none"> • Liffey Street Upper and Lower, Temple Bar on site and Francis Street complete. • South Anne St, Lemon Street, Duke Street and Barrow Street are at construction tender • Meath Street and Library Square Ringsend have advanced to Part 8. <p>Private investment in public realm continues to be supported through Development Management and Public Realm Group as appropriate.</p>
		4.5.3	Advance the revised proposals for College Green Plaza	
		4.5.4	Lead the concept and design processes for key bridge infrastructural projects	<p>Transportation Planning provided planning advice and input to Roads Design & Construction during 2023 on key bridge projects.</p> <p>The Flood Defence Projects office ensures that all new bridge projects do not increase flood risk in the City.</p>
4.6	In partnership with Irish Water, manage and improve Water Services infrastructure	4.6.1	Manage the Service Level Agreement with Irish Water and deliver on the agreed programme of work	<p>The Existing Service Level Agreement for the management and operation of Water Services has now been replaced by the Master Co-operation Agreement to implement the Framework for the Future Delivery of Water Services.</p> <p>Since September 2023, Uisce Eireann has full responsibility for the Delivery of Water and Wastewater Services. Dublin City Council is continuing to work with Uisce Eireann to implement the Master Agreement subject to the necessary funding from Uisce Eireann and the Department.</p>

Goal 5 to support and engage active, inclusive communities

Priority Objective		Supporting strategy		Progress in 2023
5.1	Provide people with the opportunity to access outdoor recreation and natural environments through enhancing and expanding our network of parks and green spaces	5.1.1	Implement the Dublin City Parks Strategy 2017 – 2022	<p>Dublin City Council achieved the international quality standard Green Flag Park Award for nine Parks.</p> <p>The Lord Mayor attended official openings for the re-opening of Diamond Park, in the North East Inner City (NEIC) as well as the opening of a new park at St James Walk, South Inner City where play opportunities and a community garden were created. An existing open space at James Joyce Street, NEIC was redeveloped and opened as James Joyce Gardens.</p>
		5.1.2	Continue to support the Dublin Mountains Partnership to achieve sustainable access to the mountains for the citizens and visitors to Dublin	The Dublin Mountains Partnership launched a new 10 year strategic plan supported by the City Council.

Priority Objective		Supporting strategy		Progress in 2023
5.2	Facilitate active citizenship in city communities and engagement with key stakeholders	5.2.1	Develop local development and social inclusion initiatives through the Local Community Development Committee	<p>The Dublin City Local Community Development Committee has:</p> <ul style="list-style-type: none"> • Supported an uplift in the overall annual SICAP budget allocation to €6,129,504 in 2023. (from €5,950,975 in 2022) • Adopted the annual SICAP action plans and mid-year reviews for each of Dublin's five programme implementers and undertook a dedicated expansion of SICAP to meet presenting needs of Ukraine Refugees under an additional €714,873 secured from Department of Rural and Community Development (DRCD) (from €493,721 in 2022) • Commenced the evaluations of the SICAP tenders received for Dublin's SICAP programme 2024-2028. Issuing of letters to successful/unsuccessful bidders will be completed in Dec 2023 • Continued rollout of Healthy Ireland Round 4 • Department of Health funded programme Sláintecare Healthy Communities continues to be rolled out in 4 communities in Dublin City. Local Development Officers are engaging with these communities to improve the social determinants of health using a community development approach. • Progressed the development of a new Local Economic and Community Plan (LECP) for Dublin. The consultation process will commence in November and the Plan is expected to be complete in Spring 2024. • Administered the DRCD Community Support Fund 2023 of €574,151 and distributed grants to 82 community and voluntary groups • Engaged in the City Council Ukraine Community Response Forum and delivered a series of activities and supports including Ukraine Community Response website and multi-cultural family activities event in Dublin 8

Priority Objective	Supporting strategy	Progress in 2023
	5.2.2 Support actions and identify work to progress under the Dublin City Local Economic and Community Plan 2016 – 2021 and develop a new plan to commence in 2022	The LCDC worked collaboratively with the Economic Development and Enterprise SPC, and established an Advisory Group for the Local Economic and Community Plan (LECP) for Dublin. The LECP Advisory Group met and agreed a range of key thematic issues for consideration, produced the Socio-Economic Statement for Dublin and the draft High Level Goals. The consultation process will begin in November 2023.
	5.2.3 Strengthen participation through the development of the Public Participation Network and Comhairle na nÓg	<ul style="list-style-type: none"> • The PPN SLA reviewed and approved • Additional funding for “How To” manual • PPN active actors in the consultation for LECP • Encouraged members availing of Community Grants to become members of the PPN <p>Comhairle na nÓg has 63 Elected Members from Dublin City between the ages of 11 & 17. The DCC Comhairle na nÓg produced a successful year of engagement and development under its 2023 thematic of Period Stigma.</p>
	5.2.4 Empower and strengthen local community building through our community development and engagement programmes	<p>The LCDC delivered the DRCD funded Place Based Leadership (PBL) Programme, the Empowering Communities Programme, the Community Development Projects and the Citywide Drugs Campaign for Dublin in 2023.</p> <p>The City Council Community Grants Scheme 2023 opened for online applications in July 2023. Recommendations are currently being presented to the local area committee meetings for noting and subject to approval by City Council members at the November City Council meeting.</p>

Priority Objective		Supporting strategy	Progress in 2023
		5.2.5 Make all of our public consultations available on the City Council's online consultation hub, as well as in traditional formats	<p>There were 88 public and internal consultations issued in Q1 - Q3 2023, with more than 15,500 engagements with members of the public, Elected Members and staff. 25 of these were statutory consultations, mostly related to planning. The top 3 public facing consultations in terms of volume of responses were Sinéad O'Connor Book of Condolences (2,816 responses); Parks Strategy Survey (1,508 responses); Dublin City Sports Plan (1,267 responses).</p> <p>A new corporate consultation tool is currently being procured and will be in place by Q4. Extensive consultation has taken place to gather requirements including interviews with staff from across the Council, Councillors, members of the public, proscribed organisations, an academic and journalists. A review was also conducted of tools used by other public bodies to identify features which improved engagement. Good practice guidelines are also being developed to improve the consultation process.</p> <p>Dublin City Council tendered for and engaged a service designer to design a new consultation and participation process for Disable Persons Organisations. By May 2023 this process between the DPOs and the City Council was developed and a corporate implementation plan will be designed in Q4 2023 and Q1 2024. This includes an objective to ensure the DPO consultation process can be given priority in the new consultation tool and that all learnings during the consultation process are captured and accessible by all Project Teams.</p>
		5.2.6 Manage the Your Dublin, Your Voice platform to gain the views of people on a range of issues	Three surveys were completed, analysed and disseminated on Culture, Tourism and the Night Time Economy up to Q3 2023. The YDYV panel number is currently at 4,600.

Priority Objective		Supporting strategy		Progress in 2023
5.3	Promote social inclusion and diversity by working with, and empowering, groups across all sectors of the community	5.3.1	Review the Social Inclusion, Integration and Age Friendly Strategies	<p>The Social Inclusion & Integration Framework Document was reviewed to ensure coherence with new national policy.</p> <p>New actions delivered for 2023 included:</p> <ul style="list-style-type: none"> • A revised and expanded Dublin City Inclusion and Integration Week • Collaboration with UN IOM Ireland Mission on the Dublin City Migrant Governance Indicators (MGI) Report • Collaboration with Department of Foreign Affairs on flagship event to mark Africa Day • Collaboration with Local Area Offices, Elected Reps and others on delivering key local events to counteract anti-immigration propaganda
		5.3.2	Provide welcoming and inclusive spaces for all across the network of public libraries	<ul style="list-style-type: none"> • New public Library completed and opened in Finglas village in September 2023 • Second My Open Library site now operational at Raheny library • Works have commenced to deliver My Open Library at Inchicore Library Richmond Barracks by the end of October 2023 • New public toilets and other refurbishments completed at Charleville Mall Library early 2023, with funding from NEIC; full fit-out of new shelving and painting to be completed in Ballymun Library by the end of 2023 • Plans ongoing to fully replace the roof of Charleville Mall Library, work to begin in 2024. Part 8 applications to be lodged by the end of 2023 for new library in Crumlin/ Drimnagh and extension / rebuilds of the libraries in Ringsend and Terenure
		5.3.3	Continue to provide appropriate sites and buildings for community use	<p>Property Management continues to provide appropriate facilities for community use in consultation with the Area Offices and other Departments. Over 275 community buildings have been given to a variety of groups for the provision of services through lease and licence agreements. All of these groups provide services to the community and are spread across areas such as arts, health and wellbeing, crèche/childcare, religious and charity organisations and sports groups. Engagement on a regular basis with these groups involves landlord repairs to their buildings, lease/licence renewals and rent reviews.</p>

Priority Objective		Supporting strategy		Progress in 2023
5.4	Improve the health and well-being of communities across the city by increasing access to participation in sports, recreation and healthy activity	5.4.1	Review STRIDE: 2017–2020, the Dublin City Sport and Wellbeing Strategy	A new Dublin City Sports Plan is being developed which will look at all aspects of our services from facilities to staff resources, programming, activations and accessibility. The implementation of the sports plan will co-ordinate service delivery in relation to the health and well-being of communities across the city.
		5.4.2	Finalise and implement a new Dublin City Play Strategy	The Dublin City Play Strategy 2022 – 2027 Everywhere, Any Day, You Can Play was published.

Goal 6 to sustain a vibrant cultural life

Priority Objective		Supporting strategy		Progress in 2023
6.1	Celebrate and promote the history, culture and literary traditions of the city to build on their value to the city's identity, to society and to the economy	6.1.1	Implement Libraries Unlimited: A Strategic Direction for Dublin City Libraries 2019-2023	<p>Implementation is proceeding with a focus on branch upgrades, provision of access to new technologies and makerspaces across the branch network.</p> <p>Dublin City Libraries continue to manage the national library management system and library staff are managing the national helpdesk for the system. A public consultation ahead of the next 5 year library development plan is currently in planning.</p>
		6.1.2	Develop and implement a new three-year UNESCO City of Literature strategic plan 2020 – 2022	<p>The One Dublin One Book campaign took place in April 2023 promoting <i>The Coroner's Daughter</i>, by Andrew Hughes and encouraging Dubliners to read the same book in that month and supporting and promoting writers.</p> <p>Events included both in person and online book clubs and webinar discussions about forensics, historical fiction, crime fiction, weather and climate change and compelling female characters.</p> <p>Katja Oskamp was announced as the 2023 Dublin Literary Award Winner (Translator: Jo Heinrich) in May at the International Literature Festival in Merrion Square Park.</p> <p>A new improved Dublin Literary Award website was developed to adapt to the Award's needs, as well as complying with GDPR and accessibility standards.</p> <p>As well as events hosted by Dublin City Council, Fingal, South Dublin, Dún Laoghaire Rathdown and Wexford Libraries, Julianne Mooney of Dublin Book Festival produced three events – at the Royal Irish Academy, Botanic Gardens and Hugh Lane Gallery.</p>

Priority Objective	Supporting strategy		Progress in 2023
	6.1.3	Promote and support awareness of the Irish language and recognise its unique place and contribution to the cultural diversity of our City	During 2023 there was ongoing engagement with the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media regarding requirements of the Official Languages (Amendment) Act 2021. Building on BÁC le Gaeilge and in partnership with Conradh na Gaeilge, a new initiative was commenced to develop opportunities to speak Gaeilge in the city and in Dublin City Council.
	6.1.4	Implement our programme of arts development	<ul style="list-style-type: none"> • €100K In neighbourhood Arts Grants was awarded to specific developing arts projects in the community • Children's Art in Libraries and Creative Hubs in Ballyfermot and Cabra Libraries • Key support to Creative Places Darndale, Crumlin Music Programme, Axis, Ballymun, Finglas Creative Ireland programme, Music Generation in Deis Schools
	6.1.5	Protect and promote the city's architectural heritage and advance conservation best practice, including the adaptive reuse of historic buildings	<p>The Conserve Your Period Dublin House, a 13-week CPD accredited lecture series promoting best practice, organised in partnership with the Irish Georgian Society, was held in 2023.</p> <p>A symposium titled Exploring a Deep and Circular Retrofit Case Study was held and Built to Last Energy Efficiency Renovation in Traditional Dublin Homes, a free online resource was launched.</p> <p>A photogrammetric survey of public sculpture on O'Connell Street and College Green was commissioned.</p> <p>132 Section 5 applications, 161 compliance submissions and 461 planning applications have been reviewed by the Conservation Section.</p> <p>59 projects were funded under the Built Heritage Investment Scheme (51) and the Historic Structures Fund (8).</p> <p>2 new ACAs have commenced - The Tender's Housing Scheme in Dublin 8 and Iveagh Gardens, Crumlin.</p>

Priority Objective	Supporting strategy	Progress in 2023
	<p>6.1.6 Continue to promote Dublin's unique history and heritage nationally and internationally through awareness raising of our Viking and Medieval archaeology, the Decade of Centenaries, digital projects and other events, publications and partnership projects</p>	<p>Highlights of the year include:</p> <ul style="list-style-type: none"> • Input to the brief for the Werburgh Street Masterplan • Engagement with Aarhus University / UrbNet to adopt new methods and techniques • Workshop of the Viking Dublin York-Axis AHRC project was attended; • St Anne's Community Archaeology Project • Festival of History talks were organised on the history of Killester ex-servicemen housing and on Dublin's tenements • The Lord Mayor launched Spectral Mansions, the making of a Dublin Tenement, 1800 - 1914, by Dr Timothy Murtagh. <p>Six National Community Monuments Fund (CMF) projects were supported including conservation works.</p>
	<p>6.1.7 Prepare a new five-year Dublin City Heritage Plan 2020-2025</p>	<p>Final Draft Plan prepared. Strategic Plan dates amended to 2023-2028. AA and SEA screening was undertaken. Online public consultation of the draft plan and screening documents concluded in May 2023. Convening Dublin City Heritage Forum.</p>

Priority Objective	Supporting strategy		Progress in 2023
		<p>6.1.8 Maintain the Hugh Lane Gallery's world-class programme of exhibitions of national and international artworks</p>	<p>In 2023, the Hugh Lane Gallery hosted two exhibitions by Irish artists that examined the role of the museum and the studio in artistic practice and the major international success.</p> <ul style="list-style-type: none"> • John Beattie titled Reconstructing Mondrian. Reconstructing Mondrian ran with a successful programme of events and press reviews alongside a full educational and community programme curated in response to the exhibition. • Richard Gorman Living through Paint(ing) was a survey exhibition by Aosdána artist Richard Gorman in collaboration with the Contemporary Art Museum of Villa Croce, and Oriental Art Museum E. Chiossone, Genoa, Italy. <p>Andy Warhol Three Times Out was opened on 6th October 2023 to a resounding international success. The exhibition examines Andy Warhol's work, questioning the role of the individual in ever shifting and recurring social-political landscapes. Andy Warhol Three Times Out has been five years in the making and includes works on loan from private collections and major international partners, including the Warhol Museum in Pittsburgh, Pennsylvania, USA.</p>
		<p>6.1.9 Ensure that our civic, public and operational buildings are managed in a way that provides the highest quality facilities for, and maintains key historic buildings on behalf of, the public</p>	<p>A significant number of Dublin City Council Sports facilities have achieved the Q Mark which is monitored and reviewed by Ireland Active on an annual basis. Further work will be implemented to expand the number of facilities achieving this national accreditation standard.</p> <p>Ensuring there is a robust maintenance plan for City Hall, the building continues to be maintained to the highest standards for clients, the public and councillors. Development of the Lower Ground Floor will be completed by year end. It includes provision of two elected member party rooms, two meeting pods and a small conferencing area.</p>

Priority Objective		Supporting strategy		Progress in 2023
6.2	Enable diversity in access to arts and culture to give everyone the opportunity to participate	6.2.1	Identify and document diversity evident in current programmes and list the opportunities to increase access and diversity	<p>Hugh Lane Gallery and Create commissioned for socially engaged artist with filmmaker Jijo Sebastian focusing on intercultural community building with participants from diverse backgrounds.</p> <p>HLG held artist-led workshops for children from Foundations Project experiencing homelessness; curated the programme 'Make and Be' a cultural mediation programme which from Feb - June was led by Ukrainian artists for families from the Ukrainian community.</p> <p>Online audio description and in person tours organised for people with a visual impairment and those with a hearing impairment. Sensory Wonders programme for children with autism"</p> <p>New programmes and events supported in Arts for audiences with special needs including autism. New funding for African dance festival.</p>

Priority Objective		Supporting strategy	Progress in 2023
		6.2.2 Deliver a schedule of projects and participatory education programmes that encourage participation in the visual arts among a range of target groups	<p>Lab Gallery supports Visual Thinking Strategy (VTS) in local schools and citywide.</p> <p>Education and Community outreach programme included</p> <ul style="list-style-type: none"> • 'Leave the Door Open' St Brigid's Day performance with artist Isadora Epstein • Curated imaginative and comprehensive education programme • Seminar with Irish and international guest speakers and more to accompany Andy Warhol Three Times Out • Collaboration with Irish Writers Centre on contemporary art criticism and Writing Warhol courses • Study Mornings, Coffee Conversations, Culture Clubs, art appreciation courses • TY programmes, guided tours, families programme, Art and the Outdoors • Festival, Culture Night programme, Portfolio courses, Summer school • Artists' Takeover series, Teen Culture Clubs, Looking at Art VTS Club • Early Years programme Cruthaí Beaga programme for under 5s from crèches, preschools and parent and toddler groups in Dublin city • 'High Expectations' Early Years residency with artist Helen Barry in collaboration with NEIC and Ozanam House • 'We Can Can Can' community engagement project and artwork display with artist Liliane Puthod responding to themes in Warhol's artistic practice Sensory Wonders programme for children with autism • Make and Be programme with series of artist led workshops in Ukrainian and also through Irish language
		6.2.3 Deliver a focused and creative programme across all of Dublin's primary schools engaging directly with the city art collection	Initiated in December 2018, HLG's city-wide primary school programme has now completed its fifth phase and has engaged with 83 primary schools and over 2,300 children to date. In 2023 Phase V saw 10 schools and 350 children participating.

Priority Objective	Supporting strategy	Progress in 2023
		<p data-bbox="560 276 969 408">6.2.4 Animate library spaces with diverse and inclusive programme of events</p> <p data-bbox="992 276 2112 440">A 4th Creative Hub has been set up in the Central Library in partnership with the Arts office and facilitated through The Ark. This programme delivers a range of high quality events for early years and primary school aged children. A focused Climate Action programme for children, teens and adults including individual workshops explaining SDGs and sustainable living for all.</p> <p data-bbox="992 480 2112 576">Lámh is a form of sign language used by those with additional needs in Ireland. We ran a fully booked series of workshops in “Little Lámh” throughout the year. “Story time through Lámh” sessions were held in various libraries.</p> <p data-bbox="992 616 2136 743">IMRAM ná nÓg: In partnership with IMRAM a mini festival of Irish language literature for primary school children was delivered in May in 7 libraries EUNIC (European Union National Institutes for Culture): a partnership project showing European films to a broader audience through of network of libraries.</p> <p data-bbox="992 783 2096 879">Exhibitions to celebrate the new Imbolc/St Brigid's Day Bank Holiday, musicians from the Leinster Fleadh and Makerspace workshops in Coolock’s Makerspace as well as other Libraries.</p> <p data-bbox="992 919 2130 983">Ongoing collaboration with the Hugh Lane Gallery to deliver programming related to the Andy Warhol Three Times Out exhibition.</p> <p data-bbox="992 1023 2119 1118">Joint initiative with Dublin UNESCO City of literature and the GAA to publish the Dublin City Libraries Sky Blue Stars Literacy book with associated programming in collaboration with Fighting Words.</p>

Priority Objective		Supporting strategy		Progress in 2023
6.3	Facilitate educational opportunity through programmes and funding	6.3.1	Deliver diverse programme across the library branch network with a focus on promoting digital literacy and supporting the maker movement	<ul style="list-style-type: none"> • Digital Literacy sessions for adults are currently running in six branches • Acorn Age Friendly Tablets available for lending from nine branches • Library staff are currently engaged in the 'Library Literacy Champions' training initiative. This project, funded by SOLAS under the Adult Literacy for Life (ALL) Strategy, includes raising staff awareness of resources available to improve digital literacy. • Digital Clinics promoting Dublin City Libraries' online resources held in Central and Ballymun Libraries. • Lego Clubs set up in five branches

Priority Objective		Supporting strategy		Progress in 2023
6.4	Animate city spaces by providing and supporting a range of events, festivals and opportunities for people to celebrate and come together	6.4.1	Develop, fund and support a diverse range of events, festivals and parks events	<p>2023 events included: One-Zero, Techfoundher Bootcamp, APNI Lion's Den, Circular Economy Hotspot, Dublin Economic Monitor Annual Event, The Place Race, Dublin Maker, AI Awards, SoCircular, Enfuse finals, Eat the Streets. Upcoming events: AI Awards, NTE Summit, National Start Up Awards, Building Better Business</p> <p>HLG annual Art and the Outdoors community celebration of art, music, street spectacle en plein air over Sat and Sun of August Bank Holiday on street in front of Gallery. Dublin City Parks Service are managing 5 Markets in parks throughout the city and have hosted over 470 events thus far in 2023.</p> <p>City Hall continues to be the busiest Wedding Ceremony Venue in Leinster. hosting couples their families and guests travelling from all over Europe, Canada, USA & Australia.</p> <p>In 2023, Dublin City Council supported major events in the city centre including;</p> <ul style="list-style-type: none"> • St. Patrick's Festival • Dublin Pride • American College Football • Bram Stoker Festival • Christmas at the Castle • Winter Lights <p>In 2023 Dublin City Council through its Multi-Party Framework for the provision of event management services for will continue to develop new family themed events in the city centre and parks including:</p> <ul style="list-style-type: none"> • Smithfield Fleadh • Funtropolis • Outdoor Cinema Club (Meeting House Square) • Luke Kelly Festival • Hip Hop Showcase • Notre Dame Tailgating Event • Urban Circus

Priority Objective		Supporting strategy		Progress in 2023
		6.4.2	Licence the city's on-street markets, casual trading and street performance in a manner that enhances people's city experience	The Office of City Recovery manages the licensing of the City's on-street markets, casual trading and street performers. A licensing system is in place that facilitates the animation of the City with the provision of on-street markets, including a recently introduced market at Moore Street to complement the existing market and a wide range of casual trading opportunities at various locations across the city and at major events. The Office also provides performance licences to street performers who bring so much colour and vibrancy to the city.
6.5	Support and encourage the provision of arts and cultural facilities to ensure that the cultural life of the city has the space to thrive	6.5.1	Deliver Parnell Square Cultural Quarter on a phased basis	<p>Stage 2a (sketch design) which commenced in April 2023 is now completed. Approval given to proceed to Stage 2b (detailed design). The full programme for design runs from February 2023 to approximately August 2024. This comprises preliminary design, detailed design and Invitation to tender. It is hoped to have a main works Contractor on site by Q4 2024. The construction of Phase 1 is expected to be completed in 2027.</p> <p>The scope of design works for the Parnell Square Project Phase 1 includes detailed design of the City library, design review and necessary redesign of the proposed works at the Hugh Lane Gallery and proposed works to the Georgian houses numbers 22, 23, 24, 25, 26, and 28 and complete renovation design to house number 27 Parnell Square North.</p>
		6.5.2	Conduct an audit of artists' workspaces identifying deficits and opportunities to transfer buildings to cultural use/workspaces	Audit completed. New spaces planned and now in procurement in Temple Bar, Merchants Quay and Artane. First Studios now open in Artane.

Priority Objective		Supporting strategy		Progress in 2023
		6.5.3	Continue a feasibility of sites in Dublin City Council ownership for artists' workspaces and work with developers to embed arts and cultural workspaces in new developments	New Developers Toolkit in development for delivery of the 5% under the Development Plan for Creative, Community, Cultural. New developments identified with Land Development Agency and DCC Housing and Community Services.
		6.5.4	Expand the Hugh Lane to include a new wing in Temple Bar for gallery and programming space	Hugh Lane Gallery expansion now includes 2 adjacent properties. 20/21 Parnell Square will be developed for additional gallery space, programming and community engagement, a feasibility study is being undertaken in 2023/24. 1 North Fredrick Lane will be used for art works storage. Fit-out of North Fredrick lane has been undertaken in Q1-3 2023 with additional works to accommodate archive storage being undertaken in Q4 2023.

Goal 7 to become a more responsive, innovative City Council

Priority Objective		Supporting strategy		Progress in 2023
7.1	Support a culture of innovation, training and development	7.1.1	Ensure our organisational design and structure is appropriate for the delivery of our corporate goals and objectives, in line with the Local Authority People Strategy	<p>95 recruitment campaigns have been concluded or are ongoing to date in 2023. 481 appointments were made to October 2023.</p> <p>The City Council has continuous engagement with the Public Appointments Service (PAS) with regard to Senior Management and Senior Professional recruitment campaigns. 29 appointments have been made to October 2023.</p> <p>Workforce planning is ongoing to support the implementation of the Corporate Plan through engagement with Senior Management in each Department to address staffing requirements. Work is also ongoing on a Strategic Workforce Plan, which will provide a framework that allows the City Council to respond to an evolving operating environment and meet future resourcing requirements.</p> <p>Service and Digital Transformation are working with an external facilitator to develop an operational model to ensure clarity of roles and the development of appropriate skillsets.</p>
		7.1.2	Foster an environment of continuous improvement and development for our staff	<p>The inaugural staff awards scheme took place in 2023. Awards were presented in the categories Sustainability, Innovation, Cross Functional collaboration, Commitment to Citizen, Service Excellence, and COVID Response. A Corporate Collaboration tool is being piloted to support the hybrid working model.</p> <p>Learning and Development opportunities have been provided for all staff with a focus on increasing the availability of training specifically for operational and outdoor staff in 2023.</p> <p>Training has been provided in the following areas:</p> <ul style="list-style-type: none"> • Working Well Together - Resilience, Wellbeing and EDI training for Operational Staff • People Management Training for Supervisory Grades • Customer Care for Outdoor and Operational Staff

Priority Objective	Supporting strategy	Progress in 2023
		<ul style="list-style-type: none"> • Interview skills webinars have been delivered specifically for staff in Dublin City Council • A range of Microsoft training courses have been delivered successfully • Climate Action training is ongoing through the LASNTG and is scheduled to commence for outdoor and operational staff in 2023 <ul style="list-style-type: none"> - has been provided to provide staff with funded opportunities to continue to develop education and skills relevant to their roles and the organisation • Dublin City Council are due to launch access to a range of relevant Microcreds learning opportunities through the Educational Scheme of Assistance and Scholarship Programme • Online learning through the Learning Management System (Totara) has been provided in the areas of: <ul style="list-style-type: none"> ○ -Equality Diversity and Inclusion. ○ -Jam Card Awareness Training. ○ -Microsoft Teams. • A new Women In Leadership programme delivered by Cooperation Ireland was introduced for staff at grade 7 and analogous • The Young Ireland Programme was available as a competitive development opportunity for early career staff members • A new professional English for non-native English speaking staff members has been successfully launched in cooperation with the CDETB <p>Within the IS Department project managers continue their professional development as part of the PMI certification.</p> <p>Online learning through the Learning Management System (Totara) has been developed to roll out purchasing changes on the Oracle Finance Management System to strengthen procurement compliance.</p> <p>A total of 79 DFB staff participated in upskilling training and development programmes.</p> <p>Trainee Solicitor programme up and running and operating successfully.</p>

Priority Objective		Supporting strategy		Progress in 2023
				<p>All Engineering staff have been encouraged to sign up to Dublin City Council's Continuing Professional Development Programme.</p> <p>The climate action team has supported monthly workshops with staff in the development of the climate action plan and hosted an internal event with Dublin Story Slam on the theme of "Change" to support a culture of innovation.</p>
		7.1.3	Facilitate staff to adopt innovative approaches in their work through the continued development of change management initiatives such as DCC BETA	A full programme of events for Public Service Transformation week took place in October. <i>Forward Together</i> showcased the transformation and innovation that is happening across the organisation. The service design framework has been used to redesign a number of services including recruitment and corporate workshops. Seven projects progressed using the Beta model including barbecues in public parks, Neighbourhood beta, shared cargo bike service, rain boxes and street art platform.
7.2	Promote our vision, achievements and services through improved, proactive communication	7.2.1	Redesign the City Council website to serve as an online portal and user-friendly information resource	<p>Work is progressing on the development of a design system for Dublin City Council that will establish a set of standards that ensures all of our digital services, websites and apps are developed coherently under a singular City Council identity. This work will culminate in a new reference website that will enable internal and external stakeholders to develop Council digital assets with a specific look and feel. A governance model is being developed to ensure all City Council websites are compliant with GDPR and accessibility requirements.</p> <p>dublincity.ie is undergoing a redesign of its information architecture, work has continued throughout the year with a view to re-organising how content is displayed on the website. Through stakeholder research we are undertaking a redesign that ensures the user is at the heart of everything we do on dublincity.ie. The new design will be implemented in early 2024.</p>

Priority Objective		Supporting strategy	Progress in 2023
		7.2.2 Capitalise on the reach and opportunity provided by social media to broaden communication and engagement with the public	<p>Voter.ie campaign across social media platforms in English, Irish, Portuguese, Spanish and Polish encouraging people to register to vote.</p> <p>The Dublin City Council Social Media Strategy and Policy were reviewed and updated.</p> <p>A new Customer Services Twitter/X account for customers to engage directly through this channel went live in October 2023.</p> <p>Corporate Social Media activity was as follows: Twitter/X: Followers: 92.5k, Impressions: 8.5m, Engagements; 320k Facebook: Followers: 40k, Reach: 3m, Impressions: 5m Engagements: 50k Instagram: Followers: 21k, Reach: 200k, 2m Impressions: Engagements: 256k Followers: 21k, Impressions 204k, Engagements; 27k</p>
		7.2.3 Enhance tools for internal communication so that staff are easily kept abreast of all relevant developments	<p>The development of CitiDesk as an internal communications platform continued, with improvements to content in terms of relevance to staff, volume and frequency of articles. CitiDesk is also being used to streamline and digitise internal workflows and a significant number of paper forms have been replaced by a digital workflow. A CitiDesk Go solution has been implemented to allow people to access information on their phones. This facility is being used for the rollout of phones to operational staff to improve connection and communication. Yammer has been implemented on CitiDesk to provide for casual content and allow staff have communities of interest.</p> <p>The digital staff newsletter, Council Bulletin was issued every fortnight to staff.</p> <p>Work on a Communications Strategy commenced in July 2023 with Communications and Stakeholder Audits and staff workshops carried out up to mid-October. Surveys, strategy sessions with departmental management teams and Elected Members will take place during Q4 2023.</p> <p>A new networking programme for staff, DCC Connections is under development and will be rolled out during 2024.</p>

Priority Objective		Supporting strategy		Progress in 2023
7.3	Strengthen our civic leadership role and make collaboration a fundamental part of the way we work	7.3.1	Develop and implement systems and procedures to assist the Elected Members in their role	<p>A new online tool Auto Entry Expense App for Councillor expenses was introduced in July 2023.</p> <p>Training Programmes organised for Members in 2023. Courses included Health & Safety Training; Briefing on Electoral Reforms, Climate Crisis & Local Government, and Social Media Training for Women's Committee Members.</p> <p>Ongoing provision of counselling support service for Elected Members</p> <p>Continuing development of the Councillor Portal element of the Citizen Hub project to facilitate better management of Councillor representations in the first instance.</p>
		7.3.2	Create effective collaborations with other local authorities and public sector organisations, academia, businesses, citizens and international partners	<p>Dublin City Council is the lead authority for the local authority sector on a number of programmes including National Building Control System, the National Electoral Registration System, Library Management System, and the Council is an active participant in sectoral networks, projects and committees.</p> <p>The Council participates in a range of international and European fora, projects and networks, participation which is now supported through our European Project Support Office. The City Council was also selected to be one of 100 Climate Neutral and Smart Cities which will be a significant project over the coming years.</p> <p>Initiatives through Smart Dublin, the Economic Development Office and teams in Environment and Transportation are fostering collaboration with academia, businesses, citizens and international partners to share best practise.</p> <p>Collaboration with other agencies and neighbouring local authorities is a hallmark of the City Council and such collaboration is particularly strong in the area of environmental protection and enforcement, climate action and promotion, and traffic/mobility management.</p>
		7.3.3	Situate our work within a broader global framework by	Dublin was selected as a pilot city in March 2022 for the UN - Habitat and Cities Coalition for Digital Rights.

Priority Objective	Supporting strategy	Progress in 2023
		<p data-bbox="674 276 965 440">engaging with international partners and programmes that advance our goals for the City</p> <p data-bbox="996 276 2123 371">Dublin City Council & Belfast City Council co-hosted a meeting of the Council of Global City CIOs (CGCC) bringing together digital innovation leaders from international cities from the 22nd and 23rd May.</p> <p data-bbox="996 411 2123 507">Dublin City Council's Smart Tourism programme in partnership with Dublin City Culture Company and Fáilte Ireland received the prestigious Global Tourism Innovation Award as part of the Tourism Innovation Summit in Seville.</p> <p data-bbox="996 547 2123 643">Through the work of the Finance SPC, the Finance Department seeks to advance a progressive finance agenda including the championing of issues such as Civic Crowdfunding, Community Wealth Building and a Visitor Accommodation Tax.</p> <p data-bbox="996 683 2123 842">DFB maintains strong partnerships with RCSI, UCD, Carlow Institute of Technology, UCC and engages with international bodies and Fire Services to research Mobile Data Platforms for suitability with DFB OIU objectives. DFB are heavily engaged with the DCC Data Analytics Unit and other external partners in a DCC Data Governance pilot project.</p> <p data-bbox="996 882 2123 946">Participation in LLG (Lawyers in Local Government) conference in Sheffield UK and securing relationships with the UK local authority sector.</p> <p data-bbox="996 986 2123 1185">During the year there was engagement with international economic development delegations from London, Cleveland and South Korea. The Economic Development SPC Chair attended Eurocities Economic Development Forum in Helsinki. Dublin's hosting of the Global Circular Economy Hotspot events and an Intertrade Ireland event were supported and ongoing participation took place with Join The Dots - a UK and Irish knowledge sharing network.</p> <p data-bbox="996 1225 2123 1321">A new way of accessing the Hugh Lane Gallery collection online has been launched in conjunction with the Gallery's new website. This provides comprehensive and up-to-date information on the collection to national and international audiences.</p>

Priority Objective		Supporting strategy		Progress in 2023
7.4	Continue to focus on providing Quality Customer Service to deliver the best service possible to citizens and customers	7.4.1	Implement and renew the Customer Service Action Plan	The Customer Service Action Plan is being implemented with 19 of the 28 actions complete. The Plan has not yet been renewed.
		7.4.2	Improve and streamline customer contact channels to make it easier for the public to access their services when, where and how it is convenient for them	All public facing services have access to the booking system which allows customers to book virtual or in person appointments. The online venue booking system went live for the Arts office. A Voters Register Kiosk was installed in the Civic Offices Atrium for customers to check and make amendments where necessary. Citizen Hub, the online digital services platform, currently has over 40 service requests available for customers to access online. Self Service kiosks are being trialled in a number of locations outside of Civic Offices where local residents can access Citizen Hub, and receive assistance from staff when making online payments and checking the voters register.
		7.4.3	Enhance and expand the role of the Customer Services Centre as our main customer touchpoint when accessing services	Customer Services new Twitter account is live. All Customer Services staff have received JAM Card training and ISL training is scheduled.
		7.4.4	Develop a Digital Strategy for the City, which includes expanding our range of digital and online services	A draft Digital Strategy has been prepared.

Priority Objective		Supporting strategy		Progress in 2023
7.5	Transform our use of technology and data in decision-making and service delivery	7.5.1	Continue to expand the Smart City Initiative to explore and pilot use of new technologies in our service delivery	<p>The following activities were undertaken in the process of developing the City Council's Drones Strategy which will be completed in early 2024:</p> <ul style="list-style-type: none"> • Workshop and survey with DCC staff across 14 sections • Drone Showcase Day which included a drones exhibition and presentations from a selection of drone companies <p>Smart D8 is led by The Digital Hub, St James's Hospital, Dublin City Council and Smart Dublin - an urban demonstrator for improving health and wellbeing, selected 4 projects to focus on menopause, physical rehabilitation, exercise and sleep apnoea and will share a €50,000 fund to advance their existing work.</p> <p>Smart DCU won an Innovation and Commercialisation Award through the SFI research centre Invent. The Smart DCU, smart 'campus' district, co-funded by Dublin City Council provides SMEs with an opportunity to pilot and test new and emerging technologies in a real world environment and explore the solutions' potential to scale.</p> <p>A new and innovative mobile app, Dublin Discovery Trails – 'Doors into Docklands', was launched in 2023. This is the first in a series of mobile based, immersive, heritage trails using Augmented Reality (AR) technology.</p> <p>Delivered a DiscovAR Dublin experience which is an (AR) mapping feature that allows users of the app to open up a 3D map of Dublin on their device and explore the city in a new, innovative way.</p> <p>Dublin City Council's WIFI4EU service is a free Wi-Fi service running in 35 locations across parks, libraries and community centres in partnership with Virgin Media Business. Over the past year there have been over 100,000 connections to and over 40TB of data has been used demonstrating the value of the network.</p>
		7.5.2	Develop a Data Management Strategy for the organisation that improves how our	<p>Data Management Framework Strategic and Tactical Boards have been established.</p> <p>Business cases for a centralised data platform and for a centralised remote sensing platform have been developed.</p>

Priority Objective		Supporting strategy		Progress in 2023
			data is managed, used and reused, and that service quality is enhanced through its use	
7.6	Work to place human rights and equality at the core of how we perform our functions	7.6.1	Implement our Public Sector Duty Action Plan over the lifetime of this Corporate Plan	<p>A Digital Services and Smart City Public Sector Duty Implementation Plan has been developed to ensure that all digital services and smart city projects comply with the Council's obligations under Duty.</p> <p>Engagement has commenced with the Housing and Community Services department on the implementation of the Public Sector Duty.</p> <p>The Public Sector Duty Plan continues to be rolled out in Dublin Fire Brigade in line with the implementation plan. A PSD focused facilities upgrade plan is underway.</p>
		7.6.2	Progress the actions in the Disability Implementation Plan	<p>Consultation process with Disabled Persons Organisations for projects and capital works to be rolled out to broader organisation with assistance of service design provider.</p>