



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Annual Service Delivery Plan 2026





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ANNUAL SERVICE DELIVERY PLAN 2026



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Introduction

The Dublin City Council Annual Service Delivery Plan 2026 has been prepared in accordance with Section 134A of the Local Government Act 2001, as amended. The Plan supports the delivery, on an annual basis, of the Vision, Goals and Strategic Objectives of the City Council’s Corporate Plan 2025-2029. It is linked directly to the Corporate Plan and is aligned with the organisational structure of the City Council, the Strategic Policy Committees and with the Adopted Revenue Budget 2026. It sets out specific Key Service Priorities, as well as annual Principal Service Objectives and a series of Service Performance Measures, including targets where appropriate.

Team Charters for staff across the organisation will, in turn, translate the service priorities into day-to-day work programmes, objectives and activity level performance measures.

A report on progress of the Key Service Priorities will be included in the Chief Executive’s Monthly Management Report. Progress and achievement against the Service Performance Measures will be reported to the City Council twice per year and made available on the City Council website. The end of year Corporate Plan Progress Report will be included in the City Council’s Annual Report.



Public Sector Equality and Human Rights Duty

The Public Sector Equality and Human Rights Duty, known as ‘the Public Sector Duty’, is a statutory obligation on all public bodies and is legislated for under Section 42 of the Irish Human Rights and Equality Commission Act, 2014. It requires a public body, in the performance of its daily functions, to eliminate discrimination, promote equality of opportunity and treatment of its staff and service users and protect the human rights of those to whom it provides services, its staff and its Elected Members.

The Public Sector Duty is a positive obligation that assists organisations in embedding equality and human rights into their core operations and decision-making processes. It also helps to reflect and reinforce their organisational commitment to equality and human rights values. It requires organisations to **assess** the equality and human rights issues relevant to their functions, take appropriate actions to **address** them, and **report** annually on progress and achievements. This process helps ensure that an equality and human rights-based approach is integrated into everyday work.

This Service Delivery Plan sets out the Public Sector Duty priorities and performance indicators at a departmental level for 2026. It includes a commitment to addressing equality and human rights issues affecting the groups identified under the Duty. This will be achieved by completing an Equality and Human Rights Impact Assessment (EHRIA) template for new or existing policies, strategies, plans and programmes, or by conducting an equality review of relevant services.





Housing

Housing

Focus Area: Housing

Goal:

Develop accessible, safe, high quality social and affordable homes where people are proud to live and that foster and sustain vibrant residential communities integrated into the city.



Core Service Areas and Strategic Objectives:

- Accelerate and increase the supply of high-quality and affordable homes that support the diverse needs of our growing population
- Reduce homelessness and ensure that people experiencing, or who are at risk of, homelessness are provided with quality accommodation and services
- Maintain and manage our homes to help foster inclusive communities where people are proud to live

Key Service Priorities for 2026:

Housing Supply & Delivery

- Progress delivery of new social and affordable (purchase and cost rent) homes on Dublin City Council owned land
- Review the Minister's (DHLGH) new Housing Plan and identify what new measures need to be introduced to deliver on new requirements
- Manage Dublin City Council 's role in Approved Housing Body (AHB) social and cost rent housing delivery in the City
- Work with the Land Development Agency (LDA) to progress the delivery of the seven housing projects on DCC owned land
- Develop robust internal governance of capital delivery including compliance with DHLGH single stage approval and design manual requirements
- Work with DHLGH new Housing Activation Office to coordinate and secure funding for infrastructure to support new housing delivery
- Dublin City Council has a finite land bank, and we must plan for how Dublin City Council can access more land to support delivery of new social and affordable homes including the acquisition of new land and opportunities to partner with private landowners.

Housing Allocations, HAP, Social Work & Homeless Services for the Dublin Region

Homeless Services

- Implement the newly adopted Regional Homeless Action Plan 2025-2027 with oversight from Strategic Management Group (SMG)
- Prevent more homelessness by focusing on training and standardising the work of Prevention and Advice staff in Local Authorities and Section 10 organisations.
- Monitor and work with people who are rough sleeping in the Dublin Region to ensure they have access to support and Emergency Accommodation.
- Regularly monitor the quality of accommodation, supports provided and the general

administration of emergency accommodation provided by both private providers and NGOs in the Dublin Region to persons at risk of or experiencing homelessness and focus on food and nutritional value.

- Manage the National Database for the management of accommodation and support of homelessness (PASS: Pathway Accommodation and Support System) and develop enhancements for daily national reporting.
- Progress the Tenant in Situ (TiS) scheme and the acquisitions of vacant homes for long-term homelessness in line with funding provided by DHLGH.
- Achieve Housing First targets with new teams in place.

Housing Allocations & HAP

- Plan for changes to rental legislation with landlords to protect Housing Assistance Payment (HAP) tenancies where possible.
- Prevent or alleviate homelessness through maximising support to achieve Homeless Housing Assistance Payment (HHAP).
- Monitor the provision of services to ensure assessment times for social housing stay within 12-week statutory timeframe.
- Make changes to the scheme of lettings for Councillors to adopt/amend
- Reduce the timeframes for the illegal occupier and succession to tenancy processes.

Social Work

- Enhance the social and personal functioning of individuals, families and groups through targeted case management.
- Carry out the timely review and adjudicate on applications submitted under the Exceptional Social Grounds Scheme.

Housing Operations

- Review how we maintain and repair our existing housing stock of 29,400 homes to ensure a clear and efficient approach including how we manage the 70,000 repair requests received each year.
- Prepare a plan for the increased roll out of planned maintenance works
- Deliver our void, adaptation and acquisition refurbishments
- Deliver energy efficiency upgrades in our houses
- Prepare a plan to provide energy efficiency upgrades across our 220 flat complexes
- Prepare a plan for a new asset management team focusing on condition surveys, a register, programming maintenance and setting design standards
- Ensure delivery of our agreed Traveller Accommodation Programme (TAP)
- Progress an agreed set of priority maintenance procurements
- Ensure the efficient management of our rent collection systems
- Review the Differential Rent Scheme

Principal Service Objectives

SERVICE/PROGRAMME	PRINCIPAL SERVICE OBJECTIVE
HOUSING SUPPLY & DELIVERY	
Capital delivery	<ul style="list-style-type: none"> To deliver social and affordable housing on Dublin City Council owned land. To work with Approved Housing Bodies (AHBs) and the Land Development Agency (LDA) to support their delivery of social and affordable homes on non-Dublin City Council owned land.
DHLGH housing plan	<ul style="list-style-type: none"> To implement the requirements of the Minister's new housing plan
Housing strategy	<ul style="list-style-type: none"> To prepare a 10-year housing and land strategy.
Governance	<ul style="list-style-type: none"> To put in place an updated governance arrangement to oversee and guide the delivery of the housing programme along with updated programme and project management processes and compliant and agile procurement processes.
Architecture	<ul style="list-style-type: none"> To ensure the team are best enabling the design and delivery of an extensive capital housing programme. To develop a more standardised approach to design and delivery of new homes, in line with the Department of Housing, Local Government and Heritage (DHLGH) requirements.
Quantity Surveying	<ul style="list-style-type: none"> To ensure the team effectively supports the design and delivery of a comprehensive housing maintenance and improvement programme, as well as the execution of our capital housing projects—by integrating cost planning, embedding a commercially focused approach throughout design and delivery, managing disputes proactively, and implementing robust procurement strategies.
HOUSING ALLOCATIONS, HAP, HOMELESS SERVICES AND SOCIAL WORK	
Housing Allocations and Transfers	<ul style="list-style-type: none"> To ensure the timely assessment of housing need in accordance with the regulations. To provide accurate advice to housing applicants and tenants applying for transfer. To manage the illegal occupier and succession to tenancy processes. To use Choice Based Lettings to decrease void times and facilitate choice for housing applicants. To allocate Dublin City Council's available housing to qualified applicants in accordance with legislation and the Adopted Scheme of Lettings. To support the work and recommendations of the Disability Steering Group for better planned homes for persons with a disability.
Housing Assistance Payment	<ul style="list-style-type: none"> To assist tenants to rent privately with housing support. To prevent or alleviate homelessness through the Homeless Housing AP scheme. To support employment activation by moving tenants from Rent Supplement to Housing Assistance Payment (HAP).

Homeless Services

- To implement the Regional Homeless Action Plan and Develop the 2025-2027 plan for adoption/amendment by the four Dublin local authorities.
- To prevent homelessness through mediation, advice and/or creation of tenancies.
- To provide emergency accommodation to people at risk of rough sleeping in the Dublin Region.
- To monitor the quality of accommodation and support provided in the Dublin Region to persons at risk of or experiencing homelessness.
- To effectively manage the National Database for the management of accommodation and support of homelessness (PASS: Pathway Accommodation and Support System).
- To reduce long-term homelessness through a housing led response to homelessness.
- To achieve Housing First targets to respond to rough sleeping.
- To provide for robust governance over the expenditure on services to households at risk of or experiencing homelessness.

Social Work

- To deliver a holistic Social Work Service to aforementioned service user groups
- To enhance the social and personal functioning of individuals, families and groups
- To deliver a Duty Social Work service through signposting, advice and guidance.
- To review & adjudicate on applications submitted under the Exceptional Social Grounds Scheme.
- To manage cases through timely and appropriate allocation to Social Workers.

HOUSING OPERATIONS

Housing Maintenance

To ensure the appropriate maintenance of our 29,400 council homes
There is a need to:

- Deliver a high standard customer service to tenants.
- Upgrade Dublin City Council housing stock in line with Housing (Standards for Rented Houses) Regulations 2019 through planned maintenance programmes such as voids refurbishment; window and door replacement; installation of mechanical ventilation; heating upgrade; precinct improvements.
- Process applications for Housing Adaptation Works to meet needs and improve standards for tenants with disabilities.
- Further roll-out of the government funded Energy Efficiency Retrofit Programme (EERP).
- Make improvements to our Caretaking & Grounds Maintenance Service.

Housing Rents

There is a need to:

- Review rents
- Increase the percentage of rent receipts collected
- Reduce overall rent arrears
- Keep tenants in financial difficulty in repayment arrangements
- Maintain regular rent assessments on all rent accounts

RAS and Social Leasing

The Rental Accommodation Scheme (RAS) and Social Leasing Scheme enable the Council to offer alternative social housing options for those in need of housing. There is a need to:

- Manage our current RAS and Lease homes.
 - Carry out a call for new RAS and Lease homes.
-

Housing Loans and Grants	<p>Dublin City Council has access to grant and loan funding and we aim to:</p> <ul style="list-style-type: none"> • Support people to purchase their own homes through schemes, such as Shared Ownership, Tenant Incremental Purchase Scheme, and the Local Authority Home Loan Scheme. • Support people to stay living in their own privately-owned home through grant schemes for housing adaptation, mobility aids and housing aid for older people and, in certain circumstances, the Mortgage Resolution Arrears Process and Mortgage to Rent Scheme. • Continue to reduce the initial inspection period for all Housing Adaptation grants. • Maintain the high level of grants processed across all grant schemes including, for example, Croí Cónaithe.
Traveller Accommodation	<p>There are over 850 traveller families living within the Dublin City Council area and there are c.16 traveller sites (halting sites, group housing and basic service sites). We aim to:</p> <ul style="list-style-type: none"> • Ensure a consistent standard of day-to-day caretaking for traveller accommodation. • Carry out maintenance works in existing traveller accommodation and sites. • Progress the design and construction of new homes.
Private Rented Sector Standards	<p>Dublin City Council is responsible for bringing about improvements to the quality of accommodation in the private rented sector under the Housing (Standards for Rented Houses) Regulations 2019. This is done through a programme of inspections and enforcement. Inspections are carried out by Environmental Health Officers on a reactive and proactive basis and co-ordinated responses across the relevant sections of Dublin City Council and Dublin Fire Brigade may be required where appropriate. Inspections are carried out on all properties on the Rental Accommodation Scheme (RAS) and Housing Assistance Payment (HAP) Schemes. Our objective is to:</p> <ul style="list-style-type: none"> • Pursue enforcement action until compliance is achieved in cases where non-compliances are noted on inspection. • Respond to all complaints regarding private rented accommodation within 3 working days. • Undertake all HAP inspections within 8 months of HAP payments commencing – where required. • Inspect all types of private rented accommodation in the city.
Dangerous Buildings	<p>To adhere to Dublin City Council's statutory obligation to identify and monitor lands or buildings that are a danger to the public and to take appropriate action to ensure the owner secures the property and makes it safe. Where necessary, the Council can proceed with emergency making-safe works and recoup the costs from the owners.</p>

Service Performance Indicators

HOUSING SUPPLY & DELIVERY

PERFORMANCE INDICATOR	TARGET 2026
Targets set under [IN1.1]Delivering Homes, Building Communities 2025-2030: An Action Plan on Housing Supply and Targeting Homelessness	2,165
Housing delivered on Dublin City Council owned land	1,083
Housing delivered by Approved Housing Bodies (AHBs) on non-Dublin City Council land	1,773
Part V housing secured	294
Housing Allocations Scheme to undergo Public Sector Duty process	Q4 2026

HOUSING ALLOCATIONS, HAP, SOCIAL WORK AND HOMELESS SERVICES

PERFORMANCE INDICATOR	TARGET 2026
Allocations	
Number of Allocations	2,500 p.a.
Percentage of Allocations to those with a disability	10%
Turnaround time for assessment of applications (application to creation)	12 weeks
% of Properties let through Choice Based Lettings (CBL)	70%
Refusal level of Allocations	<12%
% of people on Housing waiting list applying for CBL	60%
HAP	
Number of new Housing Assistance Payment (HAP) & Homeless HAP tenancies created	220 per month
Turnaround Time for processing HAP applications to Hub Complete	4 Weeks
Average number of days landlord is in arrears	28 days
% of the remaining rent supplement recipients pending transfer to HAP	30%
Number of Rent Reviews Completed	
Homeless	
Level of completed actions in the Annual Business Plan	90%
Ratio of Preventions to New Presentations	1:1
Reduction in the % of households in emergency accommodation over 6 months	7%
Number of exits to tenancy	Monthly Average of 100 Households
Tenants with notice of termination for landlord sale assessed for tenant in situ scheme	100%

HOUSING ALLOCATIONS, HAP, SOCIAL WORK AND HOMELESS SERVICES (cont.)

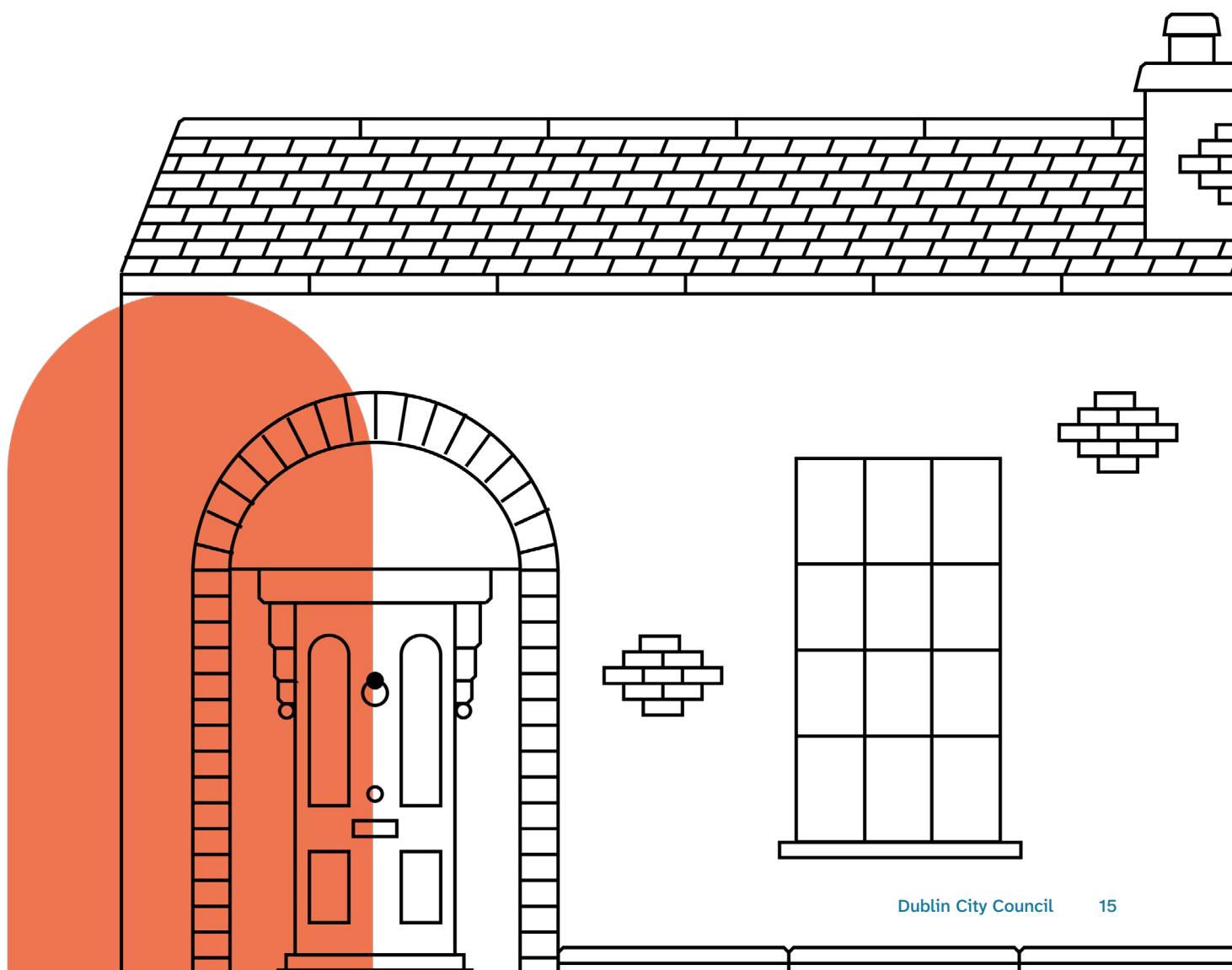
PERFORMANCE INDICATOR	TARGET 2026
Social Work	
Number of Duty Social Work calls responded to	3,500
Number of referrals allocated to Social Work Service	
Number of Exceptional Social Ground Applications Completed	1,150

HOUSING OPERATIONS

PERFORMANCE INDICATOR	TARGET 2026
Number of repair requests received	
Number of repair requests per category of emergency; urgent; routine	
% of available housing that is void	
Average time taken from the date of vacant possession to date available for occupancy	
Number of units refurbished	
Number of housing adaptations and extensions completed	
Number of retrofits complete where result was a BER improvement	
Number of domestic gas boilers repaired/replaced	
Rent received vs Rent billed percentage	95%
Number of tenancy warnings issued	250
Number of legal actions commenced	125
Increase in number of properties available through the Rental Accommodation Scheme (RAS) and Social Leasing Schemes	
Number of applications received per scheme (Housing Adaption; Mobility Aids; Housing Aid for Older Persons)	
% initial inspections carried out within 4 weeks of receipt of application	
Number of applications approved and completed under each scheme	
Number of dwellings inspected	
Number of inspected dwellings non-compliant after 1st inspection	
Number of dwellings that achieved compliance in the period	
Number of dangerous buildings call-outs attended	

BUDGET 2026

BUDGET CODE	DIVISION AND SERVICES	ADOPTED BUDGET 2026
Housing & Building		
A01	Maintenance/Improvement of LA Housing Units	€135,738,194
A02	Housing Assessment, Allocation and Transfer	€12,543,985
A03	Housing Rent and Tenant Purchase Administration	€11,461,525
A05	Administration of Homeless Service	€412,202,552
A06	Support to Housing Capital Programme	€55,669,133
A07	RAS and Leasing Programme	€173,992,759
A08	Housing Loans	€10,586,841
A09	Housing Grants	€13,033,922
A12	HAP Programme	€10,954,614
E10	Safety of Structures and Places	€7,216,076
Service Division Total		€843,399,601





Culture, Community, Leisure and Area Services

Culture, Community, Leisure and Area Services

Focus Area: Neighbourhoods and Communities

Goal:

Grow a network of thriving neighbourhoods and villages where everyone has access to the quality facilities and services needed to support inclusive and active communities.



Core Service Areas and Strategic Objectives:

- Expand and enhance the range of quality, inclusive community, cultural, sports, parks and recreational facilities and services in neighbourhoods across the city
- Conserve and restore biodiversity through partnership with other agencies and local communities
- Promote and lead cohesive communities through a range of social inclusion, community development, equality, age friendly, intercultural integration and Irish language programmes and activities
- Celebrate Dublin's unique character and diverse cultures to build a sense of belonging and pride in the city
- Support service delivery to communities and elected members at a local level

Key Service Priorities for 2026:

Libraries and Culture

- Progress plans for the new city library and new libraries at Drimnagh, Fairview, Terenure and Clongriffin / Belmayne
- Enhance internet connectivity in the library branch network by upgrading hardware, cabling and broadband infrastructure
- Assess the feasibility of expanding MyOpen Library System to 2 additional Branch Libraries
- Refurbish No.18 Parnell Square North and bring it into use for staff accommodation and the facilitation of HLG events while the Gallery building is closed
- Ensure HLG stays connected with audiences, communities and education institutions by developing offsite centres of participation, learning and citywide salons

Community, Sports and Arts

- Co-ordinate 'City for All', a week-long event in May 2026 to showcase the positive work and partnerships supporting community & social development across the city.
- Develop and adopt an Age Friendly Strategy 2026-2030 (Public Sector Duty)
- Review of the 2-year Implementation Plan of the Local Economic & Community Plan 2024 - 2029
- Strengthen community integration work across Dublin City through the Community Integration Forum and other initiatives
- Develop and implement the Dublin City Autism Friendly City Action Plan 2026 - 2028 in conjunction with AsIAM
- Progress plans for Dublin as host city for the Euro 2028 Tournament
- Implement the Sports Plan annual roadmap and deliver on its key priorities
- Establish a Local Sports Forum in each administrative area to support local implementation of the Sports Plan

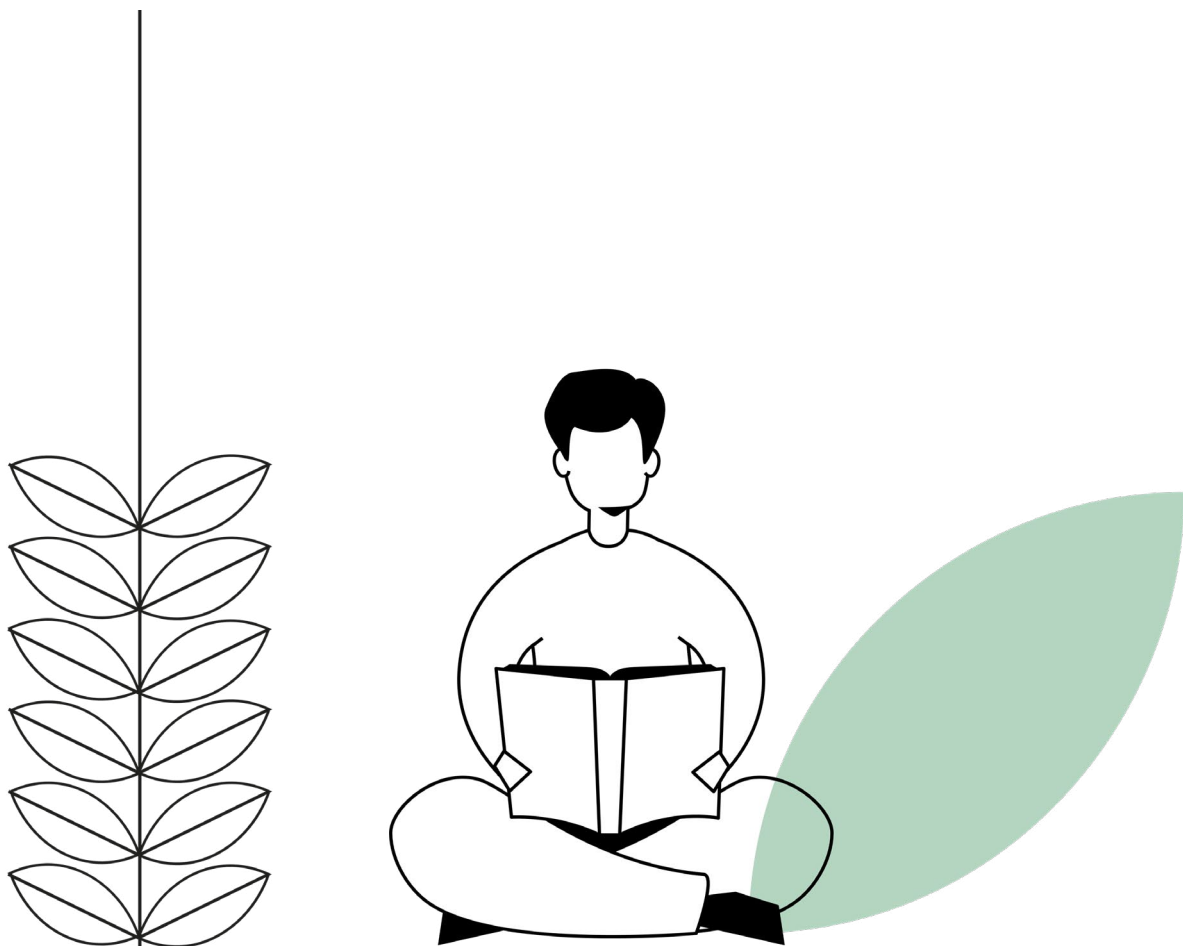
- Consolidate Gaeilge365 in the City Council and as a regional initiative
- Support the newly formed Dublin Municipal Theatre in the development of its mission and strategy
- Progress plans to develop new artists workspaces across the city

Parks, Landscape and Biodiversity

- Review the Dublin City Parks Strategy (Public Sector Duty)
- Develop and agree the Dublin City Tree Strategy 2026-2036
- Implement the annual Tree Care Programme
- Advance a Citywide Greening Strategy
- Review progress on the implementation of the Dublin City Play Strategy in relation to accessible play and provision of teen zones

Area Management

- Establish Local Community Safety Partnership (LCSP) in each of the 5 administrative areas
- Carry out a review of area-based service delivery
- Deliver on our strategy for Clongriffin-Belmayne neighbourhoods
- Prepare a strategy to guide the development and management of social and community facilities across the city



Principal Service Objectives

SERVICE/PROGRAMME	PRINCIPAL SERVICE OBJECTIVE
LIBRARIES AND CULTURE	
Library Services and Programmes	<ul style="list-style-type: none"> To provide a wide range of services across a network of 21 Dublin City Libraries branches and online. To enhance, develop and improve the services provided, the range and ways of accessing materials, and the breadth and nature of events and programmes. To further develop collections and resources in our Libraries, and to develop programming for children and Library in the Community services, with the aim of enhancing people's access to literature, literacy and materials and contributing to the cultural life of the city.
Dublin City Archives	<ul style="list-style-type: none"> To preserve and provide access to the collections of the Dublin City Archives as is contained in the Local Government Act 2001, as amended. The City Archive in Pearse Street contains original and unique civic records dating back to the 12th century. Its Dublin and Irish Collections contain rare, published materials dating back to the 15th century.
Literary City	<ul style="list-style-type: none"> To promote and celebrate Dublin's designation as a UNESCO City of Literature through a programme of events, residency opportunities and collaborations with city partners. To grow engagement with initiatives such as One Dublin One Book, the Citywide Reading campaign and the Dublin Literary Award, which are all key features of the UNESCO City of Literature annual programme.
Hugh Lane Gallery	<ul style="list-style-type: none"> To progress development plans for all HLG facilities to support and implement our strategic plans and goals. To house one of Ireland's most exciting collections of modern and contemporary Irish and international art, as well as Francis Bacon's studio, in the Hugh Lane Gallery. To maintain the status of Hugh Lane Gallery as one of Ireland's most significant cultural institutions by hosting engaging exhibitions and continuing to run an extensive range of outreach and education programmes as part of its goal to engage local communities, schools and the public in the understanding and appreciation of art and the cultural life of Dublin.
COMMUNITY, SPORTS AND ARTS	
Sports and Leisure Services	<ul style="list-style-type: none"> To encourage the people of Dublin to stay active and connect in a safe, positive and accessible manner. To achieve this, Dublin City Council's Sport and Recreation Services provides a wide range of sporting, leisure and community services for individuals and groups. To offer a host of accessible and affordable activities, programmes and initiatives in local communities right across the city through the Council's network of 29 community, sports and leisure centres and 3 swimming pool complexes. To continue to support, manage and deliver a wide range of sport and recreational programmes for people of all ages and backgrounds.

Local Community Development Committee

- To improve community and local economic development in Dublin.
- To achieve this goal, The Local Community Development Committee (LCDC) will draw on the expertise and experience of public and private sectors and organisations in Dublin. Comprised of Elected Members and staff representatives from Dublin City Council, state agencies and social and economic partners and the Public Participation Network, the LCDC is responsible for co-ordinating, planning and overseeing local and community development funding, programmes and integrated delivery of initiatives in the city. It also oversees the preparation and implementation of the community elements of the Dublin City Local Economic and Community Plan.

Social Inclusion and Integration

- To co-ordinate and support a range of social inclusion, community development and integration initiatives as part of the Council's effort to build a thriving Dublin for all.
- To work with partners across the community and voluntary sector in leading the delivery of Dublin City's Age Friendly Initiative, the Comhairle na nÓg Programme, the Sláintecare Healthy Communities Programme, the Public Participation Network and the development of an Integration and Intercultural Strategy for Dublin.
- To provide a range of grants and financial supports for community and voluntary groups.

Arts Office

- To ensure that the arts remain a vital part of Dublin through the Arts Office working in partnership with the public, communities, artists and arts organisations.
- To focus on arts infrastructure policy, collaborative projects, arts programming and events, support for local community arts activities through grants and initiatives.
- It also manages and maintains the city's public art, the LAB Gallery and other City Council owned arts assets.

Animal Welfare

- To implement of Control of Dogs Act 1986 and Control of Horses Act 1996 and associated legislation.
- To promote dog / horse owner responsibility through community engagement and education programmes.
- To increase revenue income through proactive enforcement and compliance with licensing requirements.
- To manage the provision of animal shelter capacity to meet increasing demands.
- To develop multi-agency approaches to address specific animal welfare issues in the city.
- To support voluntary / charity sector in promotion of animal welfare objectives.

Gaeilge365

- To create a culture of innovation through local authority services which delivers tangible opportunities to speak the Irish language.
 - To deliver developmental programs trí Ghaeilge to staff members, community and future leaders to ensure they have the future skills needed to build the bi-lingual society of the future.
 - To use successful language innovation pilots and insights to develop sustainable structures which generate opportunities to speak the Irish language.
 - To build and disseminate clear examples of best practices in this space across the region and wider sector.
-

PARKS, LANDSCAPE AND BIODIVERSITY

Parks Management and Development

- To manage urban and neighbourhood parks, river valley parks, St Anne's Park, the North Bull Island Nature Reserve and Dollymount Beach for the benefit of biodiversity and people.
- To provide a range of amenities for play and recreation in City Council parks. 190 clubs and schools use 221 playing fields in parks and there are well-equipped playgrounds in almost every neighbourhood in the city.
- To maintain and grow park services, and to continue supporting and facilitating markets, events, activities and additional facilities in city parks.
- The Parks Landscape Services team also plans to develop new parks and upgrade existing parks to be more natural and biophilic in design.

Biodiversity

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

AREA-BASED SERVICES

Area-based service delivery

To administer the statutory Area Committee meetings of Dublin City Council and to co-ordinate the delivery of services across the City Council's five Administrative Areas including:

- Community development
- Estate management
- Local housing service
- Public domain and environmental management services
- Local enhancement projects
- Local customer service.

Service Performance Indicators

LIBRARIES AND CULTURE

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
• Number of library visits	
• Number of items issued to library borrowers	
• Number of registered members of the library	
• Number of events /initiatives	
• Number of participants in events / initiatives	
• Number of social media engagements	
• Number of outreach engagements by Library in the Community, including Home Deliveries	
• Number of participants in Hugh Lane Gallery programmes and events	
• Number of events facilitated (Annual)	

COMMUNITY, SPORTS AND ARTS

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
<ul style="list-style-type: none"> Number of applications received under Department of Rural and Community Development (DRCD) and other government funded schemes via Local Community Development Committee (LCDC) 	100
<ul style="list-style-type: none"> Number of applications approved and completed under each government funded scheme via LCDC (Annual) 	75% of Applications approximately
<ul style="list-style-type: none"> Number of applications received under Community Grant Schemes 	800 approximately
<ul style="list-style-type: none"> Number of applications approved and completed under each Community Grant Scheme 	750 approximately
<ul style="list-style-type: none"> Number of inclusion, integration & health initiatives via <ul style="list-style-type: none"> » Comhairle na nÓg » Age Friendly Dublin City » Local Authority Integration Team (LAIT) » Social Inclusion » Healthy Ireland and Slaintecare Local Government Programmes 	
<ul style="list-style-type: none"> Number of visitors to leisure facilities 	
<ul style="list-style-type: none"> Number of programmes and initiatives delivered 	
<ul style="list-style-type: none"> Number of participants 	
<ul style="list-style-type: none"> Number of applications for Arts Grants 	
<ul style="list-style-type: none"> Number of Arts grants approved 	
<ul style="list-style-type: none"> Number of programmed events 	
<ul style="list-style-type: none"> Number of participants at arts events 	
<ul style="list-style-type: none"> Number of artists in residence 	

ANIMAL WELFARE

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
<ul style="list-style-type: none"> No. of animals processed through shelter facilities 	
<ul style="list-style-type: none"> % increase in dog licence revenue 	
<ul style="list-style-type: none"> No. of enforcement actions taken (for breaches of the Control of Dogs and the Control of Horses Act) 	

GAEILGE365 (REGIONAL OBJECTIVES)

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
<ul style="list-style-type: none"> Develop 24+ innovative tested language projects 	24
<ul style="list-style-type: none"> Create 60,000+ Irish speaking opportunities through Council service 	60,000
<ul style="list-style-type: none"> Root 4+ innovative language projects in the Councils 	4
<ul style="list-style-type: none"> Scale 2+ innovative language projects through additional funding sources 	2

GAEILGE365 (REGIONAL OBJECTIVES) (CONT.)

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
<ul style="list-style-type: none"> 4+ empowerment programmes in hand with over 45 a year participating 	4
<ul style="list-style-type: none"> Continue with the Policy Book and 150,000+ social media views on related content per year 	

PARKS, LANDSCAPE AND BIODIVERSITY

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
<ul style="list-style-type: none"> Number of Green Flags awarded (Annual) 	12 parks
<ul style="list-style-type: none"> Increased and/or enhanced range of amenities/facilities in parks 	
<ul style="list-style-type: none"> Number and type of events in Parks 	
<ul style="list-style-type: none"> Number of Citizen Hub requests and % responded to in 10 working days (Grass/landscaping requests) 	85%
<ul style="list-style-type: none"> % of Tree Care Programme implemented 	
<ul style="list-style-type: none"> Number of new trees planted and sq.m. de-paving (Annual) 	
<ul style="list-style-type: none"> Record of Dublin Mountains Partnership achievements 	
<ul style="list-style-type: none"> Number of Citizen Hub requests and % responded to in 10 working days (Tree care requests) 	85%
<ul style="list-style-type: none"> Dublin City Biodiversity Action Plan: delivery of action plan 	
<ul style="list-style-type: none"> North Bull Island Nature Reserve Action Plan: delivery of action plan 	
<ul style="list-style-type: none"> Dublin Bay UNESCO Biosphere Partnership: delivery of Conservation and Research Strategy 	
<ul style="list-style-type: none"> Dublin City Play Strategy: delivery of strategy 	
<ul style="list-style-type: none"> Burial Places Strategy: delivery of actions 	

AREA MANAGEMENT

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
<ul style="list-style-type: none"> Number of public safety fora meetings facilitated 	
<ul style="list-style-type: none"> Number of new tenancies supported by Area staff 	
<ul style="list-style-type: none"> Number of estate management interviews conducted 	
<ul style="list-style-type: none"> Number of new community groups established 	
<ul style="list-style-type: none"> Number of community activities facilitated 	
<ul style="list-style-type: none"> Number of area clean ups supported 	
<ul style="list-style-type: none"> Number of active community environmental groups supported by Public Domain teams 	
<ul style="list-style-type: none"> Number of discretionary projects approved 	
<ul style="list-style-type: none"> Number of discretionary projects completed 	

AREA MANAGEMENT (CONT.)

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
• Number of queries responded to at the public counter	
• % of calls on managed telephony answered within 30 seconds	90%
• Number of Area Committee Questions responded to	

BUDGET 2026

BUDGET CODE	DIVISION AND SERVICES	ADOPTED BUDGET 2026
Culture, Recreation and Amenity		
F01	Leisure Facilities Operations	€14,437,082
F02	Operation of Library & Archival Service	€32,051,919
F03	Outdoor Leisure Areas Operations	€40,820,188
F04	Community Sport & Recreational Development	€27,848,413
F05	Operation of Arts Programme	€30,872,091
A04	Housing Community Development Support	€25,907,015
G04	Veterinary Services	€2,973,029
G05	Educational Support Services	€1,451,711
Service Division Total		€176,361,448





Planning, Property and Economic Development

Planning, Property and Economic Development

Focus Area: Economy, Growth and Urban Regeneration

Goal:

Guide the development and regeneration of the city region and its economy so that Dublin becomes one of Europe's most sustainable, dynamic, and resourceful city regions.



Core Service Areas and Strategic Objectives:

- Guide Dublin's continued spatial development and growth, while enhancing quality of life, economic competitiveness, cultural heritage, and environmental resilience
- Co-create a smart, green, innovation-based economy in the city-region through collaboration with our economic and tourism partners
- Proactively focus on the regeneration, development and reuse of land and buildings across the city to bring vitality and vibrancy to city streets and neighbourhoods
- Lead the revitalisation of the city centre to create a capital that is safe, accessible, clean and thriving throughout the day and night, and that the whole country can be proud of

Key Service Priorities for 2026:

Planning Services

- Progress statutory process to implement the NPF Housing Growth Requirements into the City Development Plan 2022-2028
- Bring forward 4 proposed variations to comply with NPF Requirements at Broombridge-Hamilton, Kylemore, SDRA review and a review of Z6/Z7 lands
- Progress background studies to inform City Development Plan Review
- Roll out of a new Pre-planning process to facilitate the provision of additional Pre-planning meetings
- Progress transformation to digital planning services
- Bring forward draft Sn 48 Development Contribution Scheme to Council to inform new scheme

Property & Urban Regeneration

- Progress Draft Werburgh Strategic Development and Regeneration Area (SDRA) Masterplan
- Bring first phase of Record of Protected Structures (RPS) additions and new Architectural Conservation Areas (ACA) to Council
- Present Annual Report on Development Plan City Performance Indicators to Council
- Commence a Retail Study on suburban centres and prepare a brief for A Design Guide for residential development
- Review Living City Initiative with view to extending the scheme in line with Gov proposals
- Develop acquisition and disposal strategies in line with Active Land Management
- Prioritise Corporate Estate Management of the Council's property portfolio which is leased/licensed
- Complete new Residential Zoned Land Tax (RZLT) map for 2026 and manage Dublin City Council 's RZLT liability

- Progress the development of Dublin City Council's Corporate Property Asset Register
- Focus on and enhance Dublin City Council's role in tackling dereliction through legislation and engagement
- Coordinate the Urban Regeneration and Development Fund (URDF) programme across departments to support strategic alignment, compliance, and delivery of shovel-ready regeneration projects.
- Progress construction and activation planning for the Fruit & Veg Market regeneration project and the Iveagh Markets Building Consolidation Project.

City Centre Task Force

- Project Management Unit established within the City Co-ordination Office to deliver on key elements of the 2024 Taoiseach's City Centre Taskforce Plan
- Create a Special Purpose Vehicle to deliver on the spatial, economic and regeneration elements of the City Centre Taskforce Plan
- Complete the outstanding elements of the Love the Lanes strategy and continue the process of delivering on key projects within the reimagining Dublin 1 plan

Economic Development & Dublin City Local Enterprise Office

- Publish and implement Dublin Place Brand Vision Strategy
- Promote Dublin as an attractive region to live, work, learn and invest
- Support the development of the Dublin Belfast Economic Corridor
- Monitor and report on the Dublin Economy and publish quarterly editions of the Dublin Economic Monitor
- Promote Circular Economy Innovation
- Capture feedback from those living in Dublin through Your Dublin Your Voice Survey
- Support review and deliver agreed actions of the Dublin Regional Enterprise Plan
- Deliver on economic actions in the Local Economic and Community Plan 2024 - 2029
- Publish and implement the Dublin City Economic Plan 2025 - 2029
- Deliver on Tourism Strategy 2023 to 2028 and associated projects and events
- Deliver the ENFUSE programme in collaboration with businesses and third level institutions across Dublin
- Advance a social economy through the work of Social Enterprise Committee
- Deliver on the objectives of the Night-Time Economy Pilot and implement agreed review recommendations
- Provide cutting edge economic research to support decision making and inform policy role of SPC members

Economic Development & Dublin City Local Enterprise Office (cont.)

- Develop and deliver an annual programme of dynamic and accessible city events and support filming in city locations
- Deliver First Stop Shop for Enterprise Supports via the Local Enterprise Office Dublin city
- Implement the European Programme Participation Strategy 2021 to 2027 via the European Programme Support Office
- Provide a responsive and engaged International Relations function

Principal Services

SERVICE/PROGRAMME	PRINCIPAL SERVICE OBJECTIVE
PLANNING SERVICES	
Forward Planning	<ul style="list-style-type: none"> • To develop the City to meet the needs of all residents, workers and visitors through a spatial strategy as laid out in the statutory Dublin City Development Plan 2022-2028. Its policies and objectives guide growth and development and provide a strategy to achieve proper planning and sustainable development in the city. The Plan has an ambition to provide the necessary social and physical infrastructure to cater for a city population of 655,000 by 2031. • To support this the Plan identifies a number of areas for strategic development and regeneration, new growth areas, and other priority areas requiring local level specific plans to guide development.
Development Management	<ul style="list-style-type: none"> • The Development Management Process refers to the planning application process and is the mechanism by which objectives at city and local area plan level are implemented. • Development Management operates within the framework of the Dublin City Development Plan and is guided by other plans, such as the Regional Spatial and Economic Strategy, Strategic Development Zones (SDZs) and Local Area Plans as well as Ministerial Guidelines. • Development Management seeks to harness the creative energies of the development community, civic bodies, architects and the public, to ensure that new developments, as well as regeneration and conservation projects, contribute to the unique physical character, economic health and social and cultural vitality of Dublin City.
Planning Enforcement	<p>To ensure that:</p> <ul style="list-style-type: none"> • Developments are carried out in compliance with the planning permission granted and takes appropriate enforcement action in cases where a development has been or is without permission or is in breach of the permission granted. • Outdoor Musical and Entertainment Events of a non-sporting nature are properly licensed and organised in a coordinated and orderly manner.
Building Control	<ul style="list-style-type: none"> • To enforce building regulations through inspections of new buildings under construction as well as buildings undergoing extension or alteration. • To consider applications for Disability Access Certificates that ensure the built environment is continually improving in terms of access for all building users.

National Building Control Office

As the lead local authority for the National Building Control Office (NBCO), to:

- Promote a culture of compliance with the Building and Construction Products Regulations in an industry marked by rapid changes in technology and processes.
- Provide oversight, support and direction for the development, standardisation and implementation of building control legislation in the state.
- Be responsible for the development and management of the Building Control Management System, the online administration system for building control in Ireland.

PROPERTY DEVELOPMENT AND URBAN REGENERATION**Property Management**

- To manage a diverse portfolio of leases which provide a range of uses including community, commercial, residential and industrial.
- To market, develop and dispose of its own sites and buildings where they are deemed surplus to the Council's needs, and acquire lands where required for Council activities and projects.
- To provide property valuation services to the other Dublin local authorities.

Active Land Management

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

Telecoms Unit

- To ensure that all future capital investments and infrastructure projects are telecoms proofed.
- To encourage and increase telecoms investment in Dublin.
- To leverage the broader innovation potential of gigabit and 5G connectivity.
- To allow for better use of city council owned assets (both above and below the ground) for telecommunications infrastructure by acting as a central point of contact for the organisation.

Public Realm and Urban Regeneration

- To enhance and invest in public squares, streets, lanes and other shared spaces which are so vital to the life and identity of the City, as guided by the City Council's public realm strategies. Projects for public realm enhancement are included in the Capital Programme 2024-2026. The City Council has also been successful in attracting Urban Regeneration and Development Funding (URDF) under Project Ireland 2040 for several projects which are also included in the Capital Programme 2024-2026.

Conservation, Heritage and Archaeology

To protect the architectural heritage of the city, under the Planning and Development Acts, by:

- Maintaining a Record of Protected Structures
- Designation of Architectural Conservation Areas
- Provision of supports for protected structures at risk
- Protection of archaeological monