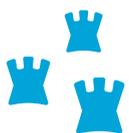
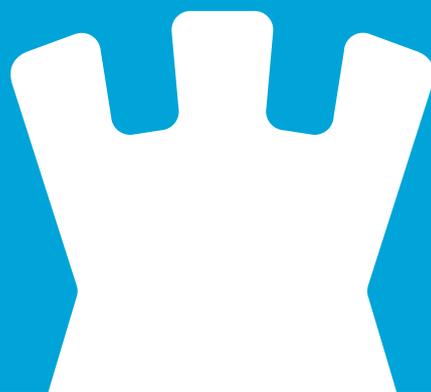


DUBLIN CITY COUNCIL
**ANNUAL REPORT
& ACCOUNTS**
2020



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

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Lord Mayor's Welcome



It was a great honour to be elected the 352nd Lord Mayor of Dublin in June 2020 and become first citizen of Dublin, and be the 9th woman to hold the post.

Last year and this have been unprecedented years in the history of the nation. We have been facing one of the most difficult challenges we have ever had to face. There has been so much loss and grief. But there has been incredible

bravery and resilience. Throughout the year I have seen the best of the people in our capital. I have admired the public's willingness to rise to the challenges during these darkest of times. Seeing the ethos of the workers of Dublin City Council, HSE and other state and voluntary organisations who have worked together to help the citizens of Dublin.

We owe everyone especially our frontline staff our gratitude. In particular I would like to thank the staff of Dublin City Council who have adapted to the challenges they have faced throughout the year. From those who continued working on the ground to keep the city moving to those who adapted to working from home. Thank you all.

The pandemic has led to us changing how we move and the impact of that on the city. With the need for social distancing a new range of COVID-19 Mobility works were implemented around the city. I was delighted to support the COVID-19 Mobility team on various projects this year and would like to thank them for their hard work and patience. The end of 2020 saw the review of the City Development Plan and public consultation starting where members of the general public, businesses, resident's associations and community organisations were invited to have a say to influence the preparation of the new Development Plan for the City. The city has fundamentally changed due to the pandemic and this is an essential juncture on how we make sure we have a city that we all can live, play and work in, for the young and old. I look forward to everyone's continued engagement over the next two years on this important document.

It was a year that required changes in every organisation, this office, the office of the Lord Mayor was no different. We adapted and reformed the role to be more focused on working practically on projects with Dublin City Council, to be more open as the First Citizen of Dublin and also to engage in different ways. There have been many changes to the role and I thank the staff in this office and all City Council staff for their willingness to work with me during this tumultuous time.

I revised the Lord Mayor's Awards for my term of office to acknowledge work done by those who went above and beyond during this difficult year. Unlike previous years we opened nominations to the public and each month we had a selected frontline category with a winner to award to. So far we've awarded some incredible individuals in nursing homes, transport services, retail services and hospital services. We will continue to award people right up to the end of my term. This year will be the first time we will have Lord Mayor's Youth Awards to recognise the contribution by young people during this pandemic and I have also created a Special Recognition award for those who may not have been on the frontline but have gone above and beyond.

Homelessness remains an urgent issue during the pandemic and with the support of Dublin City Council housing manager and Councillors from cross parties I have set up a Homeless Task Force. The objective was to provide practical steps to be implemented in the short to medium term which would have a direct impact on the issue of homelessness. The task force met weekly and gathered research and recommendations from service users and service providers to identify gaps in the current system. A report with five key asks, along with an outline of arterial asks were presented to the Minister for Housing Local Government and Heritage Darragh O'Brien TD on 11th December 2020. We subsequently met the Minister and have been able to start implementing one of the key asks. To make sure the work continues even when I have left office we have successfully, with the support of management and the members of the Housing Strategic Policy Committee transitioned the Lord Mayor's Homeless Task Force into the Housing SPC as a subgroup. This will ensure the recommendations and requests provided to the Minister will continue to be worked on.

My other key pillar for my term was to ensure we fight discrimination, this as you may all know is particularly close to my heart. My mother first came to Ireland over 45 years ago and she would have very much welcomed what we are trying to do right now in terms of an Integration for Dublin City Council. We are embarking on a new iteration of the Integration Strategy which forms part of our public sector duty. It has been a particularly rewarding part of my role this year to meet the team weekly to help build this strategy. The hard work that has been fed in by the team and also by members of Dublin City Council staff have been fantastic to see.

Other areas I have been focusing on include the economic impacts of COVID-19 and what we need to safeguard and plan for as we transition out of this crisis. I am honoured to have been asked to be part of Minister Catherine Martin's Night Time Economy Task Force and to Chair the sub-group to identify International Best Practices. A proposal and possible

pilot programmes will be forthcoming. Women's health especially that of maternal health has also been an area I've been working on, from working with others to try to get supports for pregnant mothers to pushing Dublin to become a breastfeeding capital, we have a lot of work to do.

I am delighted that Dublin witnessed another historic occasion with the Dubs breaking barriers and winning 6 in a row Senior Championships with the Dublin Ladies celebrating 4 in a row wins. Although we couldn't attend Croke Park in person or travel to Merrion Square for a homecoming, all Dubliners joined together in cheering them on and the City Council was delighted to acknowledge the win through lamp banners around the city, lighting the Samuel Beckett Bridge with the Dublin GAA Crest and the broadcast of a homecoming interview. We also made sure to bring joy where we could by having the Christmas festivities on the forecourt of the Mansion House and produced a special '12 Days of Christmas Carol'. It is essential during these challenging times that we remember all those we lost and I will be commemorating lives lost to COVID-19 by having special memorial benches in locations north and south of the city, my thanks to the Parks Department for their support in the project.

Running a city needs a strong City Council, and I thank all my fellow elected Councillors, the Chief Executive Owen Keegan and all the staff of Dublin City Council for their support, hard work and continued commitment to our City, its citizens and our future. We will persevere and we will build for better.

Thank you.



Hazel Chu
Lord Mayor of Dublin

Introduction of the Chief Executive



The past year has been a very challenging year for Dublin and its citizens, on so many fronts. The COVID-19 pandemic is continuing for much longer than we had initially expected. It is also having a serious adverse impact on the Dublin economy in general and especially on the economy of the city centre because of its reliance on the retail, tourism and hospitality sectors.

The end of COVID-19 restrictions will see an inevitable economic rebound. Indeed the underlying strengths of the economy combined with pent up consumer demand are expected to result in a strong economic performance, once restrictions are eventually eased. However, there is considerable uncertainty regarding the extent to which office based employment, physical retail activity and tourist numbers, all of which are crucial to the economy of the city centre, will recover. Despite commercial rates waivers, and a range of other Government supports, there is also a concern regarding the longer term viability of a significant number of businesses especially small businesses that depend on these sectors.

The COVID-19 pandemic demonstrated very clearly the capacity of the Council and its workforce for innovation and flexibility.

The COVID-19 induced changes implemented by the City Council included:

- Migration to over 80% remote working, by office based staff in a matter of days.
- Immediate closure of public counters and public access to City Council buildings, while generally maintaining customer service levels.
- Switching all Council meetings 'on-line' and
- The re-organisation of Council's outdoor workforce into 'pods' to minimise the impact of COVID-19 cases among staff members and to ensure services were maintained.

The net effect is that the vast bulk of Council services have continued to operate through the pandemic with the exception of services whose closure has been mandated by COVID-19 restrictions. The maintenance of service levels would not have been possible without generous financial support from Central Government, which compensated the City Council for lost revenue and increased expenditure due to COVID-19.

Highlights of the year include the following:

- The Council's Local Enterprise Office saw a strong increase in demand for the 'Trading On-Line' Voucher and for new products such as the 'Business Continuity' Voucher. The Finance Department introduced an on line system to manage the "Restart" and "Restart Plus" grants for rate-payers.
- In response to the pandemic, Dublin City Council and the National Transport Authority (NTA) jointly published "Enabling the City to Return to Work, Interim COVID-19 Mobility Intervention Programme for Dublin City." This programme set out a framework of proposals and innovations to address the sustainable mobility needs including the roll out of a large number of cycling and pedestrian priority

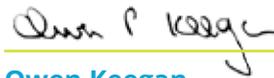
measures across the city.

- 2020 was challenging for new social housing delivery due to COVID-19 restrictions, which caused serious delays in construction. There was a substantial increase in homes acquired through either direct purchase or long-term leasing. This trend is set to continue in the year ahead. Innovations included switching to virtual inspections during Level 5 restrictions. The Social Housing Waiting list reduced by 12% in 2020.
- The Dublin Region Homeless Executive (DRHE) maintained all its services with no disruption. A series of measures were implemented to minimise the incidence of COVID-19 in emergency accommodation. At the end of December 2020, there were 755 families in emergency accommodation - a reduction of 446 on the start of the year. By December 2020 there were 181 homeless families in hotel accommodation compared with 648 in January 2020.
- Parks played a key role in 2020, remaining open and available as an invaluable resource for the health and well-being of the citizens of Dublin. Despite the pandemic, Dublin City Council achieved 11 Green Flag awards based on international best practice for the management of parks. Work was also carried out to rejuvenate and upgrade the Stardust Memorial Park in preparation for the 40th anniversary of the tragedy. A new skate park was opened in Le Fanu Park, Ballyfermot, which is proving very popular.
- The digital transformation of the library service saw huge growth in the promotion of online content by staff, resulting in an 83% increase in the use of e-resources. New models of service delivery, including 'call and collect' and 'browse and borrow' were introduced and proved very popular. 2020 also saw the donation of the President's personal collection of over 700 books to Dublin City Libraries.

Many flagship events moved online, including the International Literary Award which was delivered successfully in partnership with the International Literature Festival Dublin.

- The City Council organised a large number of online events during 2020. Representatives from both Dublin GAA senior football teams were invited to the Mansion House for an online celebration to mark their achievements. The Dublin City Council Winter Lights Festival in December proved to be its most successful yet.

I would like to thank the Lord Mayor and all City Councillors for their support during the year. Finally, I want to take this opportunity to acknowledge the Council staff members that have been affected by COVID-19, having either contracted the virus themselves or who have family members who contracted the virus.



Owen Keegan
Chief Executive

Elected Members 2020

Artane-Whitehall



Cllr. Alison Gilliland,
The Labour Party



Cllr. Declan Flanagan,
Fine Gael



Cllr. John Lyons,
Non-Party



Cllr. Larry O'Toole,
Sinn Féin



Cllr. Patricia Roe,
Social Democrats



Cllr. Racheal Batten,
Fianna Fáil

Ballyfermot-Drimnagh



Cllr. Daithí de Róiste,
Fianna Fáil



Cllr. Daithí Doolan,
Sinn Féin



Cllr. Hazel de Nortúin,
People Before Profit



Cllr. Sophie
Nicoullaud,
Green Party/
Comhaontas Glas



Cllr. Vincent Jackson,
Non-Party

Ballymun-Finglas



Cllr. Keith Connolly,
Fianna Fáil



Cllr. Briega MacOscar*,
Fianna Fáil



Cllr. Paul McAuliffe,
Fianna Fáil



Cllr. Caroline Conroy, Green
Party/Comhaontas
Glas



Cllr. Noeleen Reilly,
Non-Party



Cllr. Anthony Connaghan,
Sinn Féin



Cllr. Mary Callaghan,
Social Democrats

Cabra-Glasnevin



Cllr. Eimer McCormack*,
Fianna Fáil



Cllr. Mary Fitzpatrick,
Fianna Fáil



Cllr. Colm O'Rourke,
Fine Gael



Cllr. Darcy Lonergan*,
Green Party/
Comhaontas Glas



Cllr. Neasa Hourigan, Green
Party/Comhaontas
Glas



Cllr. Cieran Perry,
Non-Party



Cllr. Séamas McGrattan,
Sinn Féin



Cllr. Cat O'Driscoll*,
Social Democrats



Cllr. Gary Gannon,
Social Democrats



Cllr. Declan Meenagh*,
The Labour Party



Cllr. Marie Sherlock,
The Labour Party

Elected Members 2020

Clontarf



Cllr. Deirdre Heney,
Fianna Fáil



Cllr. Naoise Ó Muirí,
Fine Gael



Cllr. Donna Cooney,
Green Party/
Comhaontas Glas



Cllr. Damian
O'Farrell, Non-Party



Cllr. Catherine
Stocker, Social
Democrats



Cllr. Jane Horgan Jones,
The Labour Party

Donaghmede



Cllr. Daryl Barron,
Fianna Fáil



Cllr. Tom Brabazon,
Fianna Fáil



Cllr. Terence
Flanagan, Fine Gael



Cllr. Dearbháil
Butler *,
Green Party/
Comhaontas Glas



Cllr. Lawrence
Hemmings,
Green Party/
Comhaontas Glas



Cllr. Micheál
MacDonncha,
Sinn Féin

Kimmage-Rathmines



Cllr. Deirdre Conroy,
Fianna Fáil



Cllr. Anne Feeney,
Fine Gael



Cllr. Carolyn Moore*,
Green Party/
Comhaontas Glas



Cllr. Patrick Costello,
Green Party/
Comhaontas Glas



Cllr. Pat Dunne,
Independents4
change



Cllr. Tara Deacy,
Social Democrats



Cllr. Mary Freehill,
The Labour Party

North Inner City



Cllr. Ray McAdam,
Fine Gael



Cllr. Janet Horner,
Green Party/
Comhaontas Glas



Cllr. Christy Burke,
Non-Party



Cllr. Anthony Flynn,
Non-Party



Cllr. Nial Ring,
Non-Party



Cllr. Janice Boylan,
Sinn Féin



Cllr. Joe Costello,
The Labour Party

Elected Members 2020

Pembroke



Cllr. Claire O'Connor,
Fianna Fáil



Cllr. James
Geoghegan,
Fine Gael



Cllr. Paddy McCartan,
Fine Gael



Cllr. Hazel Chu,
Green Party/
Comhaontas Glas



Cllr. Dermot Lacey,
The Labour Party

South West Inner City



Cllr. Michael
Watters,
Fianna Fáil



Cllr. Michael Pidgeon,
Green Party/
Comhaontas Glas



Cllr. Máire Devine*,
Sinn Féin



Cllr. Criona Ni
Dhalaiigh,
Sinn Féin



Cllr. Tina MacVeigh,
Solidarity - People
Before Profit



Cllr. Darragh
Moriarty*, The
Labour Party



Cllr. Rebecca
Moynihan,
The Labour Party

South East Inner City



Cllr. Danny Byrne,
Fine Gael



Cllr. Claire Byrne,
Green Party/
Comhaontas Glas



Cllr. Mannix Flynn,
Non-Party



Cllr. Daniel Céitinn*,
Sinn Féin



Cllr. Chris Andrews,
Sinn Féin



Cllr. Kevin
Donoghue
The Labour Party

Senior Management Team



Owen P. Keegan,
Chief Executive



Brendan Kenny,
Deputy Chief
Executive, Housing
and Community
Department



Kathy Quinn,
Head of Finance with
responsibility for ICT



Richard Shakespeare,
Assistant Chief Executive,
Planning & Property
Development Department
and Culture, Recreation
& Economic Services
Department

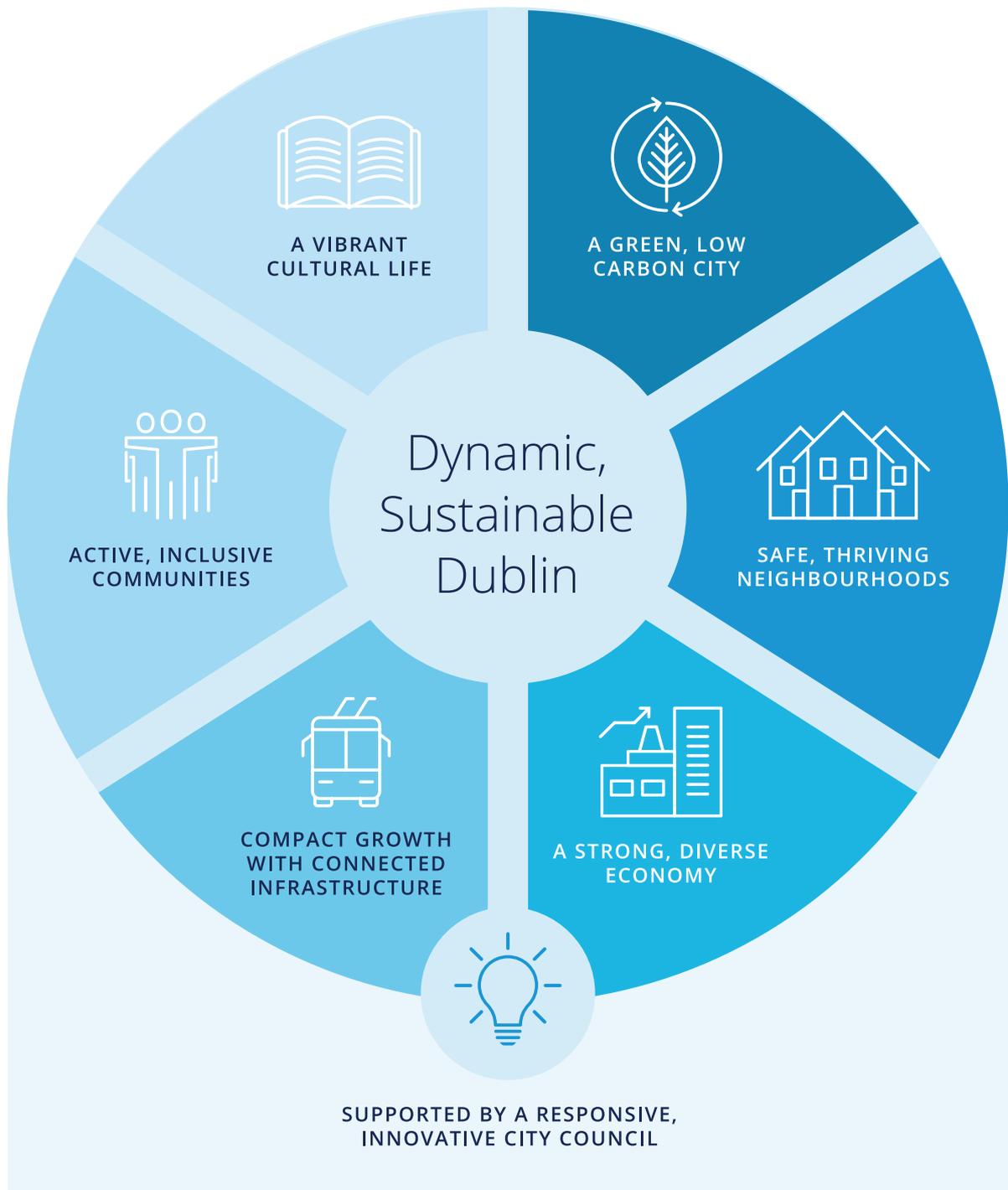


Eileen Quinlivan,
Assistant Chief
Executive, Corporate
Services, Transformation
& Human Resources
Department



John Flanagan,
City Engineer and
Assistant Chief
Executive, Environment
and Transportation
Department

Progress towards **Corporate Goals**



Goal 1

To work towards achieving a green, low carbon city

PRIORITY OBJECTIVE

Improve energy efficiency and reduce green-house gas emissions in Dublin City Council buildings and operations and make Dublin a more climate-resilient City with engaged and informed citizens.

SUPPORTING STRATEGY

Implement the Dublin City Council Climate Change Action Plan (CCAP) 2019 – 2024.

PROGRESS 2020

Significant progress was made during 2020 on the 4 key targets of the Action Plan:

- The target of a 33% improvement in the Council's energy efficiency by 2020 was exceeded by the end of 2019 with a 36.5% improvement achieved
- The target of a 40% reduction in the Council's GHG emissions by 2030 is monitored using a glide path in the DCC Energy Efficiency review. Our retrofitting work, commitment to the Breathelife WHO targets, and transition to more Electric Vehicles in our fleet have given us a solid foundation to deliver on this target
- Making Dublin a climate resilient city by reducing the impacts of future climate change-related events is being achieved through cross departmental work on incorporating nature based solutions, improvement to pedestrian and cycling infrastructure, enhancing biodiversity, developing the District Heating Scheme and delivery of flood defences. Resilience is also being increased through citizen engagement to foster behaviour change and build awareness of climate risks and responses
- In order to actively engage and inform citizens on climate change, the City Council has engaged with the citizens on various levels and through many networks including: climate workshops with city neighbourhood groups; training for businesses; and, community engagement on greening initiatives. Each is delivering community and climate benefits

Progress on each of the 219 actions in the Climate Action Plan is set out in the Annual Progress Report 2020.

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
Work in partnership with adjoining authorities and relevant stakeholders to conserve, enhance and promote the biodiversity of Dublin City.	<p>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> <p>Implement and review the Dublin City Council Biodiversity Action Plan 2015-2020 and the Dublin City Invasive Species Action Plan 2016-2020.</p> <p>Implement and review the Dublin City Tree Strategy 2016-2020.</p> <p>Continue to lead the Dublin Bay UNESCO Biosphere Partnership to achieve conservation goals.</p>	<p>Cross-departmental work on incorporating nature based solutions was developed and appropriate water retention and treatment systems were considered and included in the design of relevant public realm schemes.</p> <p>A cross-departmental working group on incorporating sustainable urban drainage was established and policy/guidelines documents are in preparation and will be published in 2021.</p> <p>The use of glyphosate for the purpose of treating of weeds on the road network was last used by the City Council in 2018. Weeds were removed manually in 2019. Since 2020 a new product/ process called ‘Foamstream’, made up of hot water, sugar and natural oils, is being used to treat weeds on approximately 280km of the road network. This is being supplemented by the manual removal of weeds.</p> <p>There are up to 100,000 trees in parks and on the streets in the City. In 2020, a total of 3,588 trees representing 96 species were planted. The Tree Care Budget provides for a planned programme of tree care throughout the city and the implementation of the actions of the Dublin City Tree Strategy.</p> <p>A new monthly Dublin Bay Biosphere E-zine was launched in May 2020 to promote the objectives of the UNESCO designation.</p>

Goal 1

continued

PRIORITY OBJECTIVE

Provide robust leadership in advancing climate action at local and regional level and by showing commitment to change in our own practices.

SUPPORTING STRATEGY

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.

PROGRESS 2020

In 2020 we have as per the Local Government Charter:

- a. Delivered our first annual progress report to the Department of Environment, Climate and Communications on the CCAP 2019-2024
- b. Exceeded our 2020 energy efficiency target of 33% by 3.8% (36.8%)
- c. Projects, such as Energy Performance Contracting (EPC), are being progressed to implement energy efficiency measures in council owned and run buildings
- d. Climate change training for staff through the LGMA/CCMA and Climate Ireland has commenced
- e. To further our climate leadership ambitions the City Council has partnered with third level institutions and private sector to submit applications for EU Green Deal Call. Additionally, we have engaged with third level to progress a number of actions in the CCAP
- f. To demonstrate commitment to advancing climate action the City Council has submitted an application to be European Green Capital 2023

The Council also availed of Creative Ireland funding to develop a community engagement project on food and climate change that will launch in 2021.

A Background Paper and an Issues Paper were prepared for the Development Plan Review on which public consultation began in December 2020. Inputs were also made to Forward Planning projects and plans and a paper on Decarbonisation was complete.

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
	Put in place a Climate Action Team to lead and coordinate Climate Action across the City Council.	<p>A Climate Action Co-ordinator was appointed during 2020 to lead the City Council's Climate Action Team and work programme which, in 2020, achieved:</p> <ul style="list-style-type: none"> • Continued participation and engagement by representatives on the implementation of climate change actions • Regular meetings of the Climate Teams across the Council to progress implementation of the Climate Action Plan • Partnered with Smart Dublin, LEO, MODUS and Google on a range of externally focused climate initiatives
	Support the Climate Action Regional Office (CARO) and collaborate with neighbouring authorities to ensure it is as effective as possible.	<p>The City Council continued to host the CARO and support their work plan including:</p> <ul style="list-style-type: none"> • Regular meetings with neighbouring authorities • Pilot training for senior staff • Continued support and management of the Climate Action Regional Office on behalf of the 4 Dublin local authorities • Continued attendance at relevant events and provision of advice and input as requested
	Empower communities to take responsibility for their local environments through programmes such as Tidy Towns and Dublin City Neighbourhoods Awards.	<p>The Council continued to work with communities across the City on environmental initiatives including:</p> <ul style="list-style-type: none"> • Encouraging sustainable travel in Dublin City Communities under the City Council Brand - 'Hike it Bike it' • Promoting and supporting Tidy Towns and City Neighbourhood groups. The City Neighbourhoods Awards were run on local basis due to COVID-19 restrictions, with 293 local awards presented across the 5 Administrative Areas • Supporting in excess of 4500 community clean ups • Promote biodiversity initiatives through tidy towns etc • Engaging schools, residents associations and groups in all Water Framework Directive and Flood Projects • Engaging a total of 291 registered schools in the Green Schools Programme

Goal 2

To build safe, thriving neighbourhoods

PRIORITY OBJECTIVE

Deliver quality homes on the required scale.

SUPPORTING STRATEGY

Deliver on our annual targets for provision of social housing units.

Renew and regenerate our existing housing stock on a programmed basis.

Ensure that new homes and buildings are delivered to required standards through the operation of a rigorous Building Control System for the city.

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.

PROGRESS 2020

New homes provided by the City Council consisted of:

- 319 newly built units
- 291 acquisitions
- 242 homes delivered through leasing

A total of 922 properties were refurbished under the Voids Refurbishment Programme in 2020. These were made up of 289 Houses, 334 Apartments and 299 Senior Citizens' units.

Phase 2 of the Energy Efficiency Retrofitting Programme continued with 35 properties receiving energy upgrades.

The City Council continued to provide a comprehensive building control service with a total of:

- 1,038 commencement notices and 379 disability access certificate applications submitted
- 468 Certificates of Compliance on Completion submitted · 608 inspections of active construction sites carried out, with 226 focussed on fire safety
- 2 enforcement notices and 1 summary prosecution initiated

Over 69% of all new buildings notified as commencing were inspected on site.

Dublin City Council's role as lead authority for the National Building Control Office was expanded in 2020 to include the National Market Surveillance Office.

Online applications for Fire Safety and Disability Access Certificates came on-stream in 2020. Support was provided to the 31 Building Control Authorities. Quarterly Newsletters were issued and 5,317 customer queries were dealt with.

PRIORITY OBJECTIVE**SUPPORTING STRATEGY****PROGRESS 2020**

Maintain the standard of private rented accommodation through proactive inspection and enforcement of regulations.

Dublin City Council has responsibility for enforcing quality standards in the private rented housing sector and in relation to rented properties on the Rental Accommodation Scheme, (RAS) and Housing Assistance Payments Scheme (HAP).

From March 2020 because of COVID-19 public health measures, physical inspections were severely curtailed. In order to continue to inspect properties a new and innovative Virtual Inspection Programme was developed and implemented.

- A total of 3,020 inspections, including re-inspections were carried out of which 1,794 were physical and 1,226 virtual.
- Of the 2,224 individual dwellings inspected, 1,737 were found to be non-compliant on 1st inspection and appropriate enforcement was taken in all cases
- 1,761 Improvement Letters were issued, followed up with 465 Improvement Notices being served where required.
- 10 Prohibition Notices were served
- By the end of the year 3446 dwellings were brought up to standard including those where the initial inspection was carried out in 2019 but compliance was achieved in 2020, ensuring safer, healthier homes for tenants.

Transfer remaining recipients of rent supplement to the Housing Assistance Payment (HAP).

In 2020 the total number of HAP tenancies created was 1,655. This figure includes 374 tenancies that transferred from rent supplement to HAP.

Goal 2

continued

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
Create mixed neighbourhoods that have a choice of housing type and tenure.	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>Development Plan policy continued to be implemented through the Development Management process.</p> <ul style="list-style-type: none"> • 2,479 valid planning applications were received. • 265 pre-app consultations were held • 90 additional pre-app consultations relating to proposed Strategic Housing Development (SHD) applications were held and a further 40 pre-app consultations were held with An Bord Pleanála relating to SHDs • 31 SHD applications were accepted by the Bord and forwarded to Development Management for the City Council's opinion
		<p>The Industrial Lands Study (Z6) to assess redevelopment potential of underutilised industrial lands was completed during 2020.</p>
	Deliver and facilitate a range of appropriate social housing types and developments that support people with specific requirements.	<p>In 2020 the total number of allocations to people with a disability was 163.</p> <p>A total of 976 grants were paid out across the Housing Adaptation, Mobility Aid and Housing Aid for Older People grant schemes.</p>
	Implement the Traveller Accommodation Programme 2019 – 2024.	<p>9 capital projects have been completed under the Programme and Fire Safety works and equipment renewal was carried out on all sites. The City Council provided a comprehensive response to COVID-19 for the Traveller community in the Dublin Area including the provision of:</p> <ul style="list-style-type: none"> • running water to over 70 families and authorised electrical connections to 38 families • 25 allocations including 9 Void returns under the COVID-19 response • 2 temporary sites and temporary accommodation was provided for self-isolation purposes • 4 Mobile homes were provided under the Emergency Caravan Grant Scheme to Traveller families in crisis
		<p>Traveller Accommodation Condition Surveys were complete for all houses and funding applications made to the Sustainable Energy Authority of Ireland for identified works.</p>

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
Effectively contribute towards making housing more affordable.	Deliver a range of housing supports to enable people to remain in or acquire housing appropriate to their needs.	The City Council responded to 2,883 Duty Social work calls and received 596 Exceptional Social Grounds applications in 2020. Improvements were made to the workflow processes for dealing with these applications to increase efficiencies and reduce the time applicants are waiting for a decision.
	Collaborate with government departments and other key stakeholders to develop the Cost Rental model of housing.	A Design Team was appointed to the St. Michael's Estate development and work commenced on the preparation of a planning application, expected to be lodged in the second quarter of 2021.
	Develop a Housing Strategy informed by a Housing Need Demand Assessment as part of the next Development Plan.	A Housing Strategy will be included in the Draft City Development Plan to be published in Autumn 2021. The Housing Strategy will be informed by a Housing Needs Demand Assessment (HNDA) in relation to housing supply, including the proportion of social housing required and the need for different types and sizes of housing. It was intended to commence preparations of HNDA in 2020 but this was deferred to 2021 due to COVID-19 restrictions.
Address homelessness through three key areas of operation – prevention, protection and progression.	Review and implement the Business Plan for the Homeless Action Plan Framework for Dublin 2019 – 2021 on an annual basis.	The Business Plan for 2020 was developed and implemented in accordance with the Homelessness Action Plan Framework.
	Provide early intervention to people experiencing, or at risk of, homelessness.	1,557 households were prevented from entering homelessness in 2020 through the creation of tenancies.
	Protect people experiencing homelessness through the provision of emergency accommodation and targeted support.	A total of 6,022 persons (4,158 adults and 1,864 children) were residing in emergency accommodation in December 2020, of which a total of 2,900 adults had an active support plan in place.

Goal 2

continued

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
	Identify and enable pathways to long-term housing solutions, including for rough sleepers through the Housing First programme.	Housing First created 94 new tenancies in 2020 with a total of 336 people in active tenancies at end of 2020.
Play our part in ensuring safety for people in their homes and in the public realm.	Deliver Fire, Rescue and Emergency Ambulance Services to the communities of Dublin City and the counties of Fingal, South Dublin and Dún Laoghaire Rathdown.	<p>Dublin Fire Brigade continued to provide an effective service across the region, as shown in their 2020 incident response times:</p> <ul style="list-style-type: none"> • Average time taken, in minutes, to mobilise Fire Brigades in Full Time Stations in respect of fire: 01:50 • Average time taken, in minutes, to mobilise Fire Brigades in Part-Time Stations (retained fire service) in respect of fire 06:26 • Average time taken, in minutes, to mobilise Fire Brigades in Full Time Stations in respect of all other emergency incidents 02:04 • Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other emergency incidents 06:50
	Work collaboratively with An Garda Síochána and the Joint Policing Committee to tackle anti-social behaviour and issues of community safety.	<p>The Annual Report of the Joint Policing Committees 2019 was presented to the September 2020 City Council meeting.</p> <p>Topics discussed during 2020 included:</p> <ul style="list-style-type: none"> • Homeless Services (Director, Housing First) • Building Resilient Communities • Halloween Event • Pandemic (Policing and interpretation of guidelines) • Street Issues (drugs, homeless, begging, antisocial behaviour) • Roads Policing • Animal Welfare
Effectively manage city council housing complexes and estates.		<ul style="list-style-type: none"> • 3,877 complaints were handled in 2020, of which 2,126 related to anti-social behaviour and 1,751 related to other breaches of tenancy • There were 4 evictions under Section 20 of the 1997 Act. A further 36 tenancies were surrendered because of anti-social behaviour or in lieu of court action on anti-social behaviour • There were 10 live tenancy warnings at the end of 2020

PRIORITY OBJECTIVE**SUPPORTING STRATEGY****PROGRESS 2020**

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 principles of universal design.

The Development Management process was utilised to ensure proposed developments aligned with the City Development Plan to ensure a city that is an attractive safe place to live, work, visit and enjoy.

Implementation of the Public Realm Strategy and associated Projects are exemplars of good design, utilising Universal Design Principles and promoting an accessible, pedestrian friendly city to be enjoyed by all.

All Dublin City Council project designers continued to incorporate these objectives in their designs of buildings and public spaces to achieve a pedestrian friendly city.

Support community participation in safety and security through our fire, water and road safety education and awareness programmes.

The City Council led a regional innovation challenge to find smarter solutions to address the challenge of 'missing' ring buoys. As a result, 4 companies have developed Apps to alert the local authorities of vandalism and theft of life buoys. These will be trialled in 2021 with a view to providing the best solution.

Dublin Fire Brigade continued to enforce and advise on Fire Safety throughout 2020, and fire safety inspections were held virtually and in a social distanced manner. A preliminary Community Fire Safety Strategy was completed and Fire Safety was promoted through social media platforms.

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.

Major Emergency structures were reviewed and a renewed Crisis Management Working Group was established to develop coordinated and consolidated City Council Major Emergency Management Plans.

Full local authority compliance with all COMAH/Seveso 3 regulations was achieved.

COVID-19 restrictions prohibited large interagency exercises during 2020.

Goal 3

To continue to grow a strong, diverse economy

PRIORITY OBJECTIVE

Proactively support the creation and strengthening of micro, small and medium sized enterprises in the city.

SUPPORTING STRATEGY

Provide a range of supports, including a First Stop Shop and the Work Matters Programme, to start-ups and developing businesses.

Provide support to identified economic sectors:

- Technology
- Social enterprise
- Green business / circular economy
- Tourism
- Markets
- Food
- Design

Identify locations and facilitate the provision of a range of appropriate accommodation for business development including enterprise hubs and co-working space.

PROGRESS 2020

In response to COVID-19, First Stop Shop and LEO services were delivered remotely immediately following lockdown in March 2020. Local Enterprise Week 2020 was the last physical event held.

Throughout the year, the LEO delivered:

- 2,735 participants on LEO-led training courses
- 1,570 mentoring hours allocated to LEO clients
- 46 Business Advice Clinics with 883 participants

COVID-19 specific supports included 1,305 Business Continuity Voucher applications received, with €1.7million paid out to support Dublin City businesses.

Due to COVID-19, Start-Up Grant support pivoted to virtual delivery and additional supports were provided to the tech sector through supports for remote virtual events including Dublin Tech Summit (DTS).

All Social Enterprise activities were delivered remotely with 150 participants across all Social Enterprise events including the Social Enterprise Awards ESER collaboration.

The MODUS programme grew to a regional and national programme during 2020. 2 MODUS taster sessions and 10 modules were delivered through the Dublin Regional & National MODOS programmes. In addition, the MODUS Programme was recognised and showcased by NOAC as a best case exemplar.

Policy planning was undertaken to incorporate issues around the role of enterprise provision in urban regeneration in the pre-draft City Development Plan.

The Guinness Enterprise Centre Extension neared completion and is expected to be finished in early 2021, and support was provided to SPADE for the development of new 750 sq. m extension for food businesses incubation space.

PRIORITY OBJECTIVE

Plan and provide for the future economic growth of the city by understanding and responding to new economic trends.

SUPPORTING STRATEGY

Review Dublin City: Promoting Economic Development 2018 – 2021

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.

Publish the quarterly Dublin Economic Monitor (DEM).

PROGRESS 2020

The review of the Economic Development Strategy was completed and updated with a 2021 Action Plan.

Internal and external stakeholder engagement was a significant part of the successful Reset Summit during 2020.

Internal engagement across organisation took place on a range of economic issues including work on EU Programme Strategy development and participation opportunities for the next 7 year programme period.

Two SPC Working Groups were established in 2020 – Tourism and City Markets including Night Time Economy; and EU Affairs & International Relations. These working groups included representative members and sectoral members from the Economic Development and Enterprise SPC and the Arts & Culture SPC. Outputs included an EU Programme Participation Strategy 2021 – 2027; and initial development of Night Time Economy Strategy which will be completed in 2021.

4 editions of the DEM were published highlighting economic data and the impact COVID-19 across the city economy. A tender procurement process was also complete in 2020 and contract awarded for 4 year period and editorial workshops established with 4 Dublin local authorities.

Goal 3

continued

PRIORITY OBJECTIVE

Strengthen the competitiveness of the City Region through continued collaboration with our neighbouring authorities and building on our international connections.

SUPPORTING STRATEGY

Promote the city internationally as a place to invest, visit and live through Dublin.ie.

Strengthen ties with our existing Sister Cities through mutually beneficial initiatives and exchanges and act as first point of contact for city, business and government visiting delegations.

Review the Dublin Regional Enterprise Action Plan (DREAP) to 2020.

Continue to lead the Dublin Bay UNESCO Biosphere Partnership to achieve eco-tourism and development goals.

PROGRESS 2020

Ongoing internal and external stakeholder engagement took place to build awareness of the dublin.ie place branding website.

Multiple COVID-19 campaigns were delivered through Dublin.ie including supporting front line workers, support local business, showcasing Dublin as a staycation location, and Open for Christmas campaign with over 200,000 views on social media.

International reach was increased through remote virtual events including support of business events and promotion of Hugh Lane Gallery's exhibitions and programmes.

Lord Mayor Paul McAuliffe attended a Tourism Ireland promotion event in London where he was joined by the Lord Mayor of Belfast, approx. 70 key UK and Irish tourism leaders, diaspora contacts the Irish Ambassador to UK and various MP's and dignitaries from the House of Parliament.

In early 2020, meetings were held with Embassy Ambassadors, the Lord Mayor's Offices, and the City Council As a result of the pandemic and the impact on international relations, all planned overseas delegation visits were cancelled.

COVID-19 impacted the delivery of some of the DREAP Actions which were outside of the City Council's control. The City Council led on 17 of 24 actions within the Plan throughout 2020, made contributions to DREAP progress reports which were submitted to Government and collaborated with DREAP on the delivery of Reset Summit 2020.

A business charter for Dublin Bay biosphere businesses was supported in 2020.

Goal 4

To promote compact growth with connected infrastructure

PRIORITY OBJECTIVE

Take a leadership role in collaborating with city partners to expand and build a more integrated public transport system in the city.

Provide and support a range of alternative and emerging travel options, particularly focused on cycling and walking.

SUPPORTING STRATEGY

Work with Transport Infrastructure Ireland and the National Transport Authority to progress MetroLink and to facilitate the Bus Connects project.

Deliver cycling infrastructure as part of both Bus Connects and to connect to MetroLink.

Deliver the Dublin City Centre Transport Study to enable growth in public transport passengers and in active modes.

Implement the Dublin City recommendations from the Greater Dublin Cycle network.

PROGRESS 2020

The City Council has a Bus Connects Team in place to co-ordinate with the National Transport Authority (NTA) as well as internally, especially in the area of Public Realm and drainage requirements. Multiple workshops were held in 2020 to advance designs around each Metro Station and overall traffic management during the construction phase.

During 2020, the City Council engaged regularly with Transport Infrastructure Ireland and the 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.

The emphasis of the programme has evolved during 2020 to focus on active traffic management, which creates a new complex role for the City Council. The new five year cycle plan will enable better connectivity for cycling to the Metro and BusConnects projects.

The City Council focused on College Green and significant delivery of COVID-19 mobility measures, including widening footpaths and trialling pedestrianisation of streets around Grafton Street.

Works, both design and construction, continued on multiple projects. The Royal Canal Phase 2 was opened in June 2020 providing an important high quality link from Newcommen Bridge to the Canal Way Cycle Route.

Preliminary and detailed designs were progressed on relevant public realm projects to deliver high quality improvements and enhancements to pedestrian space in the City Centre.

The reservation of space on private development sites citywide for cycling projects was secured through the development management process.

Goal 4

continued

PRIORITY OBJECTIVE

SUPPORTING STRATEGY

PROGRESS 2020

Increase the amount of pedestrian space in the city centre and ensure that it is of high quality.

Non-statutory consultation on the Dame Street approach to College Green was concluded during the year.

Preliminary and detailed designs were progressed on relevant public realm projects to deliver high quality improvements and enhancements to pedestrian space in the city centre.

As part of the development management process, the City Council secured that private developments citywide delivered expanded pedestrian space and high quality public realm.

The corporate Public Realm Working Group focused on promoting multi-disciplinary, collaborative working towards implementation of the public realm masterplan for the City core, The Heart of the City.

Progress the use of mobility hubs and integration of all sustainable modes into a Mobility as a Service arrangement.

The on-street mobility hub remained in operation, now with appropriate bye laws to allow further expansion.

During 2020 integrated mobility strategies were developed in collaboration with developers for large development sites/new city quarters across the City area. These strategies included 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 is in preparation for the City Council's Emmet Road site which is intended to be an exemplar model.

Continue the development of our intelligent transport systems and the use of data driven decision making for transport planning, incorporating near real time city simulation, bus priority systems and SCATS.

The traffic control system (SCATS) in Dublin continued to be expanded with additional junctions being added. New technology in the form of contactless pushbuttons was introduced. The use of analytics and data driven decision making continued to be a key element in new projects.

PRIORITY OBJECTIVE

Provide direction and vision around digital infrastructure provision to enable the city to capitalise on the opportunities provided by emerging technology.

SUPPORTING STRATEGY

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.

Consolidate Smart Docklands as a test bed for new technology-related initiatives.

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.

PROGRESS 2020

During 2020, the City Council partnered with the CONNECT Centre and Sligo County Council to publish a discussion document 5G and Future Connectivity: An Emerging Framework for Irish Cities and Towns, sketching options for the rollout of future connectivity in Ireland.

In addition, the City Council engaged in market consultation to gather feedback on the development of 5G and future connectivity in Dublin and commenced work on examining ways the City Council can facilitate roll-out of telecommunications infrastructure in the City.

DCC is now supporting three smart districts, Smart DCU, Smart D8 and Smart Docklands.

Smart Docklands hosted two Business Forum meetings and supported and participated in a number of innovation webinars in 2020 locally and internationally. The Docklands implemented four pilot projects to promote safer cycling and encourage people to take up cycling, including the Wing Lights project and the Cycle Buddy App. Smart Docklands have also been working with Trinity Connect to develop a Smart City and IOT education programme aimed at public sector and Transition Year students.

The use of Bus gates and other bus priority measures in the Bus Connects project, requires the City Council to provide active traffic management measures along each corridor. As part of the engagement with Bus Connects the City Council worked with the NTA regarding the new Automatic Vehicle Location requirements for the bus fleet and its integration with the DCC traffic systems.

Goal 4

continued

PRIORITY OBJECTIVE

SUPPORTING STRATEGY

PROGRESS 2020

Encourage and facilitate sustainable densities and best use of underutilised, vacant and brownfield land.

Put in place a trusted digital source for connected and autonomous vehicles and to ensure the presence of high quality digital mapping.

A pilot project with Transport Infrastructure Ireland (TII) on connected vehicles was planned during 2020 and is due to commence in 2021 with the aim of learning more about the technology and being ready to meet the new EU requirements.

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.

The review of the City Development Plan was deferred by 3 months due to COVID-19 and commenced in December 2020.

59 projects were submitted for Urban Regeneration and Development Funding over four concept areas which consisted of the North Inner City, South Inner City, Cherry Orchard/Park West and Belmayne/Clongriffin.

Facilitate and drive the redevelopment of Docklands Strategic Development Zone (SDZ), Strategic Development and Regeneration Areas and the appropriate redevelopment of industrial land banks.

Various studies, Variations to the City Development Plan and Economic Reports were completed in 2020.

Permission was granted for enabling works to facilitate Phase 1 of former Irish Glass Bottle and Fabrizia sites in the Poolbeg West SDZ.

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.

A Disposal Protocol Criteria was approved by the City Council to assist in decision-making in the sale of Council property.

The City Council approved a total of 103 disposals and renewed 31 leases/licences. 40 rent reviews and 18 disposals of Fee Simple were processed.

Encourage living in the city centre through the promotion of quality apartment living.

The City Council continued to promote the Living City Initiative including an advertisement campaign utilising Digi panels, bus shelters and social media and an online application facility was introduced.

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
Maintain and enhance our public realm providing a connected, universally accessible set of quality public spaces and connections.	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>Ongoing maintenance activity for public lighting continued and the new LED replacement project being implemented will reduce the number of outages, decrease energy use and also allow for the maintenance of Heritage lamp standards.</p> <p>The Road Maintenance Services' Annual Works Programme was delivered and carriageway resurfacing was completed on circa 25km of road network.</p> <p>Through the development management process, the City Council secured the upgrade/improvement of public footpaths and the delivery of high quality public realm throughout the city.</p>
	Implement the phased programme of projects in the City Centre Public Realm Masterplan 2016 – 2034.	A revised and restructured Public Realm co-ordination structure was put in place to progress project implementation and drive delivery of the Public Realm Strategy and City Centre Masterplan.
	Advance the revised proposals for College Green Plaza	The review of this project is advancing and clarification has been received in respect of relevant transportation issues, including the impact of Bus Connects and the Bus Network Redesign. This will inform the preparation of a new College Green proposal and the re-submission of an appropriate planning application for a new and expanded public space.
	Lead the concept and design processes for key bridge infrastructural projects	Key bridge infrastructure was delivered through enhanced connectivity and permeability for traffic and pedestrian users. Environmental Impact Assessment Reports (EIAR) and other required documentation in support of the key bridge projects were prepared. All new bridges were checked for flood resilience.
In partnership with Irish Water, manage and improve Water Services infrastructure.	Manage the Service Level Agreement with Irish Water and deliver on the agreed programme of work	The City Council achieved the targets in Annual Service Plan under the Service Level Agreement with Irish Water for 2020

Goal 5

To support and engage active, inclusive communities

PRIORITY OBJECTIVE

Provide people with the opportunity to access outdoor recreation and natural environments through enhancing and expanding our network of parks and green spaces.

Facilitate active citizenship in city communities and engagement with key stakeholders.

SUPPORTING STRATEGY

Implement the Dublin City Parks Strategy 2017 – 2022.

Continue to support the Dublin Mountains Partnership to achieve sustainable access to the mountains for the citizens and visitors to Dublin

Develop local development and social inclusion initiatives through the Local Community Development Committee.

Support actions and identify work to progress under the Dublin City Local Economic and Community Plan (LECP) 2016 – 2021 and develop a new plan to commence in 2022.

PROGRESS 2020

Parks have never been busier than in 2020. The City Council continued to provide all parks operations throughout the pandemic and projects/new works also progressed albeit delayed due to lockdowns.

A 10 year strategic plan was published and the Mountains Makeover Project commenced which saw the start of the replacement of coniferous woodland with native woodland.

The Dublin City Local Community Development Committee (LCDC) was reconstituted in 2020 with a new Chair elected, additional new members from the Public Participation Network (Public Participation Network) and the representative sectors as required. The LCDC met 4 times in 2020, in-person in January and virtually/online thereafter.

The LCDC continues to deliver initiatives under the LECP including:

- the Social Inclusion and Community Activation Programme (SICAP) with an overall budget in 2020 of €5.4 million
- the Community Enhancement Programme with a budget of €594.2k
- the Healthy Ireland Fund with a budget of €246k
- the Community Resilience Fund worth €107k and
- delivering COVID-19 Emergency Funding to the value of €117k

Preparatory work was also undertaken on the follow-on LECP from 2022.

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
	Strengthen participation through the development of the Public Participation Network (PPN) and Comhairle na nÓg.	<p>The Dublin City Public Participation Network was successfully re-established in 2020 with a new host established under contract to the City Council and the recruitment of a dedicated resource worker.</p> <p>The Dublin City Comhairle na nÓg met regularly online throughout 2020 and delivered a successful online AGM in late 2020.</p>
	Empower and strengthen local community building through our community development and engagement programmes.	Despite the impacts of COVID-19, the City Council's Community Grants Programme funded 693 community and voluntary organisations across Dublin to the value of €572.5k.
	Make all of our public consultations available on the City Council's online consultation hub, as well as in traditional formats.	All City Council consultations were published on the website and using the Council's consultation hub. Webinars and virtual meetings were held in place of traditional in-person consultations, due to COVID-19 restrictions.
	Manage the Your Dublin, Your Voice platform to gain the views of people on a range of issues.	<p>4 Your Dublin Your Voice surveys were delivered during 2020:</p> <ul style="list-style-type: none"> • 2 specific surveys on COVID 19 dealing with the impact on Dublin residents and building back a stronger Dublin post COVID-19 • a specific survey on Night Time Economy which fed into a Night Time Economy Forum • a final survey on Dublin's biodiversity which will feed into Dublin's Biodiversity Action Plan 2021
Promote social inclusion and diversity by working with, and empowering, groups across all sectors of the community.	Review the Social Inclusion, Integration and Age Friendly Strategies.	<p>All strategies were reviewed in 2020 and a new, follow-on Age Friendly Strategy for the period 2020 to 2025 was developed.</p> <p>Preparation for a second Dublin City Integration Strategy was undertaken and resulted in early actions on adopting a new, revised strategy from 2021.</p>

Goal 5

continued

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
	<p>Provide welcoming and inclusive spaces for all across the network of public libraries.</p>	<p>A range of library upgrading works were commenced or completed during 2020 including:</p> <ul style="list-style-type: none"> • Refurbishment works at Central Library completed • Ballymun Library roof replacement underway; • Temporary library opened in Richmond Barracks and Inchicore Library Part 8 completed. • Design of access works at Marino Library were complete • Design work on the library and public domain at Coolock Library has been completed which will improve accessibility for the library and the surrounding footpaths • Sensory library facility installed in Coolock Library
<p>Improve the health and well-being of communities across the city by increasing access to participation in sports, recreation and healthy activity.</p>	<p>Continue to provide appropriate sites and buildings for community use.</p>	<p>During 2020, the City Council supported communities across the City by providing:</p> <ul style="list-style-type: none"> • 8 Community Garden Licences • 18 licences/ renewals for buildings in community use • disposals of buildings for community use • 2 new leases were issued
	<p>Review STRIDE: 2017–2020, the Dublin City Sport and Wellbeing Strategy.</p>	<p>The requirement to review the Strategy in 2021 has been brought to the attention of the Dublin City Sports and Wellbeing Partnership Board.</p>
	<p>Finalise and implement a new Dublin City Play Strategy.</p>	<p>A report on the review of the City Play Strategy was presented and noted at the May 2020 Arts Strategic Policy Committee (SPC). The final report will be published in 2021.</p>

Goal 6

To sustain a vibrant cultural life

PRIORITY OBJECTIVE

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.

SUPPORTING STRATEGY

Implement Libraries Unlimited: A Strategic Direction for Dublin City Libraries 2019-2023.

PROGRESS 2020

Implementation proceeded as planned with priorities and timeframes adjusted in response to COVID-19 closures.

The focus of service delivery shifted successfully to online and digital including the development of a dedicated home delivery service and an 'Ask-a-Librarian' online service.

- Borrowbox 125% increase
- Pressreader 200% increase
- Tumblebooks 555% increase
- Universal Class 235% increase
- Artist Works 125% increase
- RBDigital Comics 126% increase
- Naxos Music Library 62% increase

Develop and implement a new three-year UNESCO City of Literature strategic plan 2020 – 2022.

The plan was completed and implementation is underway. The Dublin Literary Award was delivered online due to COVID-19 and in partnership with the ILFD.

Promote and support awareness of the Irish language and recognise its unique place and contribution to the cultural diversity of our City.

The City Council continued to ensure Irish language services are available to our customers, and provided Irish language training and language awareness training to staff to enhance the Irish language services we can provide.

In order to create both a visible space and to highlight the importance of the language, Irish continued to be provided on signage, exhibitions, banners, hoarding and information boards etc. throughout the City.

Implement our programme of arts development.

The City Council continued to deliver a comprehensive arts development programme including:

- Arts Grants of €550k awarded
- Children's Art in Libraries Programme
- Lab Gallery Exhibition Programme
- Dublin Chinese New Year
- International Literature Festival
- MusicTown
- European Project on Visual Thinking Strategies.

Goal 6

continued

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
	<p>Protect and promote the city's architectural heritage and advance conservation best practice, including the adaptive reuse of historic buildings.</p>	<p>North Great George's Street was designated as an Architectural Conservation Area. 5 additions to Record of Protected Structures were made and 1 clarification processed.</p> <p>35 Built Heritage Investment Scheme Grants were processed with €308,000 granted in funding. In addition, the following grants were awarded:</p> <ul style="list-style-type: none"> • 4 Historic Structures Funds Grants • 2 July Jobs Stimulus Package Grants • 1 Community Monuments Grant
	<p>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>Conservation works to the City Wall at Wood Quay Venue Phase 1 works were completed in 2020. Phase 2 and 3 works are deferred until Level 5 restrictions ease. The Wood Quay Oral History Project (Phase 2) near completion.</p> <p>The Viking Dublin-York Axis Project was due to commence in October 2020 and was deferred to April 2021 due to COVID-19 restrictions. In addition, the Norway/Dublin Viking exhibition in collaboration with Dublinia was paused due to COVID-19 restrictions.</p>
	<p>Prepare a new five-year Dublin City Heritage Plan 2020-2025</p>	<p>Although initially delayed due to COVID-19, the process of preparing a new Dublin City Heritage Plan was commenced.</p>
	<p>Maintain the Hugh Lane Gallery's world-class programme of exhibitions of national and international artworks</p>	<p>The Lane Legacy exhibition was very well received and numerous online education programmes enabled people to engage with the works.</p> <p>The Worlds without End exhibition was closed due to COVID-19 Restrictions in December 2020. The exhibition, a visual dialogue on the impact of borders on individuals and communities, featured 12 Irish and international artists, many of whom were exhibiting in Ireland for the first time.</p>

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
Enable diversity in access to arts and culture to give everyone the opportunity to participate	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>A planned schedule of works for City Hall was completed in 2020 including access works to the west entry, painting internally of lower ground floor public areas and external windows on east & west sides, upgrade to energy saving light fittings in Rotunda and light chemical washing of the building's exterior.</p> <p>The tender for the refurbishment of the Hugh Lane Gallery 1930's Wing was published.</p>
	Identify and document diversity evident in current programmes and list the opportunities to increase access and diversity	<p>The City Council provided Intern opportunities for diverse applicants in arts initiatives and, although hampered due to COVID-19, an intern was placed in the Bram Stoker Festival.</p> <p>A review of Arts Grants is ongoing and a developmental programme is underway in the North Central and North West Areas to target the low take up of Arts Grants applications.</p>
	Deliver a schedule of projects and participatory education programmes that encourage participation in the visual arts among a range of target groups.	<p>Participation in Hugh Lane Gallery programming in 2020 included:</p> <ul style="list-style-type: none"> • 201 newly created online education programmes that were viewed on Hugh Lane social media platforms 31,673 times and have had 250,000 engagements on the Gallery's YouTube Channel • 850 participants in live online education programmes • 27 artists, guides and lecturers were commissioned to deliver talks/produce films as part of online programming • Online Sunday@Noon concerts averaged 2,000 views across Facebook and YouTube
	Deliver a focused and creative programme across all of Dublin's primary schools engaging directly with the city art collection.	<p>15 schools participated in zoom@hughlanegallery Online: City-wide project with primary schools in 2020. Since 2018, 46 schools have participated.</p>

Goal 6

continued

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
	<p>Animate library spaces with diverse and inclusive programme of events.</p>	<p>The focus of service delivery shifted to online and digital and resulted in the production of 146 original videos with 324,512 views on social media, more than 238 (recorded) interactive events, a reach of 2,675,746 and countless invaluable interactions with our patrons.</p>
<p>Facilitate educational opportunity through programmes and funding</p>	<p>Deliver a diverse programme across the library branch network with a focus on promoting digital literacy and supporting the maker movement.</p>	<p>Right to Read events and book recommendations moved online for Spring into Storytime, Summer programme, Children's Book Festival and Family Time at your Library. Videos and events for families and children were viewed 146,397 times and were liked, shared and commented on 9,040 times.</p>
<p>Animate city spaces by providing and supporting a range of events, festivals and opportunities for people to celebrate and come together.</p>	<p>Develop, fund and support a diverse range of events, festivals and parks events.</p>	<p>Due to COVID-19 and public health guidelines most, if not all, outdoor events/festivals were cancelled for 2020. Dublin City Council successfully delivered a programme of online/virtual events such as Hotter Than July, Wood Quay Summer Sessions, Busker Fleadh, Bram Stoker Festival (in partnership with Failte Ireland) and Sustainable Days.</p>
		<p>Winter Lights 2020 took place during the month of December lighting up buildings/landmarks around Dublin City and also included new landmarks such as the Docklands and Mater Hospital. For the second year in a row, Winter Lights 2020 saw Dublin City Council in association with Dublin City Council Culture Company engage with local community groups to design projections on Civic Offices, Hugh Lane Gallery, Samuel Beckett Bridge, City Hall and the Mater Hospital.</p> <p>Support was also provided for online/virtual events/festivals such as the Dublin Book Festival, GAZE International Film Festival, and International Literature Festival amongst others.</p>
	<p>Licence the city's on-street markets, casual trading and street performance in a manner that enhances people's city experience.</p>	<p>All licence renewal, Street Performance and Visitor Permit applications received were processed and daily inspection and enforcement was carried out, when COVID-19 guidelines permitted.</p>

PRIORITY OBJECTIVE

Support and encourage the provision of arts and cultural facilities to ensure that the cultural life of the city has the space to thrive.

SUPPORTING STRATEGY

Deliver Parnell Square Cultural Quarter on a phased basis.

Conduct an audit of artists' workspaces identifying deficits and opportunities to transfer buildings to cultural use/workspaces.

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.

Expand the Hugh Lane to include a new wing in Temple Bar for gallery and programming space.

PROGRESS 2020

An application for URDF funding for the project was submitted to Government and a Project Manager appointed.

The audit of artists' workspaces was completed, and a total of 540 artists were surveyed to establish design principles for Artists Workspaces. Full details of this work is available at <https://www.artistworkspaces.ie/>.

Feasibility of sites at Bridgefoot Street, Merchants Quay and Pelletstown were completed.

Safety works were completed at 20/21 Parnell Square North and a feasibility study undertaken which will form part of the development plan for Hugh Lane Gallery. Temple Bar is now not being considered.

Goal 7

To become a more responsive, innovative City Council

PRIORITY OBJECTIVE

Support a culture of innovation, training and development.

SUPPORTING STRATEGY

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.

Foster an environment of continuous improvement and development for our staff.

PROGRESS 2020

35 recruitment campaigns were held in 2020 with all interviews being held virtually during the COVID-19 response. Over 400 internal and external appointments progressed. The City Council continued to engage with the Public Appointments Service in respect of Senior Management campaigns.

The rapid move to remote working was facilitated with approximately 2,800 staff provided with the equipment, systems, tools and supports needed to continue to deliver services effectively in this new way of working.

Staff from across the organisation participated in programmes provided by the City Council including:

- Management Development Programmes for Grades 4 to 8
- Pre-retirement Seminars
- Induction and Orientation Programmes
- A-Z in local government programme
- Return to Learning and Basic Computer Skills

In addition, staff in Finance, Law and Engineering services participated in Continuing Professional Development training.

The City Council commenced a phased roll-out of a new e-learning platform that will facilitate a move to a blended learning approach, with an initial training programme on 'Building Resilience'.

The management and monitoring of Safety, Health & Welfare at work performance was particularly important during 2020 and strong links were built between Business Continuity and Health & Safety in providing guidance, information and training in relation to protocols in relation to COVID-19 measures.

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
Promote our vision, achievements and services through improved, proactive communication.	Redesign the City Council web-site to serve as an online portal and user-friendly information resource.	The redesigned website went live in October 2020. There were approximately 15.7 million page views for www.dublincity.ie during 2020.
	Capitalise on the reach and opportunity provided by social media to broaden communication and engagement with the public.	The City Council continued to implement its Social Media Strategy during 2020, consolidating accounts to develop a more coherent message, and using channels more effectively through producing an extensive series of videos and campaigns for a range of Council services.
	Enhance tools for internal communication so that staff are easily kept abreast of all relevant developments.	Audience growth was achieved all social media channels 657,740 social media followers in 2020, up 12% on 2019.
		A new staff newsletter was introduced and a staff information page was developed to engage with staff and provide essential information during the COVID-19 public health restrictions in 2020.

Goal 7

continued

PRIORITY OBJECTIVE

Strengthen our civic leadership role and make collaboration a fundamental part of the way we work.

SUPPORTING STRATEGY

Develop and implement systems and procedures to assist the Elected Members in their role.

Create effective collaborations with other local authorities and public sector organisations, academia, businesses, citizens and international partners.

PROGRESS 2020

A tender for procurement of a new Citizen Hub and Customer Relationship Management System, including a Councillor Portal was issued in 2020.

The Voter.ie system worked effectively for the general election.

The City Council continued its strong tradition of partnership with City partners, a particularly important aspect of our work during the challenges of 2020. In addition to ongoing engagement with other local authorities, Universities, and other statutory and non-statutory partners, other examples included:

- Reopening the City initiative with the Chamber of Commerce, An Garda Síochána and other stakeholders
- Ongoing engagement with management, staff and Trade Unions in addressing the organisational and business continuity challenges of COVID-19
- Cultural connections included loans from the Hugh Lane collection to major galleries in Ireland and internationally
- Establishment of a Transportation Planning Forum with transportation teams in the other Dublin local authorities
- A campaign to develop and support sustainable local government funding, involving stakeholders across the local government sector and businesses
- Participatory Budgeting was advanced by examining the feasibility of Civic Crowdfunding to increase engagement with and strengthening the democratic process
- Hosting the first online conference for the Local Authority Solicitors Bar Association (LASBA) dealing with topics such as conducting court cases online, long term leasing, GDPR

PRIORITY OBJECTIVE	SUPPORTING STRATEGY	PROGRESS 2020
	<p>Situate our work within a broader global framework by engaging with international partners and programmes that advance our goals for the City.</p>	<p>The City Council continued to participate in a number of significant international initiatives including:</p> <ul style="list-style-type: none"> • Alignment of the Sustainable Development Goals to the Corporate Plan • Participation in the Bloomberg Philanthropies Digital Innovation Programme. • Hugh Lane education collaboration with US Fulbright programme to engage teens in arts education • Engagement with local authorities in the UK to examine the introduction of a Transient Visitor Levy (TVL) that would contribute to and support the tourism industry in Dublin • Work on examining the impact of digital trends on the retail sector was undertaken with the City Council contributing to a sectoral report produced by the CCMA • Engagement with Glasgow City Council on their 5G programme and potential learnings applicable to Dublin • The 4 Dublin Local Authorities signed up to WHO Breathe life campaign in February 2020
<p>Continue to focus on providing Quality Customer Service to deliver the best service possible to citizens and customers.</p>	<p>Implement and renew the Customer Service Action Plan.</p>	<p>The Customer Service Action Plan was used as the key document to highlight the service priorities up to the end of 2020. 20 of the actions set out in the plan have been complete. Customer complaints continue to be monitored closely. A new Customer Service Action Plan is to be developed for 2021 to 2024 to continue on this trend and to enhance service provision for customers.</p>
	<p>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.</p>	<p>Significant progress was made in streamlining customer contact channels. In the Civic Offices the number of public counters/touchpoints was reduced from 30 to 8, with the majority of customer interactions now taking place at ground floor level.</p> <p>An appointment system was put in place to enable delivery of public counter appointments in a safe manner for customers and staff during the COVID-19 response.</p> <p>The upgrade of the telephony system was significantly progressed and the telephony menu system streamlined. Call secure was introduced to allow for added security for financial transactions for customers.</p>

Goal 7

continued

PRIORITY OBJECTIVE

SUPPORTING STRATEGY

PROGRESS 2020

Transform our use of technology and data in decision-making and service delivery.

Enhance and expand the role of the Customer Services Centre as our main customer touchpoint when accessing services.

The reduction in the number of public counters in the Civic Offices saw an increased number of services delivered through the Customer Services Centre.

The introduction of a meet and greet system at the two Reception Desks has improved the experience of people attending meetings.

Develop a Digital Strategy for the City, which includes expanding our range of digital and online services.

A new platform has been procured to develop a Citizen Hub and CRM which will enable delivery of user-friendly online services to citizens and businesses and facilitate digitisation and streamlining of service processes.

Continue to expand the Smart City Initiative to explore and pilot use of new technologies in our service delivery.

The City Council led Ireland's first Public Procurement of innovative solutions challenge in collaboration with the three other Dublin local authorities to address the challenge of life buoy theft and removal across the region. Four companies are now working with the water safety officers in each Local Authority to develop solutions. The innovative procurement process will allow local authorities to trial and test these solutions before committing to purchasing through a mini-competition procurement process.

Develop a Data Management Strategy for the organisation that improves how our data is managed, used and reused, and that service quality is enhanced through its use.

Work on the development of the Dublinked Open Data Portal continued in 2020, including commencement of an audit of potential open datasets across the range of Council services.

Historical rain gauge, river level sensor data and pedestrian footfall and shared bike data have been uploaded to the open data platform.

PRIORITY OBJECTIVE

Work to place human rights and equality at the core of how we perform our functions.

SUPPORTING STRATEGY

Implement our Public Sector Duty Action Plan over the lifetime of this Corporate Plan.

PROGRESS 2020

The implementation of the Public Sector Duty Action Plan was progressed during 2020 with action on:

- Preparation of a Public Sector Duty Action Plan specific to Dublin Fire Brigade
- Alignment of the new Integration Strategy and City Development Plan processes with the Public Sector Duty Implementation Framework
- Continued engagement with Technical University (TU) Dublin's Access to Apprenticeship Programme, facilitating work placements for programme participants
- Continued engagement with the Council's LGBT+ Staff Network Committee on the LGBT+ Strategy and policies

Progress the actions in the Disability Implementation Plan.

Work progressed on ensuring accessibility to public consultations. All consultations are published online with documentation compatible with assistive technologies, including screen readers and alternative formats, available on request.

Implementation of UN CRPD progressed including consultation with disabled persons organisations in decision making processes.

Members & Activities

of Strategic Policy Committees
and Joint Policing Committee

Housing Strategic Policy Committee

Council Members

Chairperson: Cllr. Alison Gilliland, LAB
 Cllr. Mary Callaghan, SD
 Cllr. Hazel Chu, GP
 Cllr. Donna Cooney, GP
 Cllr. Máire Devine, SF
 Cllr. Kevin Donoghue, LAB
 Cllr. Daithí Doolan, SF
 Cllr. Pat Dunne, Ind
 Cllr. Anthony Flynn, Non Party
 Cllr. James Geoghegan, FG
 Cllr. Briege Mac Oscar, FF
 Cllr. Tina Mac Veigh, PBP
 Cllr. Eimer McCormack, FF
 Cllr. Cieran Perry, Non Party
 Cllr. Colm O'Rourke, FG
 Cllr. Catherine Stocker, SD

(Previous members during the year were:

Cllr. Mary Fitzpatrick, Cllr. Paul McAuliffe,
 Cllr. Críona Ní Dhálaigh & Cllr. Michael Watters)

Sectoral Interests

Pat Greene, Dublin Simon Community
 Karen Murphy, Irish Council for Social Housing
 Claire McManus, Royal Institute of the Architects of Ireland
 Mick O'Reilly, Irish Congress of Trade Unions
 Mike Allen, Focus Ireland
 Liam Kelly, Wadelai/Hillcrest & District Association
 Aine Wellard, Voice of the Visually Impaired

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
8th January	<ul style="list-style-type: none"> • Festival of Public Housing • Understanding Public Housing Working Group • Rent Model Review Working Group • Housing Supply Report • Depot Consolidation Report – sites identified for housing projects • Homelessness Report • Response to Recommendations from the Joint Oireachtas Committee on Housing, Planning & Local Government Report on Family and Child Homelessness
12th February	<ul style="list-style-type: none"> • Presentation on Traveller Accommodation Policy • Ageing & Older Person Policy • Presentation on Dublin City Council's Strategic Plan for Housing People with a Disability
11th March	<ul style="list-style-type: none"> • Report on Housing Supply/Delivery • Report on Homelessness • Report on Depot Sites for Housing • Report on Lettings 2019 & Scheme of Lettings Priorities • Report on Regeneration Programme • Initial viability study into the establishment of a Dublin City Council Building Company
10th June	<ul style="list-style-type: none"> • Festival of Public Housing • Report on Homelessness • Report on Housing Supply/Delivery

Housing Strategic Policy Committee continued

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
29th July	<ul style="list-style-type: none"> • Public Housing Working Group • Services for Senior Citizens Working Group • Update on the Festival of Public Housing • Presentation by the Land Development Agency (LDA) • Regeneration Report • Partnership with Approved Housing Bodies (AHB's) Report • Best practice going forward with regard to Part V acquisitions for social housing
9th September	<ul style="list-style-type: none"> • Rent Review Working Group • Public Housing Working Group • Services for Senior Citizens Working Group • Report on Homelessness • Report on Housing Supply/Delivery • Housing Needs Assessment • Lord Mayor's Taskforce on Housing and Homelessness
14th October	<ul style="list-style-type: none"> • Report from Public Housing Working Group • Report from Rental Model Review Working Group • Compact City Housing Presentation – Royal Institute of Architects of Ireland (RIAI) • Housing Strategy for New City Development Plan • Lord Mayor's Taskforce on Housing & Homelessness
11th November	<ul style="list-style-type: none"> • Report on Housing Supply • Report on Homelessness • Lord Mayor's Taskforce on Homelessness
9th December	<ul style="list-style-type: none"> • Rent Review Working Group • Public Housing Working Group • Services for Senior Citizens Working Group • Presentation on Emmet Road Regeneration Project • Labre Park Redevelopment Update • Lord Mayor's Taskforce on Homelessness

Traffic & Transport Strategic Policy Committee

Council Members

Chairperson: Cllr. Christy Burke, NP
 Cllr. Keith Connolly, FF
 Cllr. Caroline Conroy, GP
 Cllr. Deirdre Conroy, FF
 Cllr. Daniel Céitinn, SF
 Cllr. Mannix Flynn, NP
 Cllr. Janet Horner, GP
 Cllr. Anne Feeney, FG
 Cllr. Patrick McCartan, FG
 Cllr. Jane Horgan Jones, LAB
 Cllr. Carolyn Moore, GP
 Cllr. Larry O'Toole, SF

Sectoral Interests

Gary Kearney, Public Participation Network
 Martin Hoey, Public Participation Network
 Colm Ryder, Dublin Cycling Campaign
 Keith Gavin, Irish Parking Association
 Fergus Sharpe, Dublin Chamber of Commerce
 Richard Guiney, DublinTown

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
22nd January	<ul style="list-style-type: none"> • East link Toll Bridge Bye-Laws • Briefing on Walking and cycling promotion unit • Royal Canal Update and site visit invite to members • Sub-Committees Terms of Reference • Motion agreed: That this SPC of Traffic & Transport facilitate a presentation by Irish Rail on rail transport infrastructure and planning for the future need of commuters in the Dublin region area. • Motion noted: In the light of the long lead-in times to all major cycling infrastructure project timelines, and the recorded increase in serious injuries, this Transport SPC requests that the Environment and Transportation Unit of the City Council prioritise a variety of 'Quick Wins' that improve the safety and comfort of people walking and cycling throughout the city. This to be done in consultation with stakeholders.
11th March (Special Meeting)	<ul style="list-style-type: none"> • Liffey Cycle Route Presentation
3rd June	<ul style="list-style-type: none"> • Dublin City Council Speed Limit Bye-Laws 2020 Report and Bye-Laws • Report on COVID-19 Mobility Programme • Canal Cordon Report
2nd September	<ul style="list-style-type: none"> • Presentation given by Transport Infrastructure Ireland (TII) on extension of Luas Line to Finglas • Update given on COVID-19 Mobility Measures • Agreed Public Consultation Report and Draft Special Speed Limit Bye-Laws go to full City Council meeting for consideration on 7th September 2020 • Presentation on Mobility Education
4th November	<ul style="list-style-type: none"> • Briefing on Traffic & Transport issues given by Minister Eamon Ryan • Update on College Green plaza project • National Transport Authority (NTA) Presentation on Bus Connects Corridors project, start of third phase of public consultation • Motion agreed: This committee undertakes to write to the Minister for Local Government and request that the necessary amendments are made to the legislation, and any relevant regulations, which prevent a proposal which has completed a statutory public consultation process from being amended by City Council where amendments are evident in the feedback from the public consultation, to allow such amendments to be made post-consultation

Climate Action, Energy & Environment Strategic Policy Committee

Council Members

Chairperson: Cllr. Michael Pidgeon, GP
 Cllr. Claire Byrne, GP
 Cllr. Janice Boylan, SF
 Cllr. Tom Brabazon, FF
 Cllr. Joe Costello, Lab
 Cllr. Mannix Flynn, Non Party
 Cllr. John Lyons, Non Party
 Cllr. Naoise Ó'Muirí, FG
 Cllr. Catherine Stocker, Soc Dem
 Cllr. Michael Watters, FF

Sectoral Interests

Paul Boylan, Dublin Chamber of Commerce
 Trevor Clowry, Public Participation Network
 Michael Goan, RIAI
 Bernie Guinan, Association of Consulting Engineers in Ireland
 Robert Moss, Public Participation Network

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
29th January	<ul style="list-style-type: none"> • Dog Shelter Tender Specification Subcommittee established • Progress of the Climate Change Action Plan 2019 – 2024 examined in detail
1st July	<ul style="list-style-type: none"> • Recommendation that the Litter Management Plan 2018 -2020 is adopted by Council • Climate Action subcommittee oversaw the implementation of the City Council's Climate Action Plan 2019 – 2024.
30th September	<ul style="list-style-type: none"> • Subcommittee on the Re-municipalisation of Waste Collection Services established • Recommendation that the Amended Waste Management (Storage, Presentation & Segregation of Household and Commercial Waste) Bye-Laws are adopted by City Council
22nd October (Supplementary Meeting)	<ul style="list-style-type: none"> • Each meeting was themed around a Chapter from the Climate Action Plan 2019 – 2024
25th November	

Planning and Urban Form SPC

Council Members

Chairperson: Cllr. Ray McAdam, FG
 Cllr. Sophie Nicoullaud, GP
 Cllr. Tom Brabazon, FF
 Cllr. Anthony Connaghan, SF
 Cllr. Daithí De Róiste, FF
 Cllr. Dermot Lacey, Lab
 Cllr. John Lyons, NP
 Cllr. Declan Meenagh, Lab (from April 2020)
 Cllr. Dearbháil Butler, GP (from September 2020)
 Cllr. Patricia Roe, Soc Dem

(Previous members during the year were:

Cllr. Jane Horgan Jones, Lab (resigned April 2020)
 Cllr. Darcy Lonergan, GP (resigned September 2020)

Sectoral Interests

Robbie Sinnott, Blind Rights Ireland
 Jonny McKenna, RIAI
 Odran Reid, Irish Planning Institute

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
25th February	<ul style="list-style-type: none"> • Short Term Letting and Enforcement • Presentation, the Office of the Planning Regulator
30th June	<ul style="list-style-type: none"> • Preparation of Development Plan • Irish Green Building Council • Capturing public gain from Land Zoning Measures. • Report on criteria for selecting Council owned sites for disposal
29th September	<ul style="list-style-type: none"> • Nass Road/Ballymount/ Cherry Orchard/ Park West URDF Masterplan • Urban Regeneration and Development Fund (URDF) • City Development Plan: Communication Strategy
24th November	<ul style="list-style-type: none"> • Ancillary Family Accommodation • Strategic Housing Development (SHD) Process • City Greening Strategy • Short Term Letting Update • Proposed Works to City Walls • Criteria for Selecting Council owned Sites for Disposal

Economic Development and Enterprise Strategic Policy Committee

Council Members

Chairperson: Cllr. Claire O'Connor, FF
 Cllr. Racheal Batten, FF
 Cllr. Niall Ring, IND
 Cllr. Mary Freehill, LAB
 Cllr. Tara Deacy, SD
 Cllr. Terence Flanagan, FG
 Cllr. Danny Byrne, FG
 Cllr. Micheál MacDonncha, SF
 Cllr. Donna Cooney, GP
 Cllr. Cat O'Driscoll, SD

Sectoral Interests

Aidan Sweeney, IBEC
 Sarah Ingle, ACEI
 Evanne Kilmurray, Inner City Enterprise (ICE)
 Natalie McGuinness, MHC, Dublin Chamber
 Odran Reid, TU Dublin

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
11th Feb	<ul style="list-style-type: none"> • SPC Working Groups: • Tourism & City Markets including Night Time Economy • International Relations/European Affairs • European Funding Programmes Paper • Motion of Notice-Victorian Fruit & Veg Market
23rd June	<ul style="list-style-type: none"> • Your Dublin Your Voice: COVID-19 Survey Results • Dublin City Economic Recovery Strategy • The Dublin Belfast Economic Corridor • Summit Series 2020 – Recovery Strategy & Green Business • Dublin Economic Monitor – May Edition • Tourism & City Markets including Night Time Economy • International Relations/European Affairs
15th September	<ul style="list-style-type: none"> • Connectivity and 5G - Smart Cities & Environmental Protection Agency (EPA) • Event: Summit Series 2020 – Build Back Better • SPC Working Groups Updates: • Tourism & City Markets including Night Time Economy • International Relations/European Affairs • Dublin Belfast Economic Corridor – Appointment of Nominees • Dublin Economic Monitor – Future Direction
10th November	<ul style="list-style-type: none"> • BREXIT Presentation • Your Dublin Your Voice Presentation • Smart Cities Presentation: Smart D8 District • Dublin City Summit Series 2020 – Reset Summit • Tourism, City Markets including Night Time Economy • International Relations & EU Affairs • Motions on Notice • Dublin Belfast Corridor Working Group • Urban Recovery, Regeneration and Revitalisation of Dublin City Strategy • Dublin Belfast Relations

Arts, Culture and Recreation Strategic Policy Committee

Council Members

Chairperson: Cllr. Cat O'Driscoll, Soc Dem
(Replaced Cllr. Gary Gannon)
Cllr. Vincent Jackson, Non Party
Cllr. Claire Byrne, GP
Cllr. Anne Feeney, FG
Cllr. Mary Freehill, Lab
Cllr. Deirdre Heney, FF
Cllr. Micheál Mac Donncha, SF
Cllr. Seamus McGrattan, SF
Cllr. Damien O'Farrell, Non Party
Cllr. Dearbháil Butler, GP (Replaced Cllr. Lawrence Hemmings)
Cllr. Darragh Moriarty, Lab (Replaced Cllr. Rebecca Moynihan)
Cllr. Hazel De Nortúin, PBP
Cllr. Patricia Roe, Soc Dem (Replaced Cllr. Deirdre Conway)
Cllr. Declan Flanagan, FG (Replaced Cllr. Ray McAdam)

(Previous members during the year were:

Cllr. Gary Gannon, Cllr. Lawrence Hemmings,
Cllr. Rebecca Moynihan, Cllr. Deirdre Conway,
Cllr. Ray McAdam)

Sectoral Interests

Sunil Sharpe, Give us the Night
Ciaran Taylor, White Cane Audio Theatre
Adekunle Gomez, African Cultural Project
Ross Keane, Irish Film Institute
Willie White, Dublin Theatre Festival
Mary O'Connor, Federation of Irish Sport
Julian de Spáinn, Conradh na Gaeilge

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
17th February	<ul style="list-style-type: none"> • Presentation on Sports and Leisure Facilities • Report on Sculpture Dublin • Update Report on Euro 2020 • Report of Audit of Artists Workspaces in Dublin City Council's Administrative Area • Report on the new City Library at Parnell Square
29th June	<ul style="list-style-type: none"> • Presentation on Libraries Update • Report on Play Strategy • Hugh Lane Gallery Update Report • Sports and Recreation Update Report • Report on Events Programme 2020 • Motion: "That the Libraries curate an exhibition of the work and achievements of women councillors and women officials on Dublin City Council (DCC) over the centuries. The exhibition will demonstrate the difference the increase in women as elected members and promotion of women officials made to the lives of women in Dublin"

Arts, Culture and Recreation Strategic Policy Committee continued

MEETING DATE 2020 THEMES / POLICY ISSUE ADDRESSED

21st September

- Presentation on the Partnership Agreement with the Arts Council
- Presentation on Greening The City
- Update Report on an exhibition of the work and achievements of women Councillors and women officials of DCC over the centuries
- Report on Grass Cutting Contracts
- Review of the Arts Grants Interim Report
- Motion submitted; referred to the Commemoration's and Naming Committee
"This committee recognises the efforts of the Tom Clarke memorial committee to have a statue of him erected in a prominent location in Dublin and further acknowledges that the committee has been in contact with DCC in relation to this project many times over the past 5 years. This committee fully supports the provision/location of a suitable site in the city for a statue of Tom Clarke and requests that DCC revisit and appraise the locations previously suggested but put on hold due to other developments in the areas suggested i.e. Parnell Square, Parnell Street, and O'Connell St."

30th November

- Presentation on Arts in the Community (St. Agnes Community Centre)
- Presentation on Dublin City Council's Winter Lights Programme 2020
- Presentation on the Preparation of the Stardust Park for 40th Anniversary
- Motion submitted, referred to the Commemoration's and Naming Committee
"That this Council include adults with Intellectual Disabilities in the very successful 'passports for leisure' program. To recognise the fact that inactivity is a major factor causing ill health in people with disabilities, and that this would be an investment in them and their future."
- Motion submitted, referred to the Commemorations and Naming Committee:
"In recognition of the historical importance of the late politician, doctor and author, Dr Noel Brown and his connection with Dublin South East this area committee seeks to have him remembered with a statute or memorial in the area"
- Motion submitted:
"This committee agrees that the Royal Canal Bridge at Russell Street, currently named Clonliffe Bridge/Russell Street Bridge be officially re-named as "Bloody Sunday Bridge" in commemoration of the events at Croke Park on 21st November 2020 when 14 innocent civilians were killed by RIC/Auxiliaries/Black and Tans."
- Update on an exhibition of the work and achievements of women Councillors and women officials on DCC over the centuries

Finance Strategic Policy Committee

Council Members

Chairperson: Cllr. Séamas McGrattan, SF
 Cllr. Daryl Barron, FF
 Cllr. Mary Callaghan, Soc Dem
 Cllr. Anthony Connaghan, SF
 Cllr. Daithí de Róiste, FF
 Cllr. Alison Gilliland, Lab
 Cllr. James Geoghegan, FG
 Cllr. Dermot Lacey, Lab
 Cllr. Darcy Lonergan, GP (Co-opted March 2020
 – Replaced Cllr. Neasa Hourigan)
 Cllr. Paddy McCartan, FG
 Cllr. Noeleen Reilly, Ind
 Cllr. Nial Ring, Ind

(Previous members during the year were:
 Co-opted March 2020, Cllr. Neasa Hourigan)

Sectoral Interests

Jack Daly, Docklands Business Forum
 Mr. Eric Fleming, ICTU
 Tara Lillywhite, Dublin Chamber of Commerce
 Professor Caroline McMullan, DCU
 Philip O'Callaghan, Public Participation Network
 Mr Aidan Sweeney, IBEC

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
16th January	Funding issues: <ul style="list-style-type: none"> • Transient Visitor Levy • Funding for Rates and Local Authority Services • Funding the Maintenance of Dublin City Council's Road Network • Rates Debtors year end 31st December 2019 • Provision for Rates Alleviation Schemes - Briefing Note
24th June	<ul style="list-style-type: none"> • Review of the feasibility of the implementation of Crowdfunding and/or Participatory Budgeting • Rates Waiver Scheme • Crowdfunding Update
17th September	Governance Issues: <ul style="list-style-type: none"> • Audit Committee – Agreed Minutes for review Presentations/Reports to the Committee included: <ul style="list-style-type: none"> • Housing Rent Arrears • Rates Act 2019 • Factors Impacting on the Maintenance of DCC's Roads Network • Dublin City Council's ICT Transition and Response to COVID-19 • Restart Grant and Restart Grant Plus Updates
3rd November	Motions on: <ul style="list-style-type: none"> • Seeking the supply of tenders by Dublin City Council for a citywide community insurance scheme. • Overview of Spending leaflet/videos for public circulation

Dublin City Joint Policing Committee

Council Members

Chairperson: Daithí De Róiste, FF
 Cllr. Hazel Chu, GP
 Cllr. Mannix Flynn, NP
 Cllr. Daithí Doolan, SF
 Cllr. Dermot Lacey, Lab,
 Cllr. Ray McAdam, FG
 Cllr. Larry O'Toole, SF
 Cllr. Anthony Flynn, NP
 Cllr. Deirdre Heney, FF
 Cllr. Tara Deacy, SD
 Cllr. Caroline Conroy, GP
 Cllr. Danny Byrne, FG

Oireachtas Members

Senators Mary Seery-Kearney and Mary Fitzpatrick,
 Deputy Aengus Ó Snódaigh
 (& any other Oireachtas Member
 who wishes to attend)

Council Officials

Brendan Kenny, Deputy Chief Executive
 Mary Hayes, Executive Manage

An Garda Síochána

Assistant Commissioner Anne Marie Cagney
 Chief Superintendent Patrick McMenamin

Business & Community Representatives

Tony Duffin, Ana Liffey Drug Project
 Fergus Sharpe, Dublin Chamber
 Joe Donohoe, Fatima Groups United
 Richard Guiney, Dublin Town
 Alan Morrissey/Theresa Kelly, alternating attendance at
 meetings
 Adrian Cummins, Restaurants Association of Ireland

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
30th September	<ul style="list-style-type: none"> Election of Chairperson Report on Homeless Services by Director of Housing First, Bob Jordan Halloween & General Policing Matters
21st November (Zoom)	<ul style="list-style-type: none"> Presentation on Building Resilient Communities Annual Work Plan Halloween An Garda Síochána reports

Dublin City Local Community Development Committee (LCDC)

Public Sector Members

Chairperson: Cllr. Carolyn Moore
(replaced Cllr. Patrick Costello)
Cllr. Tara Deacy, SD
Cllr. Racheal Batten, FF
Cllr. Colm O'Rourke, FG
Cllr. Noeleen Reilly, NP
Brendan Kenny, Dublin City Council,
Greg Swift, Local Enterprise Office (LEO)
Martina Queally, Health Service Executive
Blake Hodgkinson, City of Dublin Education
and Training Board

(Previous members during the year were:
Resigned Feb 2020, Cllr. Patrick Costello)

Private Sector Members

Sandra Dillon, Social Inclusion pillar (Dublin City Public Participation Network)
Michelle Murphy, Social Inclusion pillar (Dublin City Public Participation Network)
Kelley Bermingham, Community and Voluntary pillar (Dublin City Public Participation Network)
Anne Talbot, Community and Voluntary pillar (Dublin City Public Participation Network)
Vacant - Environment pillar (Dublin City Public Participation Network)
Dr Sarah Millar, Rediscovery Centre,
Dr Deiric O'Broin, NorDubCo
Anne Fitzgerald, Ballyfermot Chapelizod Partnership,
Paul Rogers, Northside Partnership,
Darragh O'Connor SIPTU (resigned Sept 2020)

MEETING DATE 2020	THEMES / POLICY ISSUE ADDRESSED
29th January	<ul style="list-style-type: none"> • Comhairle na nÓg • Healthy Ireland • Community Enhancement Programme 2019 • Social Inclusion and Community Activation Programme (SICAP)
30th September	<ul style="list-style-type: none"> • Update on Community Enhancement Programme (CEP) 2020 Round 1 and launch of CEP 2020 Round 2 • SICAP • Challenges and opportunities for the LCDC going forward
25th November	<ul style="list-style-type: none"> • Community Enhancement Programme Round 1 & 2 • SICAP • Developmental steps and strategies for the LCDC

Report on
Principal Services

Chief Executive's Department

PRINCIPAL SERVICES

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Franchise

The Register of Electors for 2020 - 2021 came into force on 15th February 2020 with a total number of 353,863 electors on the Final Register.

The City Council oversaw the development of the Voter.ie application, a highly secure platform providing a single centralised database of electors and including a self-service portal that provides the public with the opportunity to manage and check their own electoral details.

Local Representation/ Civic Leadership

Honorary Freedom of the City of Dublin was conferred on Jim Gavin in recognition of his enormous contribution to the City of Dublin in relation to Sport and Service in Public Life.

A Civic Reception hosted by Lord Mayor Paul McAuliffe was held at the Mansion House to mark the State Visit of the President of Greece, Mr Prokopis Pavlopoulos.

In June 2020 Lord Mayor Tom Brabazon presented five Dubliners with COVID-19 Hero Award

In recognition of those working in frontline services, Lord Mayor Hazel Chu awarded monthly a Lord Mayor's Award in the following categories:

- October 2020, Nursing Homes
- November 2020, Transport Staff
- December 2020, Hospital Services Staff
- January 2021, Retail Staff
- February 2021, Hospital Medical Staff
- March 2021, Emergency Services

Media Relations and Communications

The Media Relations Office managed

- 1,900 media queries
- 180 press releases
- 91 newspaper adverts

and worked with others to promote campaigns, including; Support Your Local Business, Be Active, Stay Healthy, Dublin City, Open for Business, #CircleCity, Your Library, Take a Closer Look and the Department of Health and HSE COVID-19 public information and #HoldFirm campaigns

The www.dublincity.ie website underwent considerable redesign, adopting a more customer-focused approach. A new Social Media Strategy was developed and social media became an increasingly important tool to communicate with people across the city.

Housing and Community Services Department

PRINCIPAL SERVICES

Maintenance and improvement of local authority housing units

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Repair requests received: 61,712
 Voids refurbished: 922
 Average time from date of vacation of dwelling to date tenancy commences: 18.5 weeks
 Disability extensions: 8
 Overcrowding extensions: 3
 Adaptations, including showers, ramps and stair lift: 200 approx.

Planned Maintenance works completed:

- Precinct Improvement Works: Markievicz House and O'Carroll Villas
- Roof Improvement Work Programmes: Sheridan Court, Blackhall Place, Marmion Court, & Sillogue Close
- Steps Work: Popular Row, Courtney Place, Constitution Hill, Claddagh Court, Grove Road
- Refurbishment Works: Marsfield Ave, Wellmount Road
- Window Installations: 50+ units Citywide
- Fire Alarm Upgrades: 1,200+ units Citywide
- Mechanical Ventilation Installed: 400+ installed citywide.
- Pump Telemetry: Installed in 23 complexes
- Drainage Maintenance: 28 locations

Energy Efficiency Improvement works were carried out at 35 properties, significantly improving the energy efficiency performance and the quality of life of residents.

Housing Capital Programme

New developments completed, delivering a total of 124 new social housing units:

- Scribblestown (70)
- St. Teresa's Gardens (54)

New developments on site:

- O'Devaney Gardens (56)
- Moss Street (22)
- Sean Foster Place (30)
- Dominick Street (72)
- Cornamona (61)

The Volumetric Rapid Build Programme sites are:

- Springvale, Chapelizod (71)
- Bonham Street (57)
- Cork St/Chamber St (55)
- Bunratty Road, Coolock (78)

Bundle 2 Volumetric:

- Cromcastle Court (Phase 1)
- Dublin 10 (120),
- Woodville, Dublin 5 (36),
- Sladmore (42),
- Grand Canal Basin (80);
- St. Andrews Court (43),
- Belcamp B, Dublin 17 (12),
- Rafters Road, Crumlin (45),

PRINCIPAL SERVICES **ACHIEVEMENTS/HIGHLIGHTS FOR 2020**

Completed 240 acquisitions and delivered 81 Part V units

Approved Housing Bodies (AHBs) delivered the following projects:

- Jamestown Court (12),
 - Lough Conn Road, Dublin 10 (4),
 - Dorset Street, Dublin 1 (9),
 - Willow Park, Dublin 11 (2),
 - Dominic Place, Dublin 1 (9),
 - St. Agnes Avenue, Dublin 12 (53),
 - Cromwellsfort Court, Dublin 12 (11),
 - Dorset Street, Dublin 1 (9)
 - Aughrim Street, Dublin 7 (4)
 - North Strand Road (3)
 - Camac Park, Bluebell, Dublin 12 (5)
-

Enforcement of standards in the private rented sector

From March, in order to continue to inspect properties and ensure that they met the required standards a new and innovative Virtual Inspection Programme was developed and implemented.

Throughout the year 2,224 dwellings were inspected of which 1,737 were found to be non-compliant on 1st inspection. A total of 3,020 inspections, including re-inspections were carried out of which 1,794 were physical and 1,226 virtual.

In all cases where non-compliance was identified appropriate enforcement action was undertaken. As a first step 1,761 Improvement Letters were sent and this was followed up with 465 Improvement Notices being served where required. 10 Prohibition Notices were also served.

By the end of the year 3,446 dwellings were brought up to standard, ensuring safer, healthier homes for tenants.

Housing Assistance Payment (HAP) Programme

The City Council supported an additional 1,655 households through the HAP Programme in 2020. The total number of HAP tenancies created from March 2017 to end December 2020 was 5,630. More than 6,000 amendments to HAP tenancies were processed and 374 rent supplement recipients were transferred to HAP.

While the demand for HAP support increased during 2020 processing times reduced from 4-6 weeks pre-COVID-19 to 2-3 weeks by end 2020

Housing assessment, allocation and transfer

On average 150 Social Housing Applications were assessed and created per week. A total of 1,735 units were allocated.

The annual Social Housing Needs Assessment identified over 15,000 individual housing applicants.

Housing rent management

The City Council Housing Rental model was reviewed and adopted during 2020. The full assessment of 24,800 rent accounts over a two year period continued in 2020. Rent arrears rose by less in 2020 than in the previous year.

- €92,273,801 rental income collected
 - 36,937 warning letters were issued
 - 3 orders for possession obtained
 - 52 Tenancy warnings were issued
 - 125 accounts were referred to the Law Department to seek Possession Orders
-

Housing and Community Services Department continued

PRINCIPAL SERVICES

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Traveller specific accommodation

9 capital projects under the 2019 - 2024 Traveller Accommodation Programme were completed. Traveller Accommodation Condition Surveys of all houses were completed. An application has been sent to the Sustainable Energy Authority of Ireland for assessment for works identified. Fire safety equipment on all sites has been serviced, replaced or renewed.

2 temporary self-isolation sites were provided for the Traveller community, 16 homes to Traveller families and 9 void properties were allocated under the Traveller Specific Voids Programme.

Running water supplies were provided to over 70 Traveller families and new electrical connections to 38 families. A comprehensive waste removal programme is currently in place on all 18 sites.

Social Work

The Duty Social Work Service, provided exclusively by phone throughout the COVID-19 lockdown, received 2,883 calls. Social Workers held an average of 35-40 cases each with each team holding a waiting list. A total of 596 Exceptional Social Grounds applications were received in 2020.

A Senior Social Worker continues in the role of National Local Authority Representative in the National Sex Offender Risk Assessment & Management (SORAM) Office working in partnership with Gardaí, Probation Service, TUSLA and the Prison Service with a brief to manage high risk sex offenders in the community

Rental Accommodation Scheme (RAS) and Social Leasing Programme

Dublin City Council maintained 879 RAS properties during 2020 and carried out 224 inspections including Contract Renewals and Tenant complaints.

Changes to the Rent Supplement saw an increase in the number of payments made to Approved Housing Bodies in lieu of Rent Supplement for Tenants residing in properties funded under the Capital Assistance Scheme. Recipients have risen from approximately 670 at the end of 2019 to in excess of 1,000 at year end 2020.

Housing Loans and Tenant Purchase

- 99 mortgages issued to a value of €20,691,190
- 55 Tenant Incremental Purchase Scheme Applications were received and 25 tenants completed the purchase of their home under this Scheme
- 230 Rebuilding Ireland Home Loan Scheme Applications received and 99 were approved

Housing Grants

A total of 976 grants were paid out to a value of €7,207,302.80 across the Housing Adaptation, Mobility Aid and Housing Aid for Older People grant schemes. A further 575 applications were approved to an approximate value of €4,432,726.

Homeless Services

At end of December 2020 there were 755 families in emergency accommodation, the lowest monthly figure since December 2015. The number of families residing in hotels at end of December was 181, the lowest number of families in hotel accommodation since September 2014.

42 individuals (2 couples) residing in emergency accommodation were supported by Housing Support Officers to move into Homeless HAP (20) and Social Housing (20) tenancies.

PRINCIPAL SERVICES ACHIEVEMENTS/HIGHLIGHTS FOR 2020

In Quarter 4 2020, a total of 2,900 adults residing in emergency accommodation had an active support plan in place. A total of 1,557 households in 2020 were prevented from entering homelessness.

Shielding from COVID-19 was provided for most at-risk homeless persons along with a dedicated testing service, referral and transportation to isolation facilities.

The change in the property market as a result of COVID-19 has given the Dublin Region Homeless Executive (DRHE) an opportunity to source a significant number of self-contained apartments in the city on short-term contracts which has allowed the DRHE to move families out of hotels into more suitable accommodation.

Social Inclusion and Integration

The total value across all City Council community grants originally approved and recommended for 2020 was €879,650. The annual Community Grants Scheme was reviewed to take account of the impacts of COVID-19 on opportunities to deliver the range of services, activities and events originally recommended for decision in early 2020. The review identified viable grants for services, activities and events and concluded that a final recommended sum of €572,476 be distributed across 691 grantees.

Local Community Development Committee (LCDC)

During 2020 the five SICAP Programme Implementers met and worked with 4,795 individuals and 523 local community groups across the City. The LCDC oversaw and administered the Community Enhancement Programme and COVID-19 Emergency Fund.

In late 2020, Dublin City Council LCDC was allocated €117,246 under the second round of the COVID-19 Emergency Fund launched by the Department of Rural and Community Development. This second round of funding will provide grants to applicant groups under two categories (a) adapt services and operations in response to the new COVID-19 reality in 2021 and (b) become more involved with the Government's 'Keep Well' campaign.

The LCDC was successful in securing €246,050 under the Healthy Ireland Fund and Community Mental Health Fund 2019-2021. Healthy Ireland actions under designated Health Service Executive (HSE) parameters were successfully executed across Dublin City. The Change for Life initiatives were fully embraced by the local communities and completed their full programme prior to COVID-19 restrictions in March 2020.

Under the Community Mental Health action fund, Pavee Point were awarded funding. Throughout the COVID-19 restrictions they reached out to the Traveller community in Dublin City disseminating critical safety materials. Community Engagement's physical initiatives were rolled out in early 2020, then turned to online support during tighter COVID-19 restrictions.

Later in 2020 a Healthy Ireland Coordinator was appointed by the City Council and joined the National Network of Healthy Ireland coordinators. In November 2020 new government funding was released as the Community Resilience Fund through Healthy Ireland and Dublin City LCDC was awarded €107,560. Critical initiatives throughout the city were identified under the designated parameters set out by HSE Sláintecare and many of these commenced in late 2020 and will continue into 2021.

Safety of Structure & Places

The Dangerous Buildings Section continued to provide an uninterrupted 24-hour service throughout 2020.

- 197 dangerous building (DB) incidences / events attended to
 - 61 DB Notices resulted
-

Housing and Community Services Department continued

PRINCIPAL SERVICES ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Civil Defence

- 7,200 volunteer hours were provided by over 120 Civil Defence volunteers to support COVID-19 efforts
- 312 Volunteer hours were provided by 42 Civil Defence Volunteers in Searches for Missing Persons.
- 2,122 Volunteer hours were provided by over 90 Civil Defence Volunteers for Community events within the Local Authorities.

The expenditure incurred by Civil Defence in 2020 was €1,412,129

Operation of the Fire Service

The initial impact of the pandemic in March 2020 saw a large increase in medical related calls. This resulted in the East Region Communications Centre (ERCC) processing 15,572 calls in March making it the busiest month of activity during the year and a 13% increase on calls processed during March 2020.

The ERCC processed 173,961 112/999 emergency calls and mobilised resources to 96,289 incidents resulting in the mobilisation of 142,651 appliances during the year.

Dublin Fire Brigade's social media platforms won two awards at National Social Media awards

- Best use of Twitter by a State Body
- Best Social Media by a State Body

Fire Prevention

1,136 Fire Safety Certificate applications were received and processed. The Building Control Management System (BCMS), created by the National Building Control Office, went live in July 2020 to enable online applications of Fire safety Certificate applications.

In 2020, most Community Fire Safety activities were carried out on Dublin Fire Brigade (DFB) social media platforms. DFB promoted Community Fire safety throughout the year with an extra emphasis for National Fire Safety Week 2020. A joint campaign between DFB's Communications Unit and the Fire Prevention Section for National Fire Safety week saw over 70 prominent buildings and structures in Dublin city and county light up red at night for the week, to highlight fire safety.

A joint Halloween Safety video was commissioned with An Garda Síochána which was promoted online and made available to schools nationwide. A joint road safety campaign was filmed with the Road Safety Authority to combat the rise in road fatalities

Dublin City North

The North City Area Offices continued to provide core services relating to Housing Estate Management, Community Development, Public Domain Management, services to Councillors and City Council service coordination at local level.

Both Housing Estate Management and Public Domain Management continued to provide a normal service while encountering additional issues around anti-social behavior and increased dumping respectively. The Area Office provided supports for the most vulnerable in society affected by COVID-19 including:

- Community Call
- City Reopening – June and December
- Social Media Communications Strategy North City
- Public realm interventions – sustainable transportation and street furniture

PRINCIPAL SERVICES**ACHIEVEMENTS/HIGHLIGHTS FOR 2020**

Dublin City South

The South City Area Offices continued to provide core services relating to Housing Estate Management, Community Development, Public Domain Management, services to Councillors and City Council service coordination at local level.

Through mobilization of community contacts the Area Offices responded to the new needs identified within the community, particularly the older and more vulnerable members of the community. Activities switched online, with programmes such as Holding it Together Apart, a community development project aimed at helping people to maintain their physical, spiritual and mental well-being while isolated and at home with COVID-19.

Public Domain staff were particularly busy during the year.

Environment and Transportation Department

Roads & Traffic Services

PRINCIPAL SERVICES

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Roads Maintenance

Delivered an Annual Works Programme to the value of €12.5m: resurfaced and/ or reconstructed 25km of carriageway; repaired/ and renewed 14km of footpaths, circa 4km of shared bus and cycle lanes.

The City Council resolved over 6,700 customer enquiries and roads maintenance service requests and repaired over 5,200 defects and hazards on the road network. 416 critical defects and hazards were repaired and/or made safe within 24-hours of being recorded.

As part of the Winter Maintenance Programme 300 kilometres of the road network was gritted on thirty-one separate occasions.

The use of 'glyphosate' based herbicide in the treatment of weeds on the road network was eliminated.

Public Lighting

2,809 public lighting faults were reported and an average of 82.5% of repairs were carried out within the 10-day timeframe.

Tender documents were issued to begin a major upgrade programme of Public Lighting throughout the city and replacement of existing lights with energy efficient LED lamps.

Roads Capital Programme

- Balbutcher Lane junction reconfiguration completed in December 2020.
- Sillogue infrastructure contract awarded
- Belmayne Main Street and Belmayne Avenue Scheme - Main Contract is expected to commence Q2 2021 and complete Q3 2023.
- Dodder Public Transport Opening Bridge - preliminary design and draft Environmental Impact Assessment Report (EIAR) is near completion. The National Transport Authority (NTA) is amalgamating this project with the BusConnects project.
- The Point pedestrian and cycling bridge - Tender Assessment has commenced.
- Grafton Street Quarter Clarendon Street works completed in July 2020.
- Liffey Street Improvement Works - Detailed design complete and tender documents being reviewed.
- Temple Bar Square - preliminary enabling works, replacing water mains, were completed in July 2020

**Traffic Management
& Road Safety**

- Opening of Royal Canal Phase 2 in June 2020 for pedestrians and cyclists including new linear park and pontoon feature
 - Responded to the mobility challenges caused by COVID-19 by implementing measures across the city for social distancing and provision of safe protected cycle routes
 - Organised a series of pedestrian trials in the Grafton Street area to facilitate the city reopening
 - Worked with businesses to provide additional footpath space for outdoor dining
 - Installation of new school zones at multiple schools across the city
 - Tender issued for the Clontarf to City centre walking, cycling, public transport and public domain enhancement project
 - Elements of the interim Liffey Cycle route scheme installed along the North Quays
 - Public consultation on making 30 kph the default speed limit in Dublin City
 - 91.74% of vehicles were declamped within one hour of payment and 99.7% were declamped within two hours
-

Water Services

PRINCIPAL SERVICES

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Irish Water

Satisfactory completion of targets in the Annual Service Plan under the Service Level Agreement with Irish Water

Surface Water Operations and Maintenance

The Council continued to repair and maintain the surface water network and deliver an effective gully cleaning service with 987 service requests received during 2020 and 100% of gullies inspected within the 4 / 5 day timeframe

Flood Risk Management

- South Campshires Flood Protection Scheme €5m operational
- Dodder RDS flood wall €2m operational
- Dodder Phase 3 Clonskeagh to Orwell Bridge Consultants appointed
- Poddle flood Alleviation Scheme at Part 10 Planning Permission Stage
- Wad River Phase 2 Consultants appointed. Estimated climate change adaption to year 2100 incorporated into all flood schemes
- Flood Warning and monitoring improved with over 50 monitors in Greater Dublin area
- Closer liaison with Met Eireann and neighbouring local authorities

Surface Water Quality

Working to ensure statutory obligations are met under relevant pollution legislation, and to maintain and improve water quality.

In 2020:

- 216 complaints were received and responded to
- 1,500 trade effluent samples were taken
- 804 pollution samples were taken
- 17 Water Framework Directive groups of samples taken on 5 rivers
- 40 wastewater incidents were reported and responded to
- 150 pollution investigative samples were taken
- 110 Grand Canal samples were taken
- 1,174 misconnections were investigated

Bathing Water Quality

Sandymount and Dollymount Strand are designated for bathing under the regulations and 20 samples are scheduled to be taken at each location during the bathing season (1st June – 15th September). Approximately 180 scheduled samples were taken, analysed and reported to the EPA.

There were 7 Temporary Bathing Prohibitions and 2 Prior Warnings erected during the 2020 bathing season. Dublin City Council liaised and consulted with the EPA and HSE during each bathing water quality incident.

Licensing

Dublin City Council had 12 facilities licenced under Section 4 (discharges directly to waters) and Section 16 (discharges to surface water sewer) of the Water Pollution Act 1977, as amended.

Dublin City Council received a total of 19 trade effluent applications from Irish Water. The Council assessed and made 15 recommendations to Irish Water in relation to Section 16 licence applications (for discharge to foul sewers). There were a total of 1,500 trade effluent samples undertaken and assessed to ensure compliance with the license conditions.

Environmental Services

PRINCIPAL SERVICES

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Recovery & Recycling Facilities Operation

Civic Amenity sites and Bring Centres largely remained open throughout the pandemic enabling citizens to continue to recycle responsibly.

Over 22,000 tonnes of recyclable materials were processed at DCC facilities, of which 12,300 tonnes was glass. Increased capacity Textile Recycling Banks were introduced at 3 bring centre locations and the acceptance of small waste electrical and electronic equipment (WEEE) was introduced to 7 bring centre locations. The animation of Bottle Banks continued at 7 locations throughout the city.

Litter Management

During 2020, continued initiatives to tackle litter in the City included:

- initiatives to combat the issue of dog fouling including a Dog Fouling Awareness media campaign
- enforcement of Litter Pollution Acts and Bye-Laws for the Prevention and Control of Litter
- implementation of the recently amended Bye Laws for the Storage, Presentation and Segregation of Household and Commercial Waste
- promotion and development of projects within the Department of the Environment, Climate and Communications Anti-Dumping Initiative, with 5 projects funded and co-ordinated in the City
- litter education and awareness programmes
- co-ordination of Halloween Response Programme which resulted in over 600 tonnes of material diverted from potential bonfire sites.

An on street recycling initiative 'Circle City' was launched in the city providing 25 recycling bins in the city centre in conjunction with the environmental charity Hubbub.

Engagement with communities on environmental initiatives saw the City Neighbourhoods Competition successfully completed by moving to Area Based Format due to COVID-19 restrictions, and 2 winners in the Pride of Place competition - Donnybrook Tidy Towns and St Patricks Cathedral.

A New Litter Management Plan 2020 – 2022 was introduced for Dublin City and collaboration with Third Level institutes on research into waste, dumping and litter issues commenced.

Street Cleaning

The Street Grading programme continued with improvements made in grades awarded citywide. 1,317 surveys were undertaken. Grade A and B scores were achieved in over 80% of streets graded. The programme has also been extended to recycling bank locations.

Leaf composting project continued with over 800 tonnes of material diverted to compost.

Two new electric side-loaders vehicles and three additional electric supervisors vans introduced. All petrol leaf blowers replaced with electric models, replacement of diesel power washers in depot with electric power washers and a trial of electric handvacs was carried out

Use of Social media was enhanced to promote and raise awareness of all issues relating to waste management and services. @dubcityenviro twitter account published in excess of 700 tweets gathering over 2 million public impressions on waste / litter and recycling topics

Over 4,500 community clean ups were supported throughout the city and 95% of the 35,000 customer service requests received by Waste Management Services were closed and completed at the end of 2020.

PRINCIPAL SERVICES**ACHIEVEMENTS/HIGHLIGHTS FOR 2020****Waste Management Planning**

A range of education and awareness campaigns were successfully delivered during 2020 including:

- National Awareness Campaigns (COVID-19, Anti-Dumping, Waste Prevention)
- National Reuse Month
- MODOS Circular Economy Training Programme for Business
- Conscious Cup Campaign to encourage elimination of single use coffee cups

Other key achievements were:

- Co-ordination of Business Continuity in Waste Sector during COVID-19
- Programme to advance remediation of Historic Landfills
- Publication of Civic Amenity Sites National Study
- Publication of Construction & Demolition Waste National Capacity Report

During 2020 the National Transfrontier Shipment Office (NTFSO) worked closely with Industry, the Department of Environment, Climate and Communications, and other competent authorities throughout Europe to ensure shipments of waste were able to operate without interruption as a result of COVID-19. The NTFSO continued port inspections through a combination of remote inspection procedures and on-site visits where considered necessary. The NTFSO partook in a High Level Waste Action Group set up by Government to oversee issues arising throughout the pandemic

In 2018 the NTFSO was nominated the lead authority for a European project on the Effects of the Chinese Import Ban on the Environmentally Sound Management of Plastic Waste. The 2nd phase of this project was scheduled for 2020 and targeted site inspections in international destinations. As a result of the pandemic, these facility inspections had to be deferred. The NTFSO used the time allotted to this work to draft up a new guide for inspectors which can be used for competent authorities throughout Europe for inspections in relation to the new requirements for the export of plastic waste under the Basel accord.

Throughout 2020 preparatory work on the impact of Brexit was carried out and culminated in exporters able to continue to export with the correct paperwork in place post January 1st 2020.

Waste Regulations, Monitoring & Enforcement

Audits were carried out with regard to the various producer responsibility initiative schemes for Waste Tyres, Waste Electrical, Packaging and End of Life Vehicles. 385 Construction and Demolition Waste Plans were reviewed and responded to ensuring proper practice from a waste enforcement and planning enforcement perspective.

- 25 Fixed Penalty Notices issued
- 326 complaints received and investigated
- 288 complaints closed
- 38 complaints outstanding
- 6 enforcement court files and 2 TFS court files submitted, no court appearances due to COVID-19

PRINCIPAL SERVICES**ACHIEVEMENTS/HIGHLIGHTS FOR 2020****Air and Noise
Pollution**

Four local authorities in Dublin are signed up to the World Health Organisation (WHO) Breathe Life Campaign committing to meet WHO air quality guideline levels by 2030

A dedicated Dublin City Council website for real time access to ambient air and noise monitoring in Dublin City was launched consolidating all air monitoring carried out by the EPA and the Dublin City Council air monitoring network which was expanded during 2020.

Fleet Management

Fleet Management continued to migrate the Council's diesel light commercial fleet to electrical vehicles where feasible and viable to do so. Of the 25 vehicles procured in 2020, 21 were electric vehicles. The Council now has 41 electric vehicles in its fleet.

Climate Change

The City Council won the 2020 SEAI Energy Award for 'Leadership in the Public Sector', in recognition of the support from Dublin City Council's Senior Management Team and progress made by the organisation in addressing the 5 key Climate Action Areas: Energy and Buildings, Transport, Flood, Nature and Resources.

By the end of 2019 the City Council had delivered energy savings of 36.5% since beginning its energy journey, surpassing its 2020 target of 33% one year early. Innovative contracts to achieve objectives included pioneering the use of Energy Performance Contracts. The Council continued to refine its energy management practices, organising and putting in place systems for the better measurement of our Carbon footprint as we begin to plan for our 2030 targets. 2020 also saw the establishment of SPC Subcommittees on Climate Action and Air Quality.

**Climate Action
Regional Office
(CARO)**

Key achievements under the CARO work programme in 2020 included:

- Assisted the four Dublin Local Authorities' Climate Action teams to complete the first annual progress reports for Climate Change Action Plans in conjunction with Codema
- Roll out of Local Authority (LA) Climate Action Training programme in conjunction with Local Government Management Agency (LGMA) /LA National Training Steering Group
- Assisted local authorities in the development of regional climate action projects e.g. Dublin local authorities Electric Vehicle Strategy
- Prepared relevant Climate Action guidance and documents such as Climate Action Funding, Decarbonising Zones, Electric Vehicle Fleet and charging
- Assisted County and City Management Association (CCMA) /LGMA in the preparation of a detailed LA Climate Action Strategy and associated Business Case
- Represented the local government sector in relevant sectoral and National Climate Adaptation fora, implementation meetings and Research projects
- Developed National CARO communication channels including CARO website (formal Launch 2021)
- Developed citizen engagement initiatives at national and local levels for example GAA Green Clubs Programme

**Street Performance
Licensing**

204 street performers' permits and 14 visitor permits were issued in 2020. 25 warning notices were issued in 2020.

Environmental Services continued

PRINCIPAL SERVICES

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Operation of Dog Warden Service

The total number of dogs to enter the pound from the City Council area was 182.

- 103 were sent to rescues
- 7 were rehomed
- 56 were reclaimed
- 4 were euthanised
- 1 died of natural causes

Control of Horses Service

42 horses were seized in 2020

- 29 were euthanised
- 3 were reclaimed
- 6 rehomed
- 4 are currently being held due to ongoing Garda investigations

Operation of Markets & Casual Trading

There are approximately 260 Casual Trading designated pitches in the City Council. Approximately 23% of designated traders renewed their licences in 2020.

Stationless Bike Operations

Stationless bike hire operations saved the equivalent of almost 200 tonnes in carbon emissions in 2020.

Moby were granted the second stationless bike hire operator's licence. Moby now have a fleet of 140 electric bikes available for public hire.

Bleeper continue with their successful operations with 450 bikes available for public hire and membership increased by 125% to c.76,000.

744 additional on-street cycle parking stands were provided at 152 locations delivering an additional 1,488 new cycle parking spaces and 406 abandoned bikes were removed from the City's streets.

Street Furniture

All existing street furniture licences (187) were granted an initial free 6-month extension together with ongoing extensions for the duration of COVID-19 restriction periods.

Free temporary COVID-19 street furniture permits were issued to 62 businesses which were facilitated through innovative public realm interventions such as new footpath build outs and the use of parking bays.

Over 750 individual inspections were carried out in 2020 resulting in 34 warning notices being served, 4 removals of unauthorised street furniture and 1 refusal of a licence renewal

Licensing of Ad Boards

- 4 licences have been granted since September 2019
- 3,000 + individual inspections and interventions
- 276 official warning notices issued
- 18 Ad Boards were seized from 16 businesses

Planning and Property Development Department

PRINCIPAL SERVICES ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Forward Planning

2020 saw the commencement of the review of the current Development Plan and the preparation of the new Development Plan for 2022 to 2028. Throughout 2020, background research took place to shape the preparation of the Strategic Issues paper and to establish a communications strategy for the consultation process.

Two strategic issues papers and two background papers were published to highlight the review in the public sphere. Also on the website is an information video clip on what is a development plan, and a second showing how to make a submission. Alongside this was the continual use of the Council's social media accounts to draw regular attention to the consultation process and the five scheduled webinars for January 2021.

The delivery of housing and the granting of permissions consistent with Development Plan policy, continued to produce upwardly positive outcomes. A comparison of Q3 2019 with Q3 2020 shows increases across all categories. The City Council saw an 18% increase in sites with permission, a 65% increase in units with permission, a 103% increase in active sites (from 33 to 67) and a 110% increase in units under construction from 2,497 units to 5,249 units. This scale of increase equals and / or exceeds the rates of increase seen for the same time period across 2018 to 2019 demonstrating that, despite COVID-19, the City has seen increasing levels of activity in meeting housing demand in 2020.

Planning and Property Development Department continued

PRINCIPAL SERVICES

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Local Area Plans (LAP) /Strategic Development Zones (SDZ) /Other Plans

Implementation of the North Lotts and Grand Canal Dock Strategic Development Zone (Docklands SDZ) Planning Scheme continued with DCC as Development Agency.

Planning application granted for enabling works to facilitate Phase 1 of the former Irish Glass Bottle and Fabrizia sites, Poolbeg West. The proposed development consists of streets, transportation, water services and utilities infrastructure, public realm, public amenity spaces and temporary landscaping of a school site.

The Grangegorman SDZ Scheme continued to scale up the volume of development with a number of large quadrants now under construction.

Implementation of the Cherry Orchard/Park West Local Area Plan got underway in 2020 with the establishment of the Cross Departmental Implementation Group (CDIG) to support the delivery of 2,200 to 3,000 new homes, employment and enterprise space, community and recreational facilities.

The Clongriffin/Belmayne LAP is continuing to be implemented with a range of new permissions granted in 2020, including:

- Town Centre
- 1,000 pupil secondary school and temporary primary school
- Malahide Road –construction on 150 apartments

The Kilmainham Inchicore Development Strategy (KIDS) was undertaken. The Ballymun LAP continues to be implemented to complete the regeneration of the area.

The City Council submitted four applications to the Department of Housing, Local Government and Heritage for funding under Call 2 of the Urban Regeneration and Development Fund (URDF) for four Concept Areas.

There are currently five Public Realm plans focused on specific areas of the City- the Grafton Street Quarter Plan, the Docklands Public Realm Plan, the City Centre Masterplan, the Temple Bar Public Realm Plan and the draft Markets Area Public Realm Plan.

Just Eat dublinbikes entered its 11th year of operation, with over 65,000 long term members.

Development Management

A total of 2,286 planning decisions were issued in 2020 of which 82% were made within 8 weeks of receipt of application. Decisions to grant were issued in 88% of cases while refusals accounted for 12% of decisions.

- 2,470 planning applications received
- 265 pre-application consultations were held
- 90 pre- application consultations were held with developers relating to proposed Strategic Housing Developments (SHD)
- A further 40 pre-application consultations were held with An Bord Pleanála relating to SHD developments
- 31 SHD applications were accepted by An Bord Pleanála

PRINCIPAL SERVICES **ACHIEVEMENTS/HIGHLIGHTS FOR 2020**

**Planning
Enforcement**

The City Council continued to provide a prompt and effective response to complaints received in relation to unauthorised development across the city as well as implementing and enforcing the new Short Term Letting legislation.

General Enforcement

- Files opened – 1,003
- Number of inspections carried out – 1,368
- Warning Letters Issued - 928
- Enforcement Notices Issued - 155
- Legal Proceedings Initiated – 43
- Cases resolved - 849

Short Term Letting

- Files opened – 573
- Number of inspections carried out - 969
- Warning Letters Issued - 573
- Enforcement Notices Issued - 10
- Legal Proceedings Initiated - 3
- Cases resolved – 399

Building Control

Maintaining a high level of inspection of new building projects and ensuring compliance with building control requirements and building regulations, the City Council dealt with:

- 1,038 commencement notice submissions
- 468 Certificates of Compliance on Completion submitted
- 379 disability access certificate applications

Over 69% of all new buildings notified as commencing were inspected on site involving 608 inspections of active construction sites with 226 focussed on fire safety. 2 enforcement notices were served and 1 summary prosecution was initiated.

Planning and Property Development Department continued

PRINCIPAL SERVICES

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Property Management & Property Disposal

The Council continued to effectively manage its property portfolio and rental yield through:

- Management of 2,600 leases, with annual rental of €9m approximately
- Continued promotion of disposal of Domestic Ground Rents
- Active engagement with bad debtors to reduce arrears by means of instalment agreements
- A small number of cases referred to Law Department for issue of legal proceedings
- Engagement with lessees affected by the COVID-19 pandemic to grant relief of rent for periods when normal trading was not possible

Key achievements in relation to property disposals and acquisitions:

- Protocol for the disposal of sites deemed surplus to City Council requirements was agreed with the Elected Members.
- Rationalisation programme to reduce the number of actively managed leases continued.
- Preparatory work on the transfer of common areas in the Ballymun Neighbourhood Centres to their Management Companies in accordance with the Multi-Unit Developments Act 2011 continued, including the programme of necessary remedial works identified in Condition Surveys.
- The transfer of the common areas of the Rathmines Square development to the Management Company in accordance with the Multi-Unit Developments Act 2011 was completed.
- The proposed disposal of the Pigeon House Hotel and Power Station progressed to Phase 2.

Archaeology, Conservation and Heritage

- 12 structures were added or are in the process of being added to the Record of Protected Structures (RPS)
- Assessed and reported on 456 planning application files
- Engagement at Strategic Housing Development pre-planning meetings (30) and preparation of reports on eight applications to An Bord Pleanála
- Provided conservation input on key infrastructure projects including Metrolink, Bus Connects and Dart Extension

Of the 118 Protected Structures on the Buildings at Risk Register.

- 30 buildings subject to inspection
- 4 Endangerment Notices issued
- 12 buildings where the owner is engaged in discussions with the Council
- 4 proposals have been lodged
- 21 buildings have a live planning permission granted
- 3 new buildings have been added to the register
- 3 were refurbished following service of an Endangerment Notice

The process of preparing a new Heritage Plan for the City commenced.

Conservation works to the City Wall at Wood Quay were tendered and contracts awarded, with Phase 1 works (samples) carried out and statutory and stakeholder consultations held. The Wood Quay Oral History Phase 2 stakeholder event was held online.

PRINCIPAL SERVICES**ACHIEVEMENTS/HIGHLIGHTS FOR 2020****Active Land Management**

In proactively striving to eradicate dereliction in the City the Council issued 201 notices of proposed entry to include a site on the Vacant Sites Register and received and processed 157 submissions in relation to these proposed entries. 54 sites were on the Vacant Sites Register.

The Council acquired compulsorily 37 Thomas Court, Thomas Street, Dublin 8 which brings the total number of sites acquired compulsorily since 2017 to 24. In addition strategic property acquisitions by agreement were made at a 2.8 acre site at Bannow Road, Cabra, Dublin 7 for the development of public housing and the Abbey Theatre Redevelopment.

National Building Control & National Market Surveillance Office

Dublin City Council expanded its role as the lead local authority for the National Building Control Office to also become the National Market Surveillance Office.

11,796 Commencement Notices were processed through the NBCO building control management system (BCMS), along with the processing of 5,317 customer queries and the circulation of quarterly newsletters to the sector.

Details on the City Council Development Contribution Scheme and contributions collected in 2020

Section 48 of the Planning & Development Act, 2000, as amended, enables a Planning Authority to attach conditions to planning permissions granted requiring the payment of a contribution in respect of public infrastructure and facilities benefiting the development.

The current Dublin City Council Development Contribution Scheme 2020-2023 was adopted by the City Council in March 2020 following the review of the previous scheme. The new scheme applies to all planning permissions granted after 1st April 2020 and to existing permissions granted before this date which have not yet commenced.

In 2020 a total of €22 million was raised from development contributions towards public infrastructure and facilities

Culture, Recreation and Economic Services Department

PRINCIPAL SERVICES

Leisure Facilities Operations

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Under Level 3 COVID-19 restrictions the centres opened with a restricted service and restricted numbers. Under level 5 restrictions all the centres closed with the exception of access for Childminding and Youth Services (where provided in our facilities).

Operation of Library & Archival Service

Library services successfully responded to the significant challenges of continued service delivery during the pandemic:

- Introduction of live chat 'ask-a librarian' service
- Focus of work shifted to digital and online delivery of services:
 - 146 original videos, 324,512 views on social media, more than 238 (recorded) interactive events, a reach of 2,675,746.
- Increase in expenditure on and use of digital content:
 - 125% increase in use of e-books, e-audio, and e-magazines.
- Introduction of home delivery service for older/vulnerable people:
 - 800 book parcels and 4,000 items delivered.
- Dublin Festival of History: delivery of online Festival
 - 46 events with attendance and views totalling 16,866.
- Dublin Literary Award: award event moved online:
 - 4,000+ viewers of streamed shortlist and winner announcements.

Outdoor Leisure Area Operations - Parks and Landscape Services

The City Council achieved 11 Green Flag awards based on international best practice for the management of parks. Awards and commendations were received from the Irish Landscape Institute for projects delivered in the past two years including Weaver Park, NEIC Greening Strategy, St Audoen's Park, Christchurch Cathedral.

A total of 3,588 trees (2,170 tree whips and 1,418 larger trees) representing 96 species and 44 genera were planted. Greening strategies were rolled out in areas that have been identified in the Parks and Open Space Strategy as most in need, including the Liberties, the North East Inner City (NEIC) and Stoneybatter.

Up to 2,000 tons of litter/waste was collected from waste bins and in the maintenance of parks and 216 tonnes of bonfire material collected. 80 solar powered Big Belly Bins were installed to supplement the 400 existing bins.

Parkruns were held over 10 weeks with 24,626 seniors and 3,022 juniors participating

Skatepark, Le Fanu Park, Ballyfermot was developed and is now managed by Ballyfermot Youth Services

The rejuvenation and upgrade of the Stardust Memorial Park, Artane was completed.

The Sculpture Dublin initiative commissioned six new works at Kildonan Park, St. Anne's Park (landscape sculpture); Smithfield Square Lower; People's Park, Ballyfermot; Bushy Park and a temporary sculpture will also be commissioned for the O'Connell Plinth, an empty plinth outside City Hall.

PRINCIPAL SERVICES **ACHIEVEMENTS/HIGHLIGHTS FOR 2020**

Biodiversity

The Dublin City Urban Woodland and Hedgerow Survey in 2020 updated the City Hedgerow Survey from 2006 and A 'Short Guide to Three Dublin City Woodlands' educational guide to the woodlands in Bushy Park, St. Anne's Park and Tolka Valley Park was produced.

Dublin City Habitat Map was completed providing comprehensive information on all habitats across the city, which will inform the new City Biodiversity Action Plan and City Development Plan.

Pollinator Signage: To complement the changes in mowing regimes, increased pollinator-friendly planting schemes and the elimination of glyphosate from green space management, new signage with the tag line 'Leave Them Bee' was developed to promote awareness with the public.

Dublin City Mammals Survey: The first systematic survey of badger, hedgehog and pygmy shrew was completed across 10 Dublin City parks. The promotion of the findings of the survey will be carried out in 2021.

In February, World Wetlands Day was celebrated by outdoor events, including bird watching on Bull Island with Birdwatch Ireland; Exploring the Shore with the National Biodiversity Data Centre; discovery walks of wetlands in south Dublin Bay with Coastwatch; and pond dipping with the Herpetological Society in Father Collin's Park. Biodiversity took part in Better Ballymun, planting trees and plants with school groups.

North Bull Island Nature Reserve: In 2020, a 20 point draft Action Plan was presented to the North Central Area Committee to inform of the future actions that are intended to achieve long-standing conservation management objectives up to 2025. The North Bull Island conservation volunteering programme attracted 37 new volunteers to complement the existing core group of 18 volunteers.

UNESCO Dublin Bay Discovery Centre: Following feedback received and further meetings with stakeholders, the design proposals for the Discovery Centre as previously presented are being amended to reflect the views and concerns that have been raised.

Operation of Sports Halls/Stadiums and Community Facilities

To ensure compliance with Level 3 COVID-19 restrictions and guidelines pre-booking was a requirement. Under level 5 restrictions all the centres closed with the exception of access for Childminding and Youth Services (where provided in our facilities) which are exempt for closing.

Sport and Recreation

The Council continued to promote sport and physical activity by using online platforms and holding open air classes. 9 online exercise videos were introduced including fun family workouts, Chair Yoga and DanceFit classes for people of all ages and abilities.

The Sports and Wellbeing Partnership produced two booklets, "Stay Home, Stay Active, Stay Healthy" and "Let's Get Moving" to support older adults to exercise safely. The Couch to 3k, 6 week programme had over 2,000 participants. Dublin Sportfest, Dublin City Sports and Wellbeing's annual flagship event was severely curtailed in 2020. The highlight event for the week was "Be Active Bingo".

Culture, Recreation and Economic Services Department continued

PRINCIPAL SERVICES ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Hugh Lane Gallery

A significant online programme of work was designed and delivered during 2020:

Worlds without End Exhibition:

- Virtual tour of exhibition created on website
- Online catalogue
- Printed catalogue
- 13 Online Talks and Conversations

2 Webinars and 149 Online Education talks, courses and lectures were delivered. 15 zoom@hughlanegallery projects for primary schools were completed online.

Invitations to tender for gallery refurbishment published December 2020

- Twitter Impressions: 3,544,524
- Instagram Impressions 1,498,870
- Facebook Impressions 922,874

Online Sunday@Noon concerts average 2,000 views across Facebook and YouTube, 14 concerts took place in 2020. The Sunday@Noon online concerts was nominated for the prestigious Prix Europa prize for the best radio music series

City Hall

The Rotunda hosted a number of significant events including awards ceremonies and concerts, including 82 wedding ceremonies during the year

Arts Office

- Arts Grants of €550k awarded.
- Creative Ireland Annual Funding and July Stimulus distributed.
- Established Creative Docklands programme.
- Children's Art in Libraries delivered on line.
- Chinese New Year Festival, International Literature Festival, MusicTown and Culture Night and Cruinniú na nÓg delivered on line.
- Lab Gallery Programme delivered in online and socially distanced versions

Festivals and Events

Due to COVID 19 and public health guidelines most outdoor events/festivals were cancelled for 2020. Dublin City Council successfully delivered a programme of online/virtual events such as Hotter Than July, Wood Quay Summer Sessions, Busker Fleadh, Bram Stoker Festival (in partnership with Fáilte Ireland) and Sustainable Days.

Winter Lights 2020 took place during the month of December lighting up buildings/landmarks around Dublin and also included new landmarks such as the Docklands and Mater Hospital. For the second year in a row, Winter Lights 2020 saw Dublin City Council Events Unit in association with Dublin City Council Culture Company engage with local community groups to design projections on Civic Offices, Hugh Lane Gallery, Samuel Beckett Bridge, City Hall and the Mater Hospital. We also supported online/virtual events/festivals such as the Dublin Book Festival, GAZE International Film Festival, and International Literature Festival amongst others.

PRINCIPAL SERVICES**ACHIEVEMENTS/HIGHLIGHTS FOR 2020****Dublin City Council
Culture Company**

Dublin City Council Culture Company completed and launched the Cultural Audit for Dublin. The Culture Company commenced gathering Impact Case Studies of Cultural Actions in Dublin City Council. This project will work across 12 sections in the City Council to demonstrate the impact of the Council's work across the city with residents in cultural projects generally, and participation projects specifically.

14 Henrietta Street remains closed to the public due to COVID-19. A series of school resource packs and activities which respond to the curriculum for Primary, Junior Cert, Transition Year and Leaving Cert have been created and are now available through our website.

Richmond Barracks - Two new regular outdoor tours were developed and added to the programme, the Richmond Barracks to Kilmainham Walking Tour and the Goldenbridge Cemetery Tour. The Creative Residency @ Richmond Barracks, the first ever historian in residence for Children in partnership with Dublin City Libraries commenced in September 2020.

School Meals

On behalf of the 4 Dublin Local Authorities, the City Council advertised a Tender to establish a Single Party Framework Agreement for the supply and delivery of sandwiches, fruit and milk for the Urban School Meals Scheme 2019 - 2020. A quotation was also sought for the Supply and Delivery of Cooked (Cold) Soup to National Schools under the Soup Scheme for period October 2019 to April 2020.

**Dublin Place Brand
& dublin.ie**

The 'Open for Christmas' campaign to support shops, restaurants and cafés in the city centre took place throughout December. The campaign encouraged the public to safely return to the city. A video, featuring voiceover from Stephen James Smith and music by local Dublin band, Hudson Taylor, was also shot in the first week after lockdown to showcase the city. To date, the video has received almost 72k views.

#StaySafe Campaign highlighted the importance of COVID-19 safety in the city centre.

12 Days of 'A Christmas Carol' In collaboration with the Mansion House & The Lord Mayor hosted 12 videos featuring a host of well-known faces reading a different chapter of the Charles Dickens tale, 'A Christmas Carol'.

A campaign to grow the Dublin Place Brand's audience across social media platforms (Facebook, Twitter & Instagram) took place throughout 2020:

- 14.5k on Facebook
- 13k on Twitter
- 3k on Instagram

Working with sustainable suppliers, new branded merchandise including notebooks, bags, cycle seat covers and umbrellas is being sourced.

Culture, Recreation and Economic Services Department continued

PRINCIPAL SERVICES ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Economic Development & Promotion

In collaboration with the Department of Business, Enterprise and Innovation the Dublin Reset Summit 2020 considered how to reset and build back a better Dublin following the COVID-19 global pandemic. In addition, the City Council supported City recovery through significant research on the socio-economic impact of COVID-19 across the city, and developing recovery strategies for reopening and rebuilding the city. The Council also supported Dublin business through the provision of a range of grants and financial supports, subsidised training programmes and mentoring assistance.

DTS Virtual took place on 14th October 2020 DCC hosted a virtual panel discussion on the future on the city. The City Council provided an interactive virtual stand at the event on Local Enterprise Office (LEO) supports for the tech sector and promoted the Dublin Place brand highlighting Dublin as a tech location.

The 2020 Responsible Innovation Summit took place 20th and 21st October remotely. Multiple international speakers took part from various agencies to discuss responsible innovation and the developments.

A political advisory group was established in 2020 with representatives from each of the 8 local authorities participating within the Dublin Belfast Economic Corridor.

An awards ceremony for the Dublin City Social Enterprise Committee & Dublin City Social Enterprise Awards 2020 took place as a virtual event on the 12th November with Lord Mayor of Dublin, Hazel Chu delivering the keynote address. The issues that the awardees were seeking to address include: diversity, social inclusion, disability, unemployment, mental health, family support, old age care, education and sustainability.

The MODOS programme developed during 2020 from a Dublin City pilot, to a regional and national programme through a collaboration with the Regional Waste Offices. The MODOS programme was highlighted by the National Oversight & Audit Committee (NOAC) as a best practice project for the Local Authority sector in November 2020.

The Enterprise Challenge secured Department of Public Expenditure and Reform (DPER) Public Innovation Funding in 2020 to develop its programme & undertake a rebranding exercise which has resulted in ENFUSE which will be rolled out in 2021.

A Your Dublin Your Voice survey was disseminated in Q1 to capture insights into the public perception on Night Time Economy. A Night Time Economy Forum was held in Q2 with representatives from all stakeholders involved in review process and insights from the Manchester Night Mayor. A Working Group on Tourism, City Markets & Night Time Economy was established as part of the Economic Development and Enterprise SPC.

Dublin City Council continued its participation in the European Commissions' European Social Economy Regions (ESER) Project during 2020 with the objective to build networks of Social Economy and Social Enterprise stakeholders and raise awareness about social economies at regional and local levels.

PRINCIPAL SERVICES **ACHIEVEMENTS/HIGHLIGHTS FOR 2020**

LEO Training Services adapted its programme to reflect business requirements in response to COVID-19. The focus has moved towards supporting businesses respond to the growing demand to move their business online/ enhance their current online offering.

LOCAL ENTERPRISE OFFICE (LEO) METRICS 2020

LEO Dublin City Services	Metrics 2020
Training	
Number of Courses	130
Number of People	4,378
Mentoring	
Number of Hours	1,653
Grants	
Total Grants Approved	130 (€130,000 value)
Micro Enterprise Assistance Fund (MEAF)	
Total no approvals	17
C19 Business Continuity Voucher	
Number of Approvals	843 (€2.1 million value)
Technical Assistance for Micro Exporters (TAME)	
TAME Grants Approved	5
Trading Online Voucher (ToV)	
ToV Approved	1,051 (€2.5 million value)

LEO Dublin City's Local Enterprise Week - Events focusing on sustainable business models, women in business, finance, networking, mentoring and promotion attracting 700 participants attracting coverage in the local and national press.

Culture, Recreation and Economic Services Department continued

PRINCIPAL SERVICES**ACHIEVEMENTS/HIGHLIGHTS FOR 2020**

**International
Relations**

Lord Mayor attended a Tourism Ireland promotion event in London and was joined by the Lord Mayor of Belfast, more than seventy key UK and Irish tourism leaders, diaspora contacts, the Irish Ambassador to UK and various MPs and dignitaries from the Houses of Parliament.

Early in the year, meetings were held with a number of Embassy Ambassadors, the Lord Mayor's Office, the Chief Executive's Office and International Relations.

All planned overseas delegations visits were cancelled. Virtual meetings continued to be held with a number of international cities over the course of the year.

Expenditure 2020: Nil

Finance and IS Department

PRINCIPAL SERVICES

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Administration of Rates

The Rates Office implemented the government commercial rates waiver schemes to support rate payers due to COVID-19 restrictions. The scheme applied to 92% of rate accounts (18,845 ratepayers) and the value of the rates credit to accounts was €159.7 million.

Revenue Budget

The City Council Revenue Budget for 2021 was adopted by the City Council on the 26th November 2020 and provides for the delivery of services across all programmes. The budgeted expenditure is €1.079 billion. The Capital Programme 2021-2023 will be considered by the City Council in the 1st Quarter 2021.

Motor Taxation

The Motor Tax Office was responsible for the issuing of 98,300 tax discs with a value to the exchequer of €21.2m.

IS Department

99.95% service delivery achieved

In excess of 2,500 staff were set up and supported to work remotely during 2020 and key projects delivered included the Rates Rebate Grant system, Development Plan system and a HR eLearning system.

Strengthening of our technical environment was undertaken including additional security measures across our infrastructure and Office 365 was deployed across the organisation

Corporate Services, Transformation and Human Resources Department

PRINCIPAL SERVICES ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Customer Services

The Customer Services Centre answered over 200,000 calls with 49.2% of these calls being answered within 30 seconds. The average delay for answering a call was 132 seconds. There was a 61% First Contact Resolution Rate (customers being dealt with, without the need to transfer them to anybody else).

In 2020 Customer Services Centre:

- Processed 47,000+ payments
- Dealt with 16,000+ Parking Permit applications
- Responded to 36,000+ emails
- Logged 23,000+ requests for Housing Maintenance
- Logged 25,000+ other service requests
- Greeted 18,500 visitors to the Civic Offices Reception Desks
- Completed in excess of 400,000 transactions and services across a range of customer access channels

The customer services centre worked with the Area Offices and other staff across the City Council to provide a local response to the national Community Call Initiative. The COVID-19 Community helpline operated 12 hours a day from 8am to 8pm, 7 days a week for the first three months and has continued during the various level of lockdown, providing vulnerable customers with a contact point with staff of the City Council and voluntary and community bodies delivering essential food and medicines to citizens across the city.

Customer Services Centre retained its "Q-mark" for the 12th consecutive year in 2020, with its highest ever score. In addition, the Customer Services Centre was shortlisted for the annual Q Mark Award, for the 12th consecutive year.

An tAonad Forbartha Gaeilge (Irish Development Unit)

In our efforts to increase the skill, standard and number of staff able to deal with the public through Irish, Irish language training at NFQ levels 3, 4, 5 & 6 was arranged for employees. Other practical methods were utilised throughout the year to help expand the skill and understanding of all staff in Irish including language awareness training sessions.

In order to create both a visible space and to physically highlight the importance of the language in our city's culture, Irish continues to be provided on signage, exhibitions, banners, hoarding and information boards etc. in the open public spaces throughout the city.

Facilities Management

With the onset of COVID-19 in March 2020, Facilities Management was a critical unit in keeping the Civic Offices open and operational for essential staff and key services to the public. Safe systems and protocols were put in place across Civic Offices and critical teams such as post room and security revised their operations to provide a service to staff and the public.

PRINCIPAL SERVICES **ACHIEVEMENTS/HIGHLIGHTS FOR 2020**

**Transformation
Unit**

Work continued on organisational change projects to improve service delivery and enhance citizen access to, and experience of, services including:

- implemented a public appointments system to ensure that Dublin City Council could continue to provide face to face services in a safe environment during COVID-19
 - continued upgrading and redesigning citizen-facing telephony systems to improve access for customers who deal with the council by phone
 - procured a platform to provide a Citizen Hub to enable the delivery of digital services to citizens, businesses and Councillors
 - reviewed customer complaints to identify areas for service improvements
 - delivered a programme highlighting the innovative responses in service delivery implemented by the Council during COVID-19 for Innovation Week.
 - participation in the Bloomberg Philanthropies Digital Innovation Project for European Cities, including a service design project to co-design an innovative approach to improving the housing maintenance service for the organisation and for our customers.
 - Continued work on the process for procurement of a Works Contractor for the North City Operations Depot (NCOD), Ballymun. City Council approval was received for the NCOD funding strategy in May 2020 and agreement to proceed with awarding the construction contract was granted in October 2020. The tendering process was successfully completed and the Works Contractor has been appointed.
-

Corporate Services, Transformation and Human Resources Department continued

PRINCIPAL SERVICES ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Smart Cities

2020 saw an expansion in the roll out of Smart Districts which aim to position Dublin as one of the best places in the world to pilot new technologies. Smart Docklands, providing a platform for start-ups, big tech, the City Council, and academia to come together to accelerate innovation, was ranked No.1 globally for FDI strategy for Smart Locations of the Future by the FDI magazine. The partnership with CONNECT for Smart Docklands has been extended to cover 2020-2022 and build on the success to date.

Following on from the success of the Smart Docklands, another 2 districts have been established by Dublin City Council including Smart DCU and Smart D8.

Academy of the Near Future is a Smart City Education Programme aimed at Transition Year secondary school students and the local government sector. Over 2020 a number of workshops targeting local schools and City Council employees were delivered while moving the programme and content to online web-based delivery www.nearfuture.ie

A 2-year partnership with Dublin City Council Culture Company and Failte Ireland was established to identify future trends relevant to the tourism industry and understand how these might inform current and future projects in all local authority areas. The aim is to position Dublin as a world leader in the development of new technology led solutions for tourism.

In 2020 Dublin City Council launched a Public Procurement of Innovative Solutions process to address the challenge of Life Buoy theft/vandalism. The four Dublin local authorities and Water Safety Ireland are currently working with four companies to trial their solutions with an opportunity for the successful solutions to enter a framework with 19 other Local Authorities.

The focus on smart technology for mobility continued in 2020 with a number of initiatives including;

- The Small Business Innovation Research (SBIR) programme (in partnership with Enterprise Ireland) supported roll out of the Smart Mobility Hub shared e-bikes and e-car services across the City Council in partnership with Bleeper Bikes, Nissan, Sixt and UCD and the launch of an innovative sustainable logistics cargo bike and walker solution in Dublin's city centre with UPS
- Delivery of a roadmap focused on ways to introduce mobility as a service across the Dublin region in partnership with the National Transport Agency and Urban Foresight
- Participation on a European Funded H2020 project "Senator" which will promote sustainable last mile delivery and development of living labs in Dublin and Zaragoza. Local partners include An Post, UCD and Dublin City Council.

PRINCIPAL SERVICES**ACHIEVEMENTS/HIGHLIGHTS FOR 2020****Resourcing and Recruitment**

Active recruitment was paused in early March while the focus shifted to supporting business continuity across the Council and on-boarding new starts remotely. In April, a class of 45 firefighters were on-boarded, who received full firefighter and paramedic training in the O'Brien Institute and were operational firefighters by year-end.

Recruitment recommenced in June and focused on roles that were directly required to meet the critical needs of the Council. Over the remainder of year circa 30 campaigns were run. Technology was utilised to enable interviews to be conducted remotely across all categories of vacancies. This was supported by the development of best practice guidelines and protocols for candidates and board members alike.

Numbers employed by the City Council remained steady; the headcount for the Council on 31st December 2020 was 5,933 whole time equivalent (WTE) of 5,618 compared to the previous year where it was 5,961 WTE of 5,641, representing a decrease of less than 0.5 per cent.

Business Continuity

Corporate co-ordination of business continuity planning and management was undertaken to ensure consistent and appropriate responses across the organisation throughout the COVID-19 public health response. New working arrangements and team structures were developed across all service areas. A range of protocols and measures were developed in collaboration with the Health & Safety Office to implement measures to ensure safety of staff while enabling continuity in the delivery of our services.

Equality Office

During 2020 the implementation of the Public Sector Duty Action Plan commenced with its roll-out to Dublin Fire Brigade (DFB) and the preparation of a Public Sector Duty Action Plan specific to the Brigade.

Preparations for a new City Integration Strategy and the consultation on the next City Development Plan were aligned with our Public Sector Duty Implementation Framework.

The Council also continued its engagement with TU Dublin's Access to Apprenticeship Programme and facilitated work placements for programme participants.

Engagement continued with the Council's LGBT+ Staff Network Committee on the Gender Identity and Expression Policy.

Employee Relations & Industrial Relations

Engagement was ongoing between management, employees, Trade Unions and relevant external bodies in addressing organisational change, resolving industrial disputes and ensuring compliance with corporate and employee policies, and also dealt with matters relating to the serious issue of COVID-19. Issues of employees' wellbeing and health & safety were foremost throughout 2020.

The City Council continued to progress a number of change proposals under the Public Service Stability Agreements 2018-2020 and worked to ensure the achievement of productivity measures. The management of attendance remained a high priority.

Corporate Services, Transformation and Human Resources Department continued

PRINCIPAL SERVICES ACHIEVEMENTS/HIGHLIGHTS FOR 2020

Workplace Safety, Health and Welfare

Monitoring the Safety, Health and Wellbeing performance of the Council against international standards was a key priority throughout 2020. The COVID-19 global pandemic generated significant new, unforeseen demands on the Council and employees.

A collaborative approach to business continuity and health and safety led to the production of a full range of resources and processes for management and employees to ensure that the Council continued to provide essential public services, whilst ensuring the health and safety of our employees and the public. Such measures included:

- Development of DCC-specific resources for safe working during COVID-19, in line with prevailing public health and government advice;
- Development of a series of resilience webinars for both managers and employees;
- Conducting COVID-19 compliance checks on DCC workplaces;
- Overseeing, coordinating and ensuring suitable communication processes with nominated City Council Lead Worker Representatives;
- Monitoring and advising on COVID-19 related PPE and related requirements and issues for employees;
- Coordinating, with relevant sections, the sanitisation and contract tracing arrangements for operational workplaces affected by COVID-19;
- Development and delivery of corporate procedures, systems and processes, including Temporary Remote Working Policy and Toolkit and a corporate e-learning system.
- Contributed significantly to the development of COVID-19 related policies and Standard Operating Procedures for the sector.

A Health and Wellbeing Unit was established to provide resources, training and initiatives focused initially on the wellbeing and resilience of all employees.

Over 640 mandatory health and safety training days were completed. In excess of 70 occupational health surveillance and referral cases were managed with the occupational health service provider.

Learning, Development and Performance Management

A suite of modern training rooms was opened in 2020 to facilitate the delivery of learning and development programmes. The phased roll out of an e-learning platform was commenced which will further facilitate the move to blended learning in 2021.

Core HR Project

The City Council continued the preparatory work required to facilitate the implementation of phase 1 of an integrated Human Resources and Payroll system which is part of the National HR and Payroll Shared Services Programme.

Protected Disclosures

Dublin City Council received 4 protected disclosures in 2020. The current status of the 4 disclosures is as follows:

- Response Issued: 2
- Under Investigation: 1
- Correspondence Ongoing: 1

Report on recruitment competitions

including gender breakdown of all applicants and successful applicants

Title of post	No of Apps	Male	Female	No. On Panel	Male	Female
Accountant	29	14	15	6	4	2
Area Housing Officer	43	28	15	9	7	2
Area Maintenance Officer	41	39	2	8	8	0
Assistant Foreman – Bricklayer/Stonecutter	4	4	0	3	3	0
Assistant Foreman Gardener	18	16	2	11	10	1
Assistant Staff Officer (Payroll) (Confined)	23	17	6	11	6	5
Beach Lifeguard (Temp)	12	8	4	7	6	1
Chargehand – Bricklayer/Stonecutter	2	2	0	2	2	0
Clerical Officer (Temp. 4 Months) LEO Office	82	32	50	6	1	5
Dangerous Building Inspector	44	41	3	4	3	1
Data Analyst (Temp 3 years)	248	-	-	8	4	4
Depot Office Supervisor	12	9	3	4	3	1
Employee Relations Officer – DFB	5	2	3	2	0	2
Executive Engineer	123	104	19	39	34	5
Executive Planner	66	36	30	13	7	6
Executive Solicitor	13	10	3	7	2	5
Firefighter***	500	443	57	161	138	23
Fitter Mechanic (Temp) Ballymore Eustace	11	11	0	3	3	0
Foreman – Bricklayer/Stonecutter	7	7	0	3	3	0
General Operative – Group 4 – Art Handler	5	4	1	1	0	1
General Operative (Temp)	87	86	1	62	61	1
General Operative (Temp) – Roundwood	10	10	0	5	5	0
General Operative with CE Licence (Temporary)	78	78	0	14	14	0
Health & Safety Assistant – Waste Management	16	12	4	4	3	1
Inspector – DFB Fleet Workshop	2	2	0	1	1	0
Inspector – Traveller Accommodation Unit	6	6	0	2	2	0
Junior Carpentry Apprentice	4	3	1	2	1	1
Junior Plumbing Apprentice	5	5	0	2	2	0
Lab Technician Grade 2 – Chemistry	75	41	34	8	3	5
Lab Technician Grade 2 – Microbiology	185	48	137	5	1	4
Leisure Attendant	71	55	16	24	17	7
NEIC Intercultural Development Coordinator (Temp 1 year)	86	36	50	3	0	3
Senior Environmental Health Officer	11	5	6	1	0	1
Storekeeper Grade 1	23	19	4	13	11	2
Technician Grade 1	41	35	6	21	16	5

*** 5,092 applications were received initially for the Firefighter Competition. Following suitability assessments, conducted by the Public Appointments Service, 500 candidates were invited to apply for the interview stage

Law Department

PRINCIPAL SERVICES

Law Department

ACHIEVEMENTS/HIGHLIGHTS FOR 2020

There were notable increases in the instructions to acquire social housing by direct acquisition and by way of long term leasing in 2020.

Court hearings were noticeably reduced during 2020 which has led to a backlog going into 2021. This is being addressed directly with the Courts Service and it is anticipated that there will be improvements during 2021.

The Council hosted the first Local Authority Solicitors Bar Association winter conference in November 2020.

Freedom of Information (FOI).

- Personal: 223
- Non-personal: 488
- Mixed: 1
- Number of requests processed: 738
- Requests granted: 286
- Requests part-granted: 219
- Requests refused: 142
- Requests transferred: 13
- Requests withdrawn: 55
- Requests withdrawn and handled outside of FOI: 23
- Requests for Internal review received: 45
- Appeals to the Information Commissioner: 10
- Number of live cases at 31/12/2019: 77

Source of Requests

- Press 200
- Business 53
- Oireachtas 6
- Staff 5
- Clients 416
- Other 32

GDPR

- Successfully delivered in-house online GDPR training
- Subject Access Requests Received: 172
- DPIAs progressed: 25
- Complaints/Queries received: 13
- Breaches: 77
- Breaches notified to DPC: 3

Annual Financial Statements

Introduction

I am pleased to present the Annual Financial Statements of Dublin City Council for the financial year ended 31st December 2020. Comparative figures are given for 2019.

Dublin City is the economic hub of the Dublin Region, which in turn is the economic hub of the State. Dublin City has a diverse economy, a source of employment and income for an area well beyond the City itself. Dublin is a centre for retail, financial, higher education, medical, cultural and entertainment activities.

The impact of the COVID-19 pandemic, both tangible

and intangible has been considerable. For many businesses, the trading environment was heavily restricted owing to public health measures. For many people, employment ceased as footfall and business activity declined. For many communities the pandemic has resulted in further strain and concern, often heightened among communities already vulnerable. Dublin City Council that is, Elected Members, management and staff alike, showed commitment to making every effort to abide by government advice, ensuring the continuation of essential services and responding to resourcing the delivery of public services.

Review of Dublin City Council's Financial Performance in 2020

Dublin City Council had an overall surplus for the year of €10.9m, which when added to our opening general reserve of €23.8m gave a closing reserve of €34.7m. The Council's bank position at the end of 2020 was a credit balance of €5.73m, and the Council operated in credit for 365 days in 2020. At the year-end, the Council had €280m invested with financial institutes on our behalf and on joint deposit. The City Council's bank/investment balance included a negative €8m relating to Loan Redemptions and Relending, €2.9m received from Irish Water in relation to the operation of the Service Level Agreement, and €17m refundable deposits. Further detail is available in the Statement of Funds Flow in the 2020 Annual Financial Statements.

The value of trade debtors at year-end 2020 decreased to €353.5m gross from €360.8m in 2019, and to €211m net of bad debt provision from €246.6m in 2019. This relates largely to a decrease in government debtors at the end of 2020 of €28.6 m, and an increase in commercial debtors of €19m (see note 5, in the 2020 Annual Financial Statements).

Dublin City Council adjusts and matches both operational day to day spend and its long-term capital investment programme with available funding and resources. Central to all of Dublin City Council's services is the objective to maintain and support businesses and households, more than ever through the pandemic.

Financial Management Measures 2020

The pandemic dominated everyday life during 2020 and in turn the activities of Dublin City Council. During the year, Dublin City Council engaged with government over the severe trading environment that curtailed the capacity of businesses to meet rating liabilities. The loss of non-rates income such as parking charges, planning fees etc. was highlighted as being critical to be addressed so that Dublin City Council could maintain service provision. The spend incurred by Dublin City Council on COVID-19 related issues such as PPE, enabling remote working, DFB etc. was also highlighted. In tandem, Dublin City Council reviewed its cost base,

engaging with the Elected Members as part of this process, to ensure that resources were targeted at measures to support everyone in our City during this difficult time.

Three specific government funding support measures in 2020 were key to the capacity of Dublin City Council to maintain service provision:

- The Rates Waiver Scheme
- Funding for lost non-rates income
- Funding for COVID-19 Related additional demands

Accounting Statements, Notes and Appendices

The aim of the Annual Financial Statement is to fairly present the financial position of Dublin City Council as at the end of 2020. This is achieved through the production of Statements, Notes and Appendices, as required by the regulatory accounting framework set by the Minister for Housing, Local Government and Heritage. The purpose of each of these documents is set out in the glossary.

Changes to Accounting Policies

There were no changes to accounting policies effective for the 2020 Annual Financial Statement.

Revenue Expenditure

During 2020, revenue (i.e. day to day operations) expenditure amounted to €1,280.7m with income of €1,291.6m, giving an excess of income over expenditure of €10.9m (see Table 1). This demonstrates an increase in General Reserves of €10.9m.

TABLE 1: REVENUE EXPENDITURE 2020

	€M
Revenue Expenditure on City Council Services	1,280.70
Revenue Income (Government Grants, Services, Charges & Rates)	1,291.60
Excess of Expenditure over Income	10.9

See note 16 of the 2020 Annual Financial Statements.

Transfers to Reserve Fund

As required by the regulatory accounting framework set by the Minister for Housing, Local Government and Heritage, expenditure shown in the 2020 Statement of Comprehensive Income is net of transfer to reserves (i.e. transfer to reserves are excluded). Note 14 "Transfers from / (to) Reserves" provides greater detail on these transfers. The movement from gross expenditure to net expenditure indicated in the AFS is set out in Table 2.

TABLE 2: ANALYSIS OF EXPENDITURE 2020

	€M
Expenditure	1,215.40
Transfers to Capital A/c	50.2
Transfers to Reserve-loans	15.1
Final Expenditure	1,280.70

See note 14 of the 2020 Annual Financial Statements.

Income is also expressed in the AFS net of transfers from reserves, as presented in Table 3.

TABLE 3: ANALYSIS OF INCOME 2020

	€M
Income	908.7
Rates Income	357.7
Local Property Tax	23.1
Income before Transfers	1,289.50
Plus Transfers from Reserves	2.1
Final Income	1,291.60

See Note 15 of the 2020 Annual Financial Statements.

Capital Expenditure

Expenditure in 2020 on Capital projects and investment net of internal transfers was €347m. This spend forms part of the Capital Programme 2020 to 2022 of €2,647m. This expenditure of €347m was funded through income net of transfers of €343.5m and net transfers of €48.1m, giving an excess of income over expenditure of €44.6m. (See Table 4).

TABLE 4: CAPITAL ACCOUNT 2020

	€M
Opening Balance (Credit)	121.7
Expenditure as at 31st December 2020	347.0
Income	343.5
Net Transfers (€50.2-€2.1)	48.1
Closing Balance 31st December 2019 (Credit)	166.3

See Appendix 5 of the 2020 Annual Financial Statements.

Accounting Policies

The Accounting Policies used in the preparation of the AFS are set out in the Statement of Accounting Policies. Dublin City Council is fully compliant with the regulatory accounting framework as determined by the Department of the Housing, Local Government and Heritage.

Statutory Audit

Dublin City Council undergoes an annual audit, required by statute, carried out by the Local Government Audit Service (LGAS). The Audit for the financial year 2020 commenced in January 2021. This Audit provides an independent review to help assure a fair presentation of Dublin City Council's financial position. Dublin City Council is also subject to audit in relation to EU funding, NRA funding, tax compliance and audits with a Value For Money objective through the LGAS.

Development Contributions

Section 48 of the Planning & Development Act, 2000, as amended, enables a Planning Authority, when granting planning permission under Section 34 of the Act, to attach conditions requiring the payment of a contribution in respect of public infrastructure and facilities benefiting the development of the administrative area of the Planning Authority. This relates to public infrastructure and facilities that are provided, or that it is intended will be provided, by or on behalf of the Local Authority (regardless of other sources of funding for the infrastructure and facilities). Section 48 (2) specifies that the basis for the determination of the contribution shall be set out in a Development Contribution Scheme. Dublin City Council's first Development Contributions Scheme under the 2000 Act came into operation on 1st January 2004. The current Dublin City Council Development Contribution Scheme 2020-2023 was adopted by the City Council in March 2020 following the review of the 2016-2020 scheme. The Annual Financial Statement for the financial year 2020 includes values for development contributions debtors as set out in Table 5.

TABLE 5: DEVELOPMENT CONTRIBUTIONS DEBTORS 2020

	€M
Development Contributions Outstanding at the Year End	46.4

See Note 5 of the 2020 Annual Financial Statements.

Rates

Rates are levied by Dublin City Council on the occupiers and owners (in some cases) of commercial properties in Dublin City. Rates income in 2020 amounted to €357.7m, and accounts for 28% of Dublin City Council's funding for day-to-day services.

Rates are based on rateable valuations of properties as set by the Commissioner of Valuation, and the Annual Rate on Valuation (the multiplier) is determined each year by Reserved Function of the Elected Members of Dublin City Council (see Table 6).

Commercial rates underpin all services provided by Dublin City Council. The City Council exercises restraint in setting commercial rate charges in order to support competitiveness in the economy, nationally and locally, and to sustain the commercial rate base within the City. It should be noted that commercial rates are a significant funding source for Dublin City Council services and therefore the performance on rate collection is critical. Two key issues influenced the 2020 rate collection outcome. These are the financial impact of COVID-19 on ratepayers and the lower level of collection on the incoming arrears from prior years given that the majority of those ratepayers were significantly impacted by business closures. Arrears at the end of 2020 have increased by €11.1m to €34.1m. Dublin City Council's collection of the current year charge has decreased in 2020 to 84%.

Dublin City Council carries out a delicate balancing act in ensuring that local businesses pay rates while conscious of supporting those businesses where financial pressures present. The council operates its rates policy on a consistent basis, with flexibility and reasonableness, seeking to ensure that where financial difficulties exist, arrangements can be put in place which allows rates to be paid on a basis that facilitates businesses to continue trading.

Details of commercial ratepayers in Dublin City by band in 2020 are set out in Table 8 above. 75% of commercial ratepayers had a rates charge in 2019 of €10k or under, 55% had a 2019 rates charge of €5k or less while almost 38% had a rates charge in 2020 of under €3k. By contrast, over 50% of the total rates debit was paid by 2% of commercial rate payers or 479 accounts. The Annual Rate on Valuation was held stable in the 2021 Budget.

TABLE 6: RATES INCOME 2017 – 2020

	2017	2018	2019	2020
Commercial Rateable Valuation of City	1.246b	1.256b	1.296b	1.335b
AVR (multiplier)	0.258	0.258	0.261	0.268
Rates Income	321.5m	324.3m	338.3m	357.7

TABLE 7: RATES ARREARS 2016 – 2020

2016 €M	2017 €M	2018 €M	2019 €M	2020 €M
41.1	32.4	27.8	23.1	34.1



TABLE 8: COMMERCIAL RATE PAYER BANDS 2020

Charge 2020	No of Accounts	Cumulative total	% per band	Cumulative total	Total debit per band	% of Debit	Cumulative total
€1-€999	1,910	1,910	9.39%	9.39%	€1,163,696.73	0.33%	0.33%
€1,000-€3,000	5,776	7,686	28.39%	37.78%	€11,268,967.78	3.15%	3.48%
€3,000-€5,000	3,652	11,338	17.95%	55.73%	€14,265,217.70	3.99%	7.46%
€5,000-€10,000	3,978	15,316	19.55%	75.29%	€27,936,285.55	7.81%	15.27%
€10,000-€25,000	2,880	18,196	14.16%	89.45%	€44,394,650.34	12.41%	27.69%
€25,000-€50,000	1,098	19,294	5.40%	94.84%	€38,553,349.96	10.78%	38.46%
€50,000-€75,000	402	19,696	1.98%	96.82%	€24,299,505.28	6.79%	45.26%
€75,000-€100,000	168	19,864	0.83%	97.65%	€14,493,943.04	4.05%	49.31%
€100,000-€500,000	413	20,277	2.03%	99.68%	€81,408,666.66	22.76%	72.07%
€500,000-	66	20,343	0.32%	100.00%	€99,909,229.37	27.93%	100.00%
Total	20343		100.00%		€357,693,512.41	100.00%	

Rates Waiver Scheme 2020

A commercial rates waiver effective for nine months from the 27th March was introduced by the Minister for Housing, Local Government & Heritage. The scheme was intended to enhance the supports available for enterprise and in recognition of the fact that, not only had many ratepayers been forced to close business due to the public health requirements, but many others who remained open suffered

significant reductions in turnover. The scheme provided for certain categories of businesses to be excluded. The 100% waiver for 9 months was applied to 18,783 accounts which represented 92% of total rate accounts. The value of the waiver as applied was €159.5M which was 60% of the charge for the 9 months period. (See Table 9)

TABLE 9: RATES WAIVER BY CHARGE RANGE

Charge 2020	No of Accounts	No of Rates Waiver Accounts	% of Accounts Waiver Applied	Rates Waiver Credit €M
€0.00-€999	1,910	1,699	89.0%	0.8
€1,000-€2,999	5,776	5,461	94.5%	8.0
€3,000-€4,099	3,652	3,496	95.7%	10.3
€5,000-€9,999	3,978	3,794	95.4%	20.0
€10,000-€24,999	2,880	2,675	92.9%	30.7
€25,000-€49,999	1,098	981	89.3%	25.7
€50,000-€74,999	402	330	82.1%	15.0
€75,000-€99,999	168	146	86.9%	9.4
€100,000 +	479	201	42.0%	39.6
Total	20,343	18,783	92.3%	159.5

Non-rates Income and Additional Service Provision Costs 2021

In November 2020 Government confirmed that Dublin City Council would receive funding in respect of lost non-rates and additional COVID-19 related service provision costs. This funding was confirmed in March 2021 and is set out in Table 10.

TABLE 10: 2020 COVID-19 FUNDING

	€M
Non-rates income shortfall	23.6
Additional COVID-19 related costs	10.5
Total Funding received	34.1

Government Assistance to Businesses: Restart Grant 2020

A national €250m Restart Grant Scheme was launched in May 2020, giving direct grant aid to micro and small businesses. It was intended to help businesses with costs associated with re-opening and re-employing workers following COVID-19 closures. Businesses with a turnover of less than €5m and employing 50 people or less, which were closed or impacted by at least a 25% reduction in turnover between 1st April and 30th June 2020 were eligible.

The Restart Grant Plus Scheme commenced in August 2020. Businesses that received a Restart Grant were eligible to re-apply to receive additional funding under this scheme. The Restart Grant Plus Scheme was based on the amount of the rates assessment for the premises for 2019 with a new minimum grant of €4,000 and a maximum grant of €25,000 up from €2,000 minimum and €10,000 maximum in the Restart Grant Scheme.

Further changes were made from October to payments made to businesses who were approved the Restart Grant Plus Scheme, arising from localised lockdowns. In Dublin, businesses received two top up payments, 30% due to the September move to level 3 lockdown and 20% in October due to a move to level 5 lockdown. Overall all businesses received an additional 50% top up on their original Restart Grant Plus awarded amount

Table 11 below sets out the number of grants approved and the value of grants paid by Dublin City Council. The total amount dispersed by the Council is €98,114,609. This was paid to 6,368 businesses and involved 24,499 separate payments.

TABLE 11: RESTART GRANT AND RESTART GRANT PLUS

Restart Grant Scheme Statistics

	Number	Value
Applications Received RG1	6,444	
Applications Approved RG1	5,007	€24,235,354
Applications Received RGP	8,403	
Applications Approved RGP	7,282	€73,879,255
Grand Total		€98,114,609

Financial Management

System of Internal Controls

The Executive of Dublin City Council acknowledges its responsibility for systems of internal control in Dublin City Council including putting in place processes and procedures for the purpose of ensuring that control systems are effective. These systems can provide reasonable and not absolute assurance that assets are safeguarded, transactions are authorised and properly recorded, and that material errors or irregularities are either prevented or detected in a timely period. Effective internal control systems enable Dublin City Council to meet its responsibilities for the integrity and accuracy of its accounting records.

Dublin City Council has taken steps to ensure an appropriate control environment is in place by:

- Clearly defining and documenting management's responsibilities and powers
- Strengthening a strong culture of accountability across all levels of the organisation
- The work of Internal Audit
- The work of the Central Procurement Office
- The work of the Risk Management Unit
- The work of the Ethics Officer
- The work of the Audit Committee
- The work of the Corporate Projects Support Office
- The Public Spending Code
- External Audit and scrutiny through many channels including NOAC.

Financial management reporting in Dublin City Council is robust and thorough. A rigorous system of monthly financial monitoring ensures that any significant budget variances are identified and appropriate actions are taken to minimise any adverse financial impact. The system of internal financial control is based on a framework of regular management information, administrative procedures including segregation of duties, and a system of delegation and accountability. In particular it includes:

- A comprehensive budgeting system with an Annual Budget which is reviewed and agreed by the Elected Members
- Regular financial reviews; weekly, monthly and quarterly financial reports which indicate financial performance against forecasts on both expenditure and income and variance analysis evaluation
- Setting targets to measure financial and other performances
- Clearly defined capital investment control guidelines
- Formal project management disciplines
- Strict policies and procedures for the receipt, recording and control of monies. These procedures are regularly reviewed and audited.

Internal Audit

The primary role of Internal Audit is to provide assurance to Senior Management and to the Audit Committee that the various risks facing the Council have been identified and appropriate internal controls are in place to manage those risks.

Internal Audit is a key player in the Corporate Governance process and makes a valuable contribution to the effective management of Dublin City Council. The concepts of accountability and

transparency are important principles in responsible governance, implying openness to scrutiny and a requirement to report on performance. Internal Audit facilitates this process by providing an independent review function to management, to assure that services are being provided in an efficient, effective and economic manner and in conformity with legal requirements. In 2020, 6 Internal Audit Reports were completed, including 3 "In Depth" Check Reports as required under the Public Spending Code.

Management and Staff

Over the course of 2020, the resilience, ingenuity, determination and dedication of Dublin City Council staff has shone through. Staff have shown agility, enthusiasm in achieving a purpose, shared with management and the Elected Members, of securing the best outcome for our City and those who use our services.

Dublin City Council is fully committed to the development of staff, including the strengthening of staff wellbeing reflecting the specific context of

the pandemic based work environment. The health and safety of staff is an absolute priority and all work activities have been guided by public health advice and the best interests of staff and customers.

The Council is an equal opportunities employer. Finance Department and other Departments operate a Continuing Professional Development Support Scheme for staff to assist in retaining and developing professional skills and knowledge.

Finance Strategic Policy Committee (SPC) 2020

The Finance Strategic Policy Committee provides leadership and direction on key areas relating to the financing of Dublin City Council. Key topics pursued during 2020 were:

Funding issues:

- Transient Visitor Levy
- Funding for Rates and Local Authority Services
- Funding the Maintenance of Dublin City Council's Road Network
- Rates Debtors year end 31st December 2019
- Provision for Rates Alleviation Schemes - Briefing Note
- Review of the feasibility of the implementation of Crowdfunding and/or Participatory Budgeting
- Rates Waiver Scheme
- Crowdfunding

Governance Issues:

- Audit Committee – Agreed Minutes for review

Presentations/Reports to the Committee included:

- Housing Rent Arrears
- Rates Act 2019
- Factors Impacting on the Maintenance of Dublin City Council's Roads Network
- Dublin City Council's ICT Transition and Response to COVID-19
- Restart Grant and Restart Grant Plus Updates

Motions on:

- Seeking the supply of tenders by Dublin City Council for a citywide community insurance scheme.
- Overview of Spending - leaflet/videos for public circulation

Overview of Priorities for 2021

COVID-19 Measures

Dublin City Council will continue to adapt services to businesses and communities so that, when safe, people deemed can work, meet, shop and socialise in our City again. Preparations are being made

so that when the existing (March 2021) Level 5 restrictions are eased, Dublin City Council will swiftly provide services and supports to businesses and communities.

Post pandemic Dublin

2020 was a unique year owing to the health, social, financial and economic impacts of the COVID-19 pandemic. There is evidence that the pandemic has had a disproportionate impact on the Dublin economy, given the importance of key service sectors (retail, tourism, hospitality, arts/culture and transport) and especially the economy of the City Centre, our nation's Capital. Apart from the direct impact on businesses, COVID-19 restrictions, which curtailed public transport capacity, have seriously restricted access to the City Centre and further undermined City

Centre retail and associated business activity.

The pandemic resulted in a behavioural shift to remote working and encouraged the wholesale relocation of what were previously City Centre based employees in parallel with increased online retail activity, both to Dublin's detriment. Dublin is not unique in this regard, as evidence from around the world is pointing to a more severe pandemic impact for Cities as against small towns and rural areas.

Local Property Tax

Central to developing sustainable local government funding necessary for the post pandemic environment is a major overhaul of the Local Property Tax (LPT). This tax was introduced in July 2013 and since then discretionary LPT funding available to Dublin City Council for consideration as part of the budgetary process has been below expectations and most disappointing. The LPT framework as applied to Dublin City Council, has not had a favourable outcome in supporting service provision. In each successive year, the net additional funding through the LPT, to be allocated at the discretion of the Elected Members, is typically about 5% or in 2021 €4.1m of the total LPT Dublin City basic liability of €81.6m.

The LPT outcome is that other local authorities and the exchequer are the major recipients of the LPT tax yield of Dublin City householders. For example in 2021 €16.3m or 20% of the basic liability is removed to the National Equalisation Fund for allocation to local authorities as determined by the Department. Dublin City Council has not, as yet, received funding from the national equalisation process. The Elected Members voted for and applied a 15% reduction to the basic LPT rate for Dublin City, thereby reducing

householder's liability but in turn potential City Council funding for services by €12.2m.

The Department then informs Dublin City Council of an amount of LPT receipts to be used for for the 'self-funding' of housing and roads. 'Self-funding' is a term used by Government in the context of LPT using a needs and resources approach. It implies that local authorities categorized as 'self-funding' have enough resources to meet their needs. In the context of LPT, 'self-funding' local authorities have LPT receipts allocated as a substitute for previous grant funding. Dublin City Council has been informed that in 2021 €29.9m LPT receipts will fund housing and roads services, previously grant funded. In addition, LPT receipts are applied to baseline funding, specifically pension related deductions and the General Purpose Grant. As described above, both matters were previously funded by the Department but are now funded by LPT receipts. These involve a further €19.1m. The net residual €4.1m is funding yield to Dublin City Council for Elected Members to have discretion on how those funds are applied. This represents 5% of the total value of potential LPT funding. See Table 12 below.

TABLE 12 – DISCRETIONARY LPT ALLOCATION
LPT allocations of LPT Funding Y 2020 & Y 2021

	2020 €	2021 €	Movement €
Dublin City LPT - 100%	80,298,493	81,654,541	1,356,048
Equalisation Fund - 20%	16,059,699	16,330,908	271,210
LPT Retained Locally - 80%	64,238,794	65,323,633	1,084,838
15% Reduction (Passed by council resolution)	12,044,774	12,248,181	203,407
LPT Funding	52,194,020	53,075,452	881,431
Distribution of LPT Funding			
Self Funding - Housing & Roads	29,083,504	29,897,133	813,629
Pension Related Deduction (PRD)	16,428,262	16,428,262	-
Historic Funding (General Purpose Grants)	2,667,330	2,667,330	-
Discretionary Funding	4,014,924	4,082,727	67,802
	52,194,020	53,075,452	881,431

Conclusion

Dublin City Council staff made a huge effort in 2020 to maintain council services to the greatest possible extent, while complying with public health guidelines. Staff have worked in ways so as to reduce the spread of the virus. The commitment of staff and management of all City Council services who, with the support of the Elected Members, provided services for the citizens of Dublin is very much recognised and appreciated.

I would like to thank the staff of all departments for their co-operation and especially my colleagues in the Finance Department for their work in producing the Annual Financial Statement, in particular Antoinette Power, Head of Financial Accounting and the staff of the Financial Accounting Unit. I also wish to thank the members of Dublin City Council in relation to their consideration in resolving the many financial issues which arose during 2020.

I wish to recognise the work of the members of the Finance Strategic Policy Committee and the Audit Committee. In making their contribution, they give generously of their time, skills and experience.

I would like to thank Louise Ryan, Chairperson of the Audit Committee for her commitment to governance and accountability. I would also like to thank Councillor Séamas McGrattan, Chairperson of the Finance Strategic Policy Committee for his commitment to securing funding for Dublin City Council.

Kathy Quinn, FCPFA
 Head of Finance

Statement of
Accounting Policies

1. General

The accounts have been prepared in accordance with the Accounting Code of Practice ACoP on local authority accounting, as revised by the Department of Housing, Local Government and Heritage (DHLGH) at 31st December 2020. Non-compliance with accounting policies as set out in ACoP must be stated in the Policies and Notes to the Accounts. All notes and Appendices referred herein relate to the full 2020 Annual Financial Statements.

2. Statement of Funds Flow (Funds Flow Statement)

A Statement of Funds Flow has been introduced as part of AFS 2011. While the guidance of International Accounting Standard 7 Statement of Cash Flows has been followed, the business of local authorities is substantially different to most private sector organisations and therefore some minor changes to the format have been agreed to ensure the data displayed is meaningful and useful within the local government sector. For this reason the statement is being referred to as a 'Statement of Funds Flow'. The financial accounts now include a Statement of Funds Flow shown after the Statement of Financial Position (Balance Sheet). Notes 17 – 22 relate to the Statement of Funds Flow and are shown in the Notes on and forming part of the Accounts section of the AFS. Note 19 details Project/Non Project/Affordable/Voluntary balances, which can be either a debit or a credit balance. The funds flow assumes that these are debit balances and bases the (Increase)/Decrease description on this.

3. Accruals

The revenue and capital accounts have been prepared on an accrual basis in accordance with the Code of Practice.

4. Interest Charges

Loans payable can be divided into the following two categories:

- Mortgage related loans
- Non- mortgage related loans

4.1 Mortgage Related Loans

Mortgage related loans have a corresponding stream of income from long term advances (i.e. monies lent by the local authorities to borrowers), for the purchase of houses. Only the interest element is charged or credited to the Statement of Comprehensive Income (Income and Expenditure Statement).

4.2 Non Mortgage Related Loans

Note 7 to the accounts sets out the types of borrowing under this heading. Loans relating to assets/grants, revenue funding will not have a corresponding stream of income. Bridging finance will eventually become part of permanent funding. Loans in respect of the other headings will have a corresponding value in Note 3 - 2020 Annual Financial Statements.

5. Pensions

Payments in respect of pensions and gratuities are charged to the revenue account in the accounting period in which the payments are made. The cost of salaries and wages in the accounts includes deductions in respect of pension contributions (including Widows and Orphans) benefits under the Local Government Superannuation Scheme and the Single Public Service Pension Scheme.

The Single Public Service Pension Scheme ("Single Scheme") commenced with effect from 1 January 2013. Employee contributions for the Single Scheme continue to be deducted by local authorities but are remitted centrally to DPER.

6. Agency and Other Services

Expenditure on services provided or carried out on behalf of other local authorities is recouped at cost or in accordance with specific agreements.

7. Provision for Bad & Doubtful Debts

Provision has been made in the relevant accounts for bad & doubtful debts.

8. Fixed Assets

8.1 Classification of Assets

Fixed assets are classified into categories as set out in the Statement of Financial Position (Balance Sheet). A further breakdown by asset type is set out in note 1 to the 2020 Annual Financial Statements.

8.2 Recognition

All expenditure on the acquisition or construction of fixed assets is capitalised on an accrual basis.

8.3 Measurement

A Statement of Financial Position (Balance Sheet) incorporating all of the assets of the local authority was included for the first time in the Annual Financial Statement for 2003. The assets were valued based on the 'Valuation Guideline' issued by the DHPLG. All assets purchased or constructed from 1/1/2004 have been included at cost. Accounting policies relating to leases are currently being developed and will be reflected in the financial statements at a future date.

8.4 Revaluation

As set out in a revision to the Accounting Code of Practice it is policy to show fixed assets at cost. Maintenance and enhancement costs associated with Infrastructure assets are not currently included in fixed assets but will be reviewed at a future date. Due to their physical nature the vast majority of assets are unique to local authorities and are not subject to disposal. Any loss or gain associated with the net realisable value of the remaining general assets subject to disposal, are accounted for at time of disposal.

8.5 Disposals

In respect of disposable assets, income is credited to a specific reserve and is generally applied in the purchase of new assets. Proceeds of the sale of local authority houses are to be applied as directed by the DHLGH.

8.6 Depreciation

Under the current method of accounting, the charge for depreciation is offset by the amortisation of the source of funding the asset. This method has a neutral impact on Income & Expenditure and consequently the charge for depreciation and the corresponding credit from amortisation is excluded from the Statement of Comprehensive Income (Income & Expenditure Statement).

The policies applied to assets subject to depreciation are as follows:

Asset Type	Bases	Depreciation Rate
Plant & Machinery		
- Long life	S/L	10%
- Short life	S/L	20%
Equipment	S/L	20%
Furniture	S/L	20%
Heritage Assets		Nil
Library Books		Nil
Playgrounds	S/L	20%
Parks	S/L	2%
Landfill sites (*see note)		
Water Assets		
- Water schemes	S/L	Asset life over 70 years
- Drainage schemes	S/L	Asset life over 50 years

The Council does not charge depreciation in the year of disposal and will charge a full year's depreciation in the year of acquisition.

* The value of landfill sites has been included in note 1 under land. Depreciation represents the depletion of the landfill asset.

9. Government Grants

Government grants are accounted for on an accrual basis. Grants received to cover day-to-day operations are credited to the Statement of Comprehensive Income (Income & Expenditure Statement). Grants received, relating to the construction of assets, are shown as part of the income of work-in-progress. On completion of the project the income is transferred to a capitalisation account.

10. Development Debtors & Income

Short term development levy debtors are included in note 5. Income from development contributions not due to be paid within the current year is deferred and not separately disclosed in the financial statements.

11. Debt Redemption

The proceeds from the early redemption of loans by borrowers, are applied to the redemption of mortgage related borrowings from the HFA.

12. Lease Schemes

Rental payments under operating leases are charged to the Statement of Comprehensive Income (Income & Expenditure Statement). Assets acquired under a finance lease are included in fixed assets. The amount due on outstanding balances is shown under current liabilities and long-term creditors.

13. Stock

Stocks are valued on an average cost basis.

14. Work-in-Progress & Preliminary Expenditure

Work-in progress and preliminary expenditure is the accumulated historical cost of various capital related projects. The income accrued in respect of these projects is shown in the Statement of Financial Position (Balance Sheet) as 'Income WIP'.

15. Interest in Local Authority Companies

The interest of Dublin City Council in companies is listed in Appendix 8 of the 2020 Annual Financial Statements.

16. Related Parties

- I. A related party transaction is a transfer of resources, services or obligations between the local authority and a related party. The main related parties for a local authority include the following:
 - i. Management and Personnel
 - ii. Council members
 - iii. Government Departments
 - iv. Local Authority Companies

Local Authority council members and key personnel are bound under the relevant sections of the Local Government Act 2001 and subsequent amending legislation to:

- a. furnish an annual declaration of 'declarable interests' set out in section 175 of the Act;
- b. disclose under sections 167, 178 and 179 any beneficial interests that they or a connected person has; and
- c. follow a code of conduct issued by the Minister for Housing, Local Government and Heritage under section 169 of the Local Government Act 2001 in 2004.

'Declarable interests' cover both financial and certain other interests such as land etc.

Local authority management and personnel salary and remuneration is determined by the Department of Housing, Local Government and Heritage in line with central government policy on rates of pay.

Local Authority interests in companies and joint ventures are disclosed in Appendix 8 to the Annual Financial Statements 2020.

Local Authority transactions with government departments are governed by central government controls and procedures driven by government accounting rules.

2020 Annual
**Financial Statements
and General**

Statement of Comprehensive Income (Income & Expenditure Account Statement) For Year Ending 31st December 2020

The Income and Expenditure Account Statement brings together all the revenue related income and expenditure. It shows the surplus/(deficit) for the year. Transfers to/from reserves are shown separately and not allocated by service division

Expenditure by Division

	Note	Gross Expenditure 2020 €	Income 2020 €	Net Expenditure 2020 €	Net Expenditure 2019 €
Housing & Building		411,740,016	375,215,360	36,524,657	39,402,894
Roads Transportation & Safety		100,789,166	41,860,607	58,928,559	53,458,313
Water Services		52,542,800	40,891,389	11,651,412	10,354,347
Development Magement		148,645,690	122,525,293	26,120,397	25,560,679
Environmental Services		201,521,752	96,071,810	105,449,943	103,038,657
Recreation & Amenity		93,812,473	10,837,479	82,974,993	82,869,044
Agriculture, Education, Health & Welfare		1,365,111	623,803	741,308	1,094,576
Miscellaneous Services		204,929,828	220,711,175	(15,781,347)	(5,962,730)
Total Expenditure/Income	16	1,215,346,836	908,736,915	306,609,922	309,815,780

Net cost of Divisions to be funded from Rates & Local Property Tax

Rates				357,693,512	338,299,502
Local Property Tax	15			23,110,517	23,098,626
Surplus/(Deficit) for Year before Transfers				74,194,108	51,582,348
Transfers from/(to) Reserves	14			(63,231,613)	(49,439,238)
Overall Surplus/(Deficit) for Year	16			10,962,495	2,143,110
General Reserve @ 1st January 2020				23,784,693	21,641,583
General Reserve @ 31st December 2020				34,747,188	23,784,693

Statement of Financial Position (Balance Sheet) at 31st December 2020

	Note	2020 €	2019 €
Fixed Assets	1		
Operational		6,754,398,623	6,707,346,614
Infrastructural		2,917,503,482	2,921,647,391
Community		239,035,128	234,242,182
Non Operational		481,449,503	476,605,557
		10,392,386,736	10,339,841,744
Work In Progress and Preliminary Expenses	2	227,356,456	169,832,062
Long Term Debtors	3	533,554,245	515,541,228
Current Assets			
Stocks	4	6,569,251	5,975,935
Trade Debtors & Prepayments	5	291,627,815	256,690,495
Bank Investments		279,998,542	154,033,669
Cash at Bank		5,727,626	-
Cash in Transit		-	-
		511,923,234	416,700,099
Current Liabilities (Amounts falling due within one year)			
Bank Overdraft		-	5,515,532
Creditors & Accruals	6	253,762,710	204,316,761
Finance Leases		-	-
		253,762,710	209,832,293
Net Current Assets/(Liabilities)		258,160,523	206,867,806
Creditors (Amounts falling due after more than one year)			
Loans Payable	7	515,475,349	516,167,378
Finance Leases		-	-
Refundable Deposits	8	16,998,543	14,013,243
Other		129,790,723	102,191,540
		662,264,615	632,372,161
Net Assets		10,749,193,345	10,599,710,679
Represented by			
Capitalisation Account	9	10,392,386,736	10,339,841,744
Income WIP	2	197,657,638	146,594,675
General Revenue Reserve		34,747,188	23,784,693
Other Specific Reserves		29,013,652	29,013,652
Other Balances	10	95,388,130	60,475,915
Total Reserves		10,749,193,345	10,599,710,679

All note references relate to the full 2020 Annual Financial Statements.

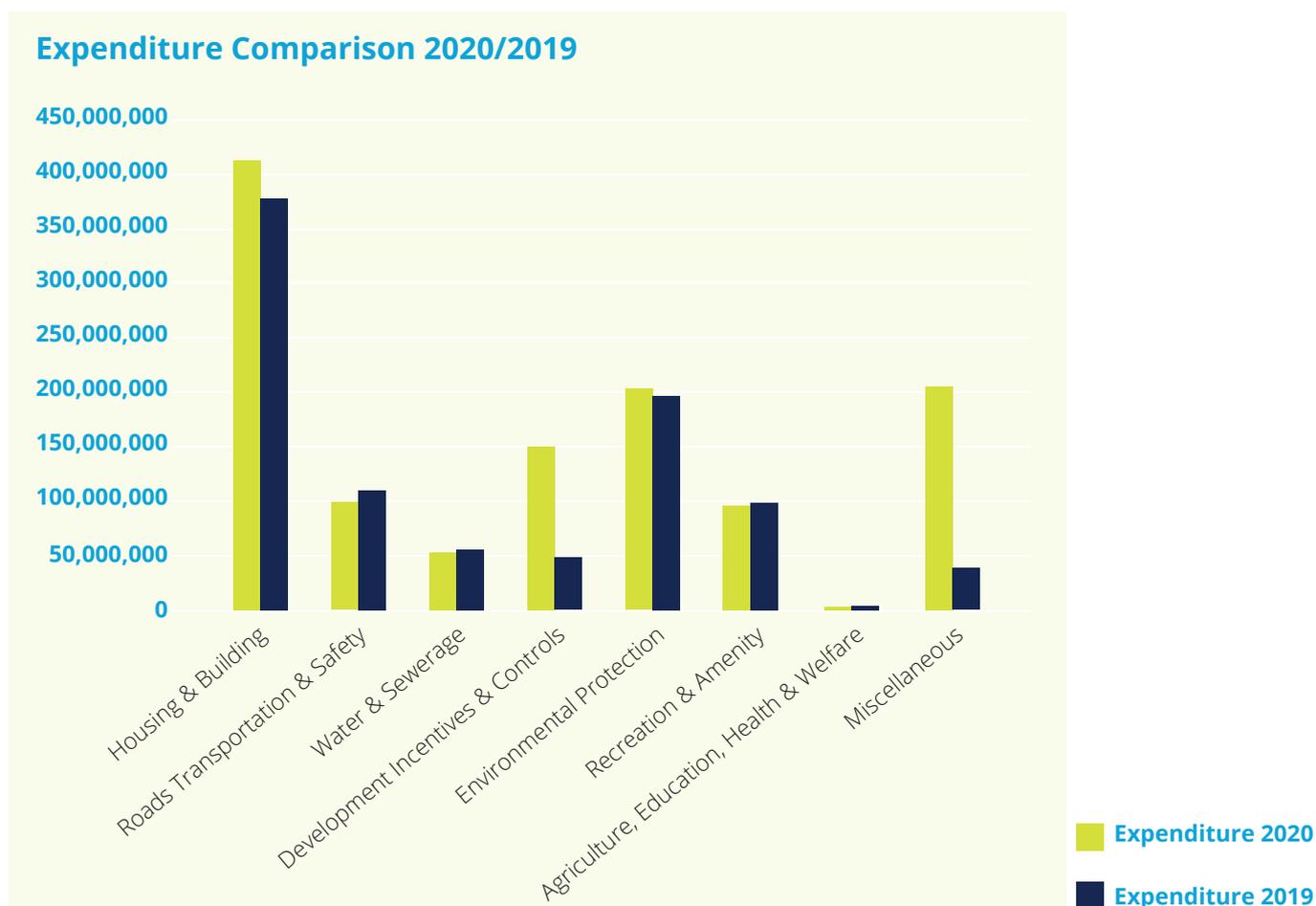
Statement of Funds Flow (Funds Flow Statement) As at 31st December 2020

	Note	2020 €	2019 €
Revenue Activities			
Net Inflow/(outflow) from operating activities	17	96,877,809	
Capital Activities			
Returns on Investment & Servicing of Finance			
Increase/(Decrease) in Fixed Asset Capitalisation Funding		52,544,992	
Increase/(Decrease) in WIP/Preliminary Funding		51,062,963	
Increase/(Decrease) in Reserves Balances	18	28,159,347	
Net Inflow/(Outflow) from Returns on Investment and Servicing of Finance		131,767,302	
Capital Expenditure & Financial Investment			
Increase/(Decrease) in Fixed Assets		(52,544,992)	
Increase/(Decrease) in WIP/Preliminary Funding		(57,524,394)	
Increase/(Decrease) in Other Capital Balances	19	22,914,135	
Net Inflow/(Outflow) from Capital Expenditure and Financial Investment		(87,155,252)	
Financing			
Increase/(Decrease) in Loan Financing	20	8,894,137	
Increase/(Decrease) in Reserve Financing	21	(16,161,266)	
Net Inflow/(Outflow) from Financing Activities		(7,267,129)	
Third Party Holdings			
Increase/(Decrease) in Refundable Deposits		2,985,300	
Net Increase/(Decrease) in Cash and Cash Equivalents	22	137,208,031	137,208,031

Revenue Accounts 2020 before transfers to Capital/Financial Profile at a glance

	Expenditure 2020	Expenditure 2019
Housing & Building	411,740,016	377,556,305
Roads Transportation & Safety	100,789,166	109,902,006
Water & Sewerage	52,542,800	53,851,643
Development Incentives & Controls	148,645,690	47,650,575
Environmental Protection	201,521,752	197,755,467
Recreation & Amenity	93,812,473	97,502,148
Agriculture, Education, Health & Welfare	1,365,111	1,780,840
Miscellaneous	204,929,828	37,075,995
Total Expenditure	1,215,346,836	923,074,979

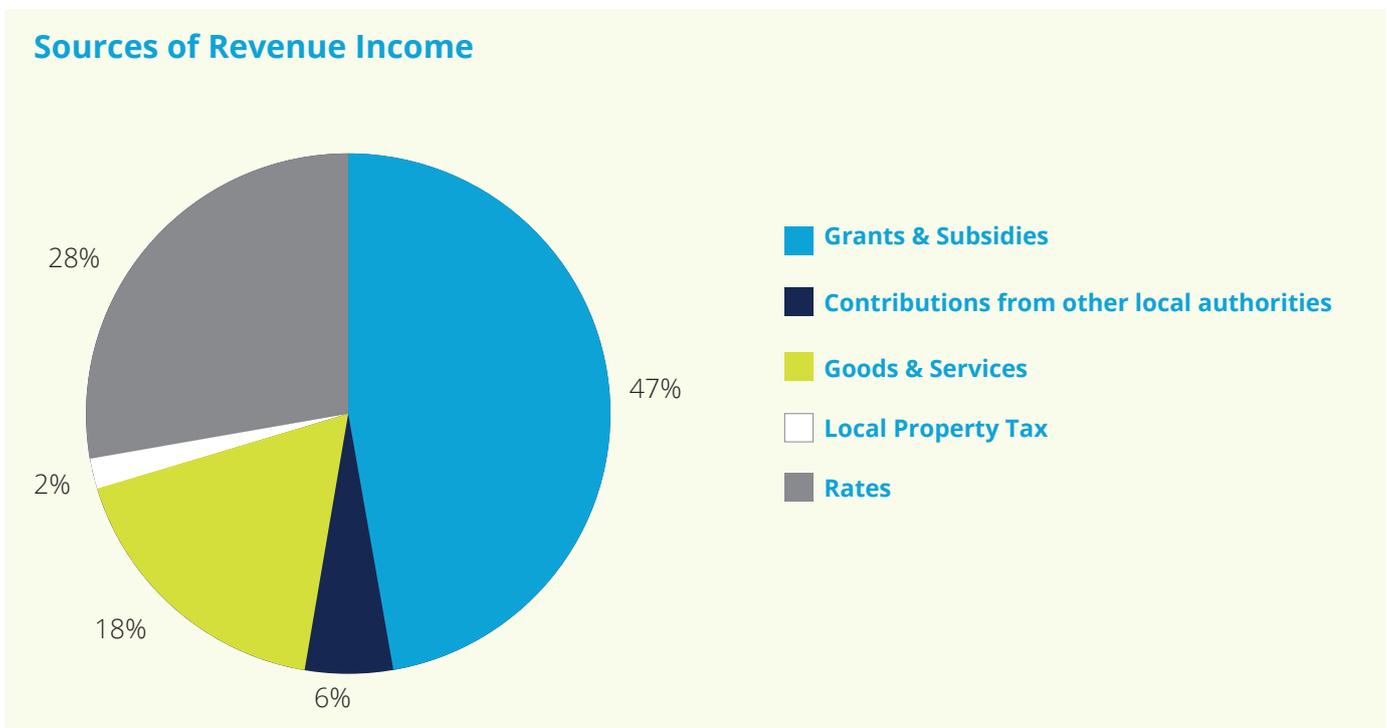
As per Income & Expenditure Account



Main Sources of Revenue Income

	2020 €
Grants & Subsidies	609,588,051
Contributions from other local authorities	73,345,375
Goods & Services	225,803,488
Local Property Tax	23,110,517
Rates	357,693,512
	1,289,540,944

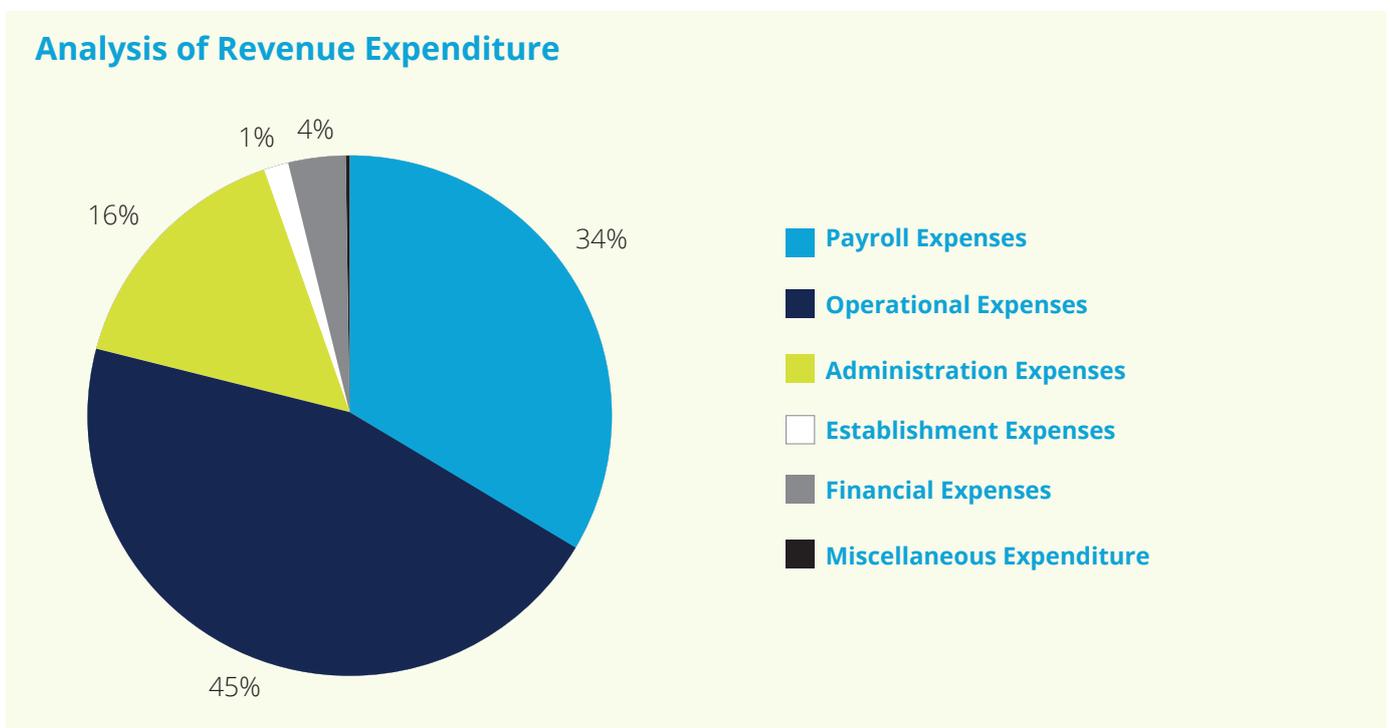
As per Note 15 of the 2020 Annual Financial Statements.



Main Categories of Revenue Expenditure

	2020 €
Payroll Expenses	410,159,806
Operational Expenses	549,499,890
Administration Expenses	191,743,538
Establishment Expenses	17,887,452
Financial Expenses	42,855,203
Miscellaneous Expenditure	3,200,948
Total Expenditure	1,215,346,836

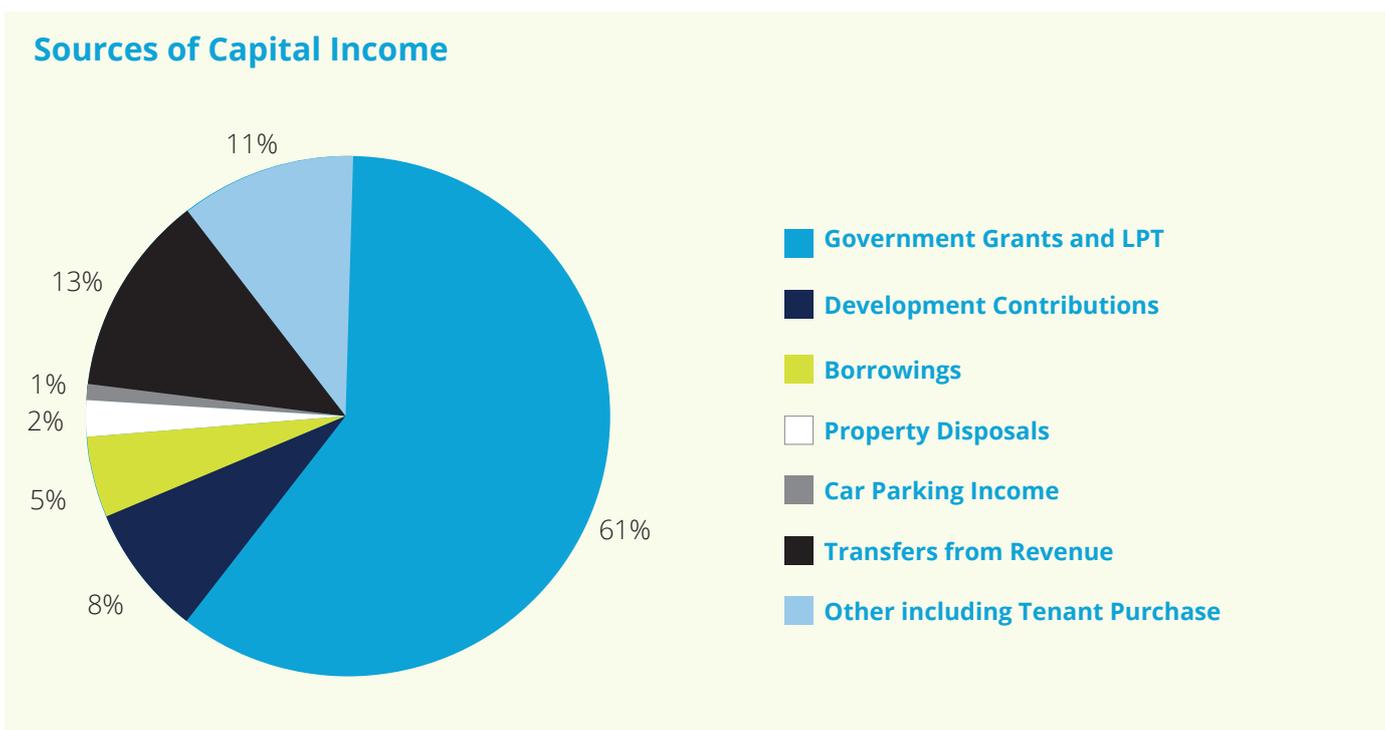
As per Appendix 1 of the 2020 Annual Financial Statements.



Sources of Capital Income

	2020 €
Government Grants and LPT	238,537,604
Development Contributions	31,509,969
Borrowings	20,202,451
Property Disposals	8,319,933
Car Parking Income	3,244,896
Transfers from Revenue	50,234,967
Other including Tenant Purchase	41,651,130
	393,700,950

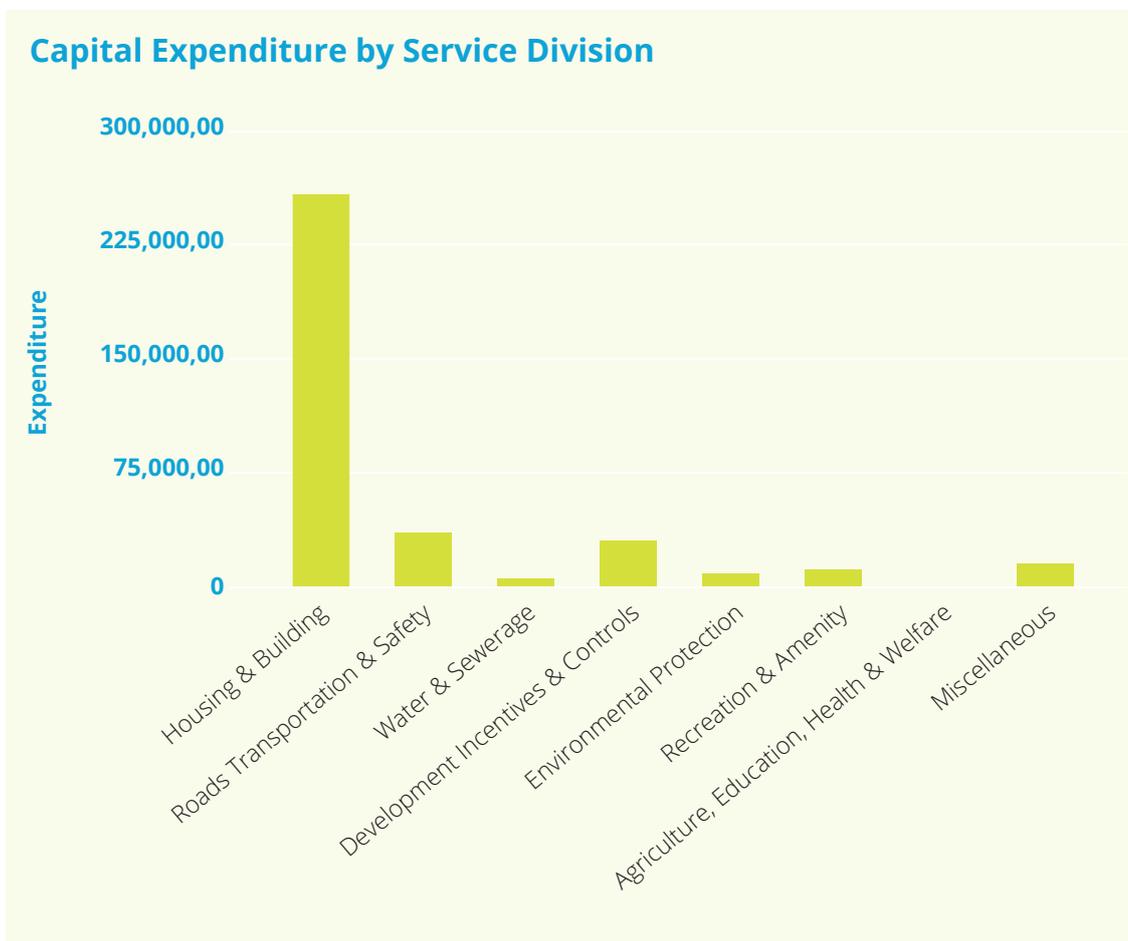
As per Appendix 5 of the 2020 Annual Financial Statements.



Capital Expenditure by Service Division

	2020 €
Housing & Building	247,342,285
Roads Transportation & Safety	34,149,532
Water & Sewerage	3,339,021
Development Incentives & Controls	26,859,010
Environmental Protection	7,202,923
Recreation & Amenity	12,967,168
Agriculture, Education, Health & Welfare	-
Miscellaneous	15,115,667
	346,975,606

As per Appendix 6 of the 2020 Annual Financial Statements.



Performance Indicator Report

01 January 2020 – 31st December 2020

TOPIC	INDICATOR	VALUE
Housing: H1, H2 & H4	A. No. of dwellings in the ownership of the LA at 1/1/2020	26150
	B. No. of dwellings added to the LA owned stock during 2020 (whether constructed or acquired)	370
	C. No. of LA owned dwellings sold in 2020	25
	D. No. of LA owned dwellings demolished in 2020	28
	E. No. of dwellings in the ownership of the LA at 31/12/2020	26467
	F. No. of LA owned dwellings planned for demolition under a DHPLG approved scheme	439
	A. The percentage of the total number of LA owned dwellings that were vacant on 31/12/2020	2.64 %
	The number of dwellings within their overall stock that were not tenanted on 31/12/2020	688
	A. Expenditure during 2020 on the maintenance of LA housing compiled from 1 January 2020 to 31 December 2020, divided by the no. of dwellings in the LA stock at 31/12/2020, i.e. the H1E less H1F indicator figure	€2441.06
	Expenditure on maintenance of LA stock compiled from 1 January 2020 to 31 December 2020, including planned maintenance and expenditure that qualified for grants, such as SEAI grants for energy efficient retro-fitting works or the Fabric Upgrade Programme but excluding expenditure on vacant properties and expenditure under approved major refurbishment schemes (i.e. approved Regeneration or under the Remedial Works Schemes).	€63535817
Housing: H3 & H5	A. The time taken from the date of vacation of a dwelling to the date in 2020 when the dwelling is re-tenanted, averaged across all dwellings re-let during 2020	15.17 wk
	B. The cost expended on getting the dwellings re-tenanted in 2020, averaged across all dwellings re-let in 2020	€21346.12
	The number of dwellings that were re-tenanted on any date in 2020 (but excluding all those that had been vacant due to an estate-wide refurbishment scheme)	715
	The number of weeks from the date of vacation to the date the dwelling is re-tenanted	10849 wk
	Total expenditure on works necessary to enable re-letting of the dwellings	€15262478

TOPIC	INDICATOR	VALUE
	A. Total number of registered tenancies in the LA area at end of June 2020	75103
	B. Number of rented dwellings inspected in 2020	2224
	C. Percentage of inspected dwellings in 2020 that were found not to be compliant with the Standards Regulations	78.10 %
	D. Number of dwellings deemed compliant in 2020 (including those originally deemed non-compliant)	3446
Housing: H6	A. Number of adult individuals in emergency accommodation that are long-term homeless as a % of the total number of homeless adult individuals in emergency accommodation at the end of 2020	16.93 %
	The number of adult individuals classified as homeless and in emergency accommodation on the night of 31 December 2020 as recorded on the PASS system	4058
	The number out of those individuals who, on 31/12/2020, had been in emergency accommodation for 6 months continuously, or for 6 months cumulatively within the previous 12 months	687
Roads: R1 & R2	A. (a) The % of Regional road kilometres that received a PSCI rating in the 24 month period prior to 31/12/2020	7.40 %
	A. (b) The % of Local Primary road kilometres that received a PSCI rating in the 24 month period prior to 31/12/2020	83.90 %
	A. (c) The % of Local Secondary road kilometres that received a PSCI rating in the 24 month period prior to 31/12/2020	67.60 %
	A. (d) The % of Local Tertiary road kilometres that received a PSCI rating in the 60 month period prior to 31/12/2020	87.00 %
	B. (a.1) The % of total Regional road kilometres with a PSCI rating of 1-4 at 31/12/2020	9.30 %
	B. (a.2) The % of total Regional road kilometres with a PSCI rating of 5-6 at 31/12/2020	33.20 %
	B. (a.3) The % of total Regional road kilometres with a PSCI rating of 7-8 at 31/12/2020	20.80 %
	B. (a.4) The % of total Regional road kilometres with a PSCI rating of 9-10 at 31/12/2020	31.20 %
	B. (b.1) The % of total Local Primary road kilometres with a PSCI rating of 1-4 at 31/12/2020	14.10 %

Performance Indicator Report

01 January 2020 – 31st December 2020

continued

TOPIC	INDICATOR	VALUE
Roads: R1 & R2	B. (b.2) The % of total Local Primary road kilometres with a PSCI rating of 5-6 at 31/12/2020	39.60 %
	B. (b.3) The % of total Local Primary road kilometres with a PSCI rating of 7-8 at 31/12/2020	15.50 %
	B. (b.4) The % of total Local Primary road kilometres with a PSCI rating of 9-10 at 31/12/2020	21.70 %
	B. (c.1) The % of total Local Secondary road kilometres with a PSCI rating of 1-4 at 31/12/2020	11.20 %
	B. (c.2) The % of total Local Secondary road kilometres with a PSC rating of 5-6 at 31/12/2020	49.50 %
	B. (c.3) The % of total Local Secondary road kilometres with a PSCI rating of 7-8 at 31/12/2020	12.30 %
	B. (c.4) The % of total Local Secondary road kilometres with a PSCI rating of 9-10 at 31/12/2020	14.80 %
	B. (d.1) The % of total Local Tertiary road kilometres with a PSCI rating of 1-4 at 31/12/2020	18.90 %
	B. (d.2) The % of total Local Tertiary road kilometres with a PSCI rating of 5-6 at 31/12/2020	35.10 %
	B. (d.3) The % of total Local Tertiary road kilometres with a PSCI rating of 7-8 at 31/12/2020	27.00 %
	B. (d.4) The % of total Local Tertiary road kilometres with a PSCI rating of 9-10 at 31/12/2020	10.60 %
	A1. Kilometres of regional road strengthened during 2020	10.4 km
	A2. The amount expended on regional roads strengthening work during 2020	€3402931.00
	A3. The average unit cost of regional road strengthening works per square metre (€/m ²)	€55.11
	B1. Kilometres of regional road resealed during 2020	-
	B2. The amount expended on regional road resealing work during 2020	-
B3. The average unit cost of regional road resealing works per square metre (€/m ²)	-	

TOPIC	INDICATOR	VALUE
Roads: R1 & R2	C1. Kilometres of local road strengthened during 2020	14.5 km
	C2. The amount expended on local road strengthening work during 2020	€4635927.00
	C3. The average unit cost of local road strengthening works per square metre (€/m ²)	€57.23
	D1. Kilometres of local road resealed during 2020	-
	D2. The amount expended on local road resealing work during 2020	-
	D3. The average unit cost of local road resealing works per square metre (€/m ²)	-
Motor Tax: R3	A. The percentage of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued) in 2020	92.01 %
Water: W1 & W2	% of Private Drinking Water Schemes in compliance with statutory requirements in respect of the monitoring of the quality of private drinking water supplies during 2020	N/A
	The number of registered schemes monitored by each local authority as a percentage of total schemes registered	N/A
	The number of registered schemes monitored in 2020	N/A
	Total number of registered schemes in 2020	N/A
Waste: E1	A. The number of households, based on the 2016 Census, who are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2020	118516
	B. The % of households within the local authority that the number at A represents (based on agglomerations of more than 500)	67.12 %
Environmental Pollution: E2	A1. Total number of pollution cases in respect of which a complaint was made during 2020	27191
	A2. Number of pollution cases closed from 1/1/2020 to 31/12/2020	26689
	A3. Total number of cases on hands at 31/12/2020	887
	The opening number of cases carried forward from the year end 2019	718

Performance Indicator Report

01 January 2020 – 31st December 2020

continued

TOPIC	INDICATOR	VALUE
Litter Pollution: E3	A1. The % of the area within the LA that when surveyed in 2020 was unpolluted or litter free	22 %
	A2. The % of the area within the LA that when surveyed in 2020 was slightly polluted	52 %
	A3. The % of the area within the LA that when surveyed in 2020 was moderately polluted	20 %
	A4. The % of the area within the LA that when surveyed in 2020 was significantly polluted	6 %
	A5. The % of the area within the LA that when surveyed in 2020 was grossly polluted	1 %
Green Flag Status: E4	A. The % of schools that have been awarded/renewed green flag status in the two years to 31 December 2020	34.23 %
	Schools which attained a Green Flag for the first time in 2020	5
	Schools which renewed their Green Flag in 2020	42
	Schools which held a Green Flag from 2019 and therefore do not require renewal until 2021	55
Energy Efficiency: E5	A. The cumulative % of energy savings achieved by 31/12/2020 relative to baseline year (2009)	TBC
Public Lighting: E6	A. Total billable wattage of the public lighting system	20407.00 MWh
	B. Average billable wattage of the public lighting system	105.00 W
	C. Percentage of the total system that LED lights represent	22.00 %
	Number of LED lights in the public lighting system	10340
	Number of SOX-SON lights in the public lighting system	36660
Planning: P1	A. Buildings inspected as a percentage of new buildings notified to the local authority	70.03 %
	Total number of new buildings notified to the local authority i.e. buildings where a valid Commencement Notice was served in the period 1/1/2020 to 31/12/2020 by a builder or developer on the local authority	387
	Number of new buildings notified to the local authority in 2020 that were the subject of at least one on-site inspection during 2020 undertaken by the local authority	271

TOPIC	INDICATOR	VALUE
Planning: P2 & P3	A. Number of LA planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in 2020	338
	B. % of the determinations at A which confirmed (either with or without variation) the decision made by the LA	81.07 %
	Number of determinations confirming the LA's decision (either with or without variation)	274
	A. Total number of planning cases referred to or initiated by the local authority in the period 1/1/2020 to 31/12/2020 that were investigated	1443
	B. Total number of investigated cases that were closed during 2020	1202
	C. % of the cases at B that were dismissed as trivial, minor or without foundation or were closed because statute barred or an exempted development	43.18 %
	D. % of cases at B that were resolved to the LA's satisfaction through negotiations	0 %
	E. % Cases at B that were closed due to enforcement proceedings	56.82 %
	F. Total number of planning cases being investigated as at 31/12/2020	3290
	Number of cases at 'B' that were dismissed under section 152(2), Planning and Development Act 2000	519
	Number of cases at 'B' that were resolved to the LA's satisfaction through negotiations	0
	Number of cases at 'B' that were closed due to enforcement proceedings	683
	Planning: P4 & P5	A. The 2020 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per the 2016 Census
AFS Programme D data consisting of D01 - Forward Planning, D02 - Development Management, D03 - Enforcement (inclusive of the relevant Programme D proportion of the central management charge) for 2020		€16843103
A. The percentage of applications for fire safety certificates received in 2020 that were decided (granted or refused) within two months of their receipt		26.99 %
B. The percentage of applications for fire safety certificates received in 2020 that were decided (granted or refused) within an extended period agreed with the applicant		44.29 %

Performance Indicator Report

01 January 2020 – 31st December 2020

continued

TOPIC	INDICATOR	VALUE
Planning: P4 & P5	The total number of applications for fire safety certificates received in 2020 that were not withdrawn by the applicant	289
	The number of applications for fire safety certificates received in 2020 that were decided (granted or refused) within two months of the date of receipt of the application	78
	The number of applications for fire safety certificates received in 2020 that were decided (granted or refused) within an agreed extended time period	128
Fire Service: F1	A. The Annual Financial Statement (AFS) Programme E expenditure data for 2020 divided by the population of the LA area per the 2016 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports	€87.21
	AFS Programme E expenditure data consisting of E11 - Operation of Fire Service and E12 - Fire Prevention for 2020	€118567684
Fire Service: F2 & F3	A. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of fire	1.48 min
	B. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of fire	6.32 min
	C. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of all other (non-fire) emergency incidents	1.44 min
	D. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other (non-fire) emergency incidents	6.41 min
	A. % of cases in respect of fire in which first attendance at scene is within 10 minutes	73.44 %
	B. % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes	23.79 %
	C. % of cases in respect of fire in which first attendance at the scene is after 20 minutes	2.77 %
	D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes	71.61 %
	E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes	24.63 %

TOPIC	INDICATOR	VALUE
Fire Service: F2 & F3	F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes	3.76 %
	Total number of call-outs in respect of fires from 1/1/2020 to 31/12/2020	7540
	Number of these fire cases where first fire tender attendance at the scene is within 10 minutes	5537
	Number of these fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes	1794
	Number of these fire cases in which first fire tender attendance at the scene is after 20 minutes	209
	Total number of call-outs in respect of all other emergency incidents (i.e. not including fire) from 1/1/2020 to 31/12/2020	1624
	Number of these non-fire cases in which first fire tender attendance at the scene is within 10 minutes	1163
	Number of these non-fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes	400
	Number of these non-fire cases in which first fire tender attendance at the scene is after 20 minutes	61
	Library Service: L1	A. Number of visits to libraries per head of population for the LA area per the 2016 Census
B. Number of items issued to library borrowers in the year		1308548
C. Library active members per head of population		0.11
D. Number of registered library members in the year		117314
Number of visits to its libraries from 1/1/2020 to 31/12/2020		663278
Library Service: L2	A. The Annual Financial Statement (AFS) Programme F data for 2020 divided by the population of the LA area per the 2016 Census	€44.11
	B. The annual per capita expenditure on collections over the period 1/01/2020 to 31/12/2020	€2.68
	A. AFS Programme F data consisting of F02 - Operation of Library and Archival Service (inclusive of the relevant proportion of the central management charge for Programme F) for 2020	€24463062
	B. The annual expenditure on new stock acquired by the library in the year	€1487154

Performance Indicator Report

01 January 2020 – 31st December 2020

continued

TOPIC	INDICATOR	VALUE
Youth and Community: Y1 & Y2	A. Percentage of local schools involved in the local Youth Council/Comhairle na nÓg scheme	37.18 %
	Total number of second level schools in the LA area at 31/12/2020	78
	Number of second level schools in the LA area from which representatives attended the local Comhairle na nÓg AGM held in 2020	29
	A. Number of organisations included in the County Register and the proportion who opted to be part of the Social Inclusion College within the Public Participation Network	32.08
	Total number of organisations included in the County Register for the local authority area as at 31/12/2020	773
	Total number of those organisations that registered for the first time in 2020	52
	Number of organisations that opted to join the Social Inclusion Electoral College on whatever date they registered for the Public Participation Network	248
	Corporate: C1, C2, C4 & C5	A. The wholetime equivalent staffing number as at 31 December 2020
A. Percentage of paid working days lost to sickness absence through medically certified leave in 2020	2.78 %	
B. Percentage of paid working days lost to sickness absence through self-certified leave in 2020	0.21 %	
Total Number of working days lost to sickness absence through medically certified leave in 2020	36,237 day	
Total Number of working days lost to sickness absence through self-certified leave in 2020	2,712 day	
Number of unpaid working days lost to sickness absence included within the total of self-certified sick leave days in 2020	0 day	
Number of unpaid working days lost to sickness absence included within the total of medically certified sick leave days in 2020	740 day	

TOPIC	INDICATOR	VALUE
Corporate: C1, C2, C4 & C5	If any staff are on long-term sick leave (i.e. a continuous period of more than 4 weeks), include a text note of the number of staff on long-term sick leave	306 224 staff had continuous sick leave for 4 weeks to 3 months. 44 staff had continuous sick leave from 3 months to 6 months. 38 staff had continuous sick leave of more than 6 months.
	A. All ICT expenditure in the period from 1/1/2020 to 31/12/2020, divided by the WTE no.	€2658.64
	Total ICT expenditure in 2020 €14937031 A. All ICT expenditure calculated in C4 as a proportion of Revenue expenditure	1.23
	Total Revenue expenditure from 1/1/2020 to 31/12/2020 before transfers to or from reserves	1215346836
Corporate: C3	A. The per capita total page views of the local authority's websites in 2020	28.42
	B. The per capita total number of followers at end 2020 of the local authority's social media accounts (if any)	1.19
	The cumulative total page views of all websites operated by the local authority for the period from 1/1/2020 to 31/12/2020 obtained from a page tagging on-site web analytics service or equivalent	15762301
	The total number of social media users who, at 31/12/2020, were following the local authority on any social media sites	657740
	The number of social media accounts operated by the local authority	140
	Indicate if there was a change to the cookie policies on the local authority sites and the date this came into effect	New opt in cookie policy has been used since October 2020

Performance Indicator Report

01 January 2020 – 31st December 2020

continued

TOPIC	INDICATOR	VALUE
Finance: M1 to M4	A. Cumulative surplus/deficit balance at 31/12/2016 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€26101486
	B. Cumulative surplus/deficit balance at 31/12/2017 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€23240144
	C. Cumulative surplus/deficit balance at 31/12/2018 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€21641583
	D. Cumulative surplus/deficit balance at 31/12/2019 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€23784693
	E. Cumulative surplus/deficit balance at 31/12/2020 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€34747188
	F. Cumulative surplus or deficit at 31/12/2020 as a percentage of Total Income in 2020 from the Income and Expenditure Account Statement of the AFS	2.69 %
	G. Revenue expenditure per capita in 2020	€2191.58
	H. Revenue expenditure per capita in 2020 excluding significant out of county / shared service expenditure	€1905.51
	The 2020 Total Income figure from the Income and Expenditure Account Statement of the AFS	€1289540944
	The 2020 Total Expenditure figure from the Income and Expenditure Account Statement of the AFS	€1215346836
	The 2020 Revenue expenditure excluding county / shared service expenditure for the service providers of HAP, MyPay, DRHE and Dublin Fire Services	€1056709826
	A. (a) Collection level of Rates in Appendix 7 of the AFS for 2016	90.0 %
	A. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2016	78.0 %
	A. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2016	66.0 %
	B. (a) Collection level of Rates in Appendix 7 of the AFS for 2017	91.0 %
	B. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2017	76.0 %
B. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2017	66.0 %	

TOPIC	INDICATOR	VALUE
Finance: M1 to M4	C. (a) Collection level of Rates in Appendix 7 of the AFS for 2018	92.0 %
	C. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2018	76.0 %
	C. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2018	69.0 %
	D. (a) Collection level of Rates in Appendix 7 of the AFS for 2019	94.0 %
	D. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2019	73.0 %
	D. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2019	75.0 %
	E. (a) Collection level of Rates in Appendix 7 of the AFS for 2020	84 %
	E. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2020	73 %
	E. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2020	75 %
	A.1 Per capita total cost of settled claims for 2018	€23.87
	A.2 Per capita total cost of settled claims for 2019	€22.05
	A.3 Per capita total cost of settled claims for 2020	€14.55
	IPB Insurance: Number of notified claims for 2018	1417
	IPB Insurance: Number of notified claims for 2019	1139
	IPB Insurance: Number of notified claims for 2020	915
	IPB Insurance: Number of settled claims for 2018	391
	IPB Insurance: Number of settled claims for 2019	711
	IPB Insurance: Number of settled claims for 2020	609
	IPB Insurance: Total cost of settled claims for 2018	€1618452.55
	IPB Insurance: Total cost of settled claims for 2019	€5309286.21
	IPB Insurance: Total cost of settled claims for 2020	€7694264.67
	Total cost of claims settled under excess for 2018	€0
	Total cost of claims settled under excess for 2019	€0

Performance Indicator Report

01 January 2020 – 31st December 2020

continued

TOPIC	INDICATOR	VALUE
Finance: M1 to M4	Total Cost of claims settled under excess for 2020	€0
	Self-insured: Number of notified claims for 2018	208
	Self-insured: Number of notified claims for 2019	78
	Self-insured: Number of notified claims for 2020	57
	Self-insured: Number of settled claims for 2018	343
	Self-insured: Number of settled claims for 2019	159
	Self-insured: Number of settled claims for 2020	60
	Self-insured: Total cost of settled claims for 2018	€11619462
	Self-insured: Total cost of settled claims for 2019	€6920538
	Self-insured: Total cost of settled claims for 2020	€377011
	A. Overall central management charge as a percentage (%) of total expenditure on revenue account	9.48 %
	B. Total payroll costs as a percentage (%) of revenue expenditure	33.75 %
	Overall central management charge from the Local Authority FMS and defined in the Annual Budget	€115228134
	Total payroll costs from Appendix 1 of the AFS for 2020 (including Salaries, Wages and Pensions)	€410159806

TOPIC	INDICATOR	VALUE
Economic Development: J1 to J4	A. The number of jobs created with assistance from the Local Enterprise Office during the period 1/1/2020 to 31/12/2020 per 100,000 population	-15.1473
	The no. of jobs created with assistance from the Local Enterprise Office during the period 1/1/2020 to 31/12/2020	-84.0
	A. The number of trading online voucher applications approved by the Local Enterprise Office in 2020 per 100,000 population	197.8166
	B. The no. of trading online vouchers that were drawn down in 2020 per 100,000 population	45.4419
	The no. of trading online voucher applications approved by the Local Enterprise Office in 2020	1097
	The no. of those trading online vouchers that were drawn down in 2020	252
	A. The number of participants who received mentoring during the period 1/1/2020 to 31/12/2020 per 100,000 population	283.1104
	The no. of participants who received mentoring during the period 1/1/2020 to 31/12/2020	1570
	A. Does the local authority have a current tourism strategy?	Yes
	B. Does the local authority have a designated Tourism Officer?	Yes

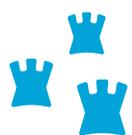
Expenditure on Entertainment / Associated Expenses 2020

Civic Receptions, January 2020	€2,309
Freedom of the City, January 2020	€70,250
COVID-19 Hero Awards	€405
Lord Mayor's Awards, 2020 Update with additional months as they pass	€10,103
Payments to Elected Members under Section 142 of the Local Government Act 2001	
• Annual Councillors' Expenses	€568,624
• Annual Allowance paid to Chairpersons of Strategic Policy Committees	€42,000
• Lord Mayor's Annual Allowance	€48,729
• Deputy Lord Mayors' Annual Allowance	€5,000
• Members' Annual Representational Payments	€1,147,820
• Annual Area Committee Allowance	€62,543
Conferences, Mileage & Subsistence	€4,548
Conferences Attended:	
• Bicycle Mayor Summit Europe 2020, Netherlands.	
• AILG Training Programme, County Cavan	
• Annual AILG Training Conference 2020 County Longford	
• AILG Training Programme, County Louth AILG Training Programme, County Tipperary	
• AILG Moorhead Report, County Sligo	
• AILG Moorhead Report, County Louth	
Training	€9,688
Training Provided:	
• Press Releases Course	
• Speech Writing Course	
• Charing Online Meetings	
• Social Media Sessions	
• Digital Marketing	
• Planning and Environmental Law	
• Certificate in Professional Irish	
• Irish Language Evening Course	
• Train the Trainer	
• Housing Law & Policy	

Grant Funding 2020

GRANT FUNDING PROGRAMME	TOTAL AMOUNT AWARDED 2020	NUMBER OF GROUPS / ORGANISATIONS AWARDED
Contribution to Animal Welfare Organisations	€35,000.00	<ul style="list-style-type: none"> • Heathlands Animal Sanctuary • Dundalk Dog Rescue • Irish Horse Welfare Trust • Irish Blue Cross • DSPCA
Dublin Waste to Energy Community Gain Projects Grant Scheme	<p>In 2016, 32 grant applications approved in principle to a total value of circa €4.8m. In 2020, €230k was drawn down with the final two of these grant aided projects being completed - the refurbishment of Enable Ireland's hydrotherapy pool and the retrofitting of Lansdowne Lawn Tennis Club's floodlight system.</p>	<p>Some notable grant aided projects completed in 2020 include:</p> <ul style="list-style-type: none"> • The extension to Irishtown Stadium to which the Fund contributed €2.05m. • The refurbishment of Enable Ireland's hydrotherapy pool. • St. Patrick's Church stained glass window restoration. • The installation of a playground in Star of the Sea Boys National School as part of their Green Star Initiative Project. • The purchase of the boat named 'The Liffey Sweeper' by The Irish Nautical Trust. The boat has a dual purpose of river cleaner to remove floating debris and a marine training apprenticeship project to commence.
Scheme for the development of environmental, community, educational and recreational projects in Irishtown, Ringsend and Sandymount. Funded by Dublin Waste, the disbursement of grants is facilitated by Dublin City Council.	<p>In 2017, 35 grant applications were approved in principle to a total value of circa €4.25m. In 2020, the final two of these grant aided projects were completed - the extension to Irishtown Stadium and Marian College's pool refurbishment project with a total of €2.15m being drawn down in grant funding.</p>	<p>In 2020, the Community Gain Liaison Committee appointed three new Community Representatives to represent the interests of the following sectors on the Committee:</p> <ul style="list-style-type: none"> • Community, Residents Association and the Voluntary Sector. • Arts, Culture, Education, Environment and Sport. • Business, Enterprise and Charity
<p>By August 2020, all 67 beneficiaries of the Scheme in 2016 and 2017 had completed their grant-aided projects and a total of circa €9m had been drawn down to fund local community projects.</p> <p>With regard to the Dublin Waste to Energy Community Gain Projects Grant Scheme 2019, 38 projects were approved in principle and by December 2020 circa €1.35m of the €1.7m approved had been drawn down. 13 organisations/groups have yet to complete their projects and drawdown their grant funding.</p>	€67,277.50	81
Community Environment Action Fund 2019/20 Funding to assist small scale environmental projects		

GRANT FUNDING PROGRAMME	TOTAL AMOUNT AWARDED 2020	NUMBER OF GROUPS / ORGANISATIONS AWARDED
Anti-Dumping Initiative Funding 2020	€78,633.00	5
Built Heritage Investment Scheme creating 1938 employment days of skilled conservation practitioners and professionals.	€308,000	35. This (BHIS) grant scheme also leveraged €501,411.95 of private funds into the conservation construction economy creating 1,938 employment days of skilled conservation practitioners and professionals.
Historic Structures Fund	€250,000	Under Stream 1, €100,000 was awarded to 3 projects, creating 276 employment days for skilled conservation practitioners and professionals whilst also leveraging €240,365.42 in private funds. Under Stream 2, €150,000 funding awarded to St. Patrick's Cathedral reroofing project in 2019 was paid in 2020. This project also generated €320,105.65 in private funding creating 2,535 employment days of skilled conservation practitioners and professionals.
July Jobs Stimulus Package	€35,000	2. Created 81.5 employment days and leveraged €11,766 of private expenditure
Community Monuments Grant	€25,000	1
Events Funding Scheme	€1,722,066	26
Dublin City Community Grants 2020	€572,476	693
COVID-19 Emergency Fund Round 1	€160,634	147
LCDC Community Enhancement Programme (CEP) Round 1 2020 Capital grant funding for community and voluntary groups	€116,096	52



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council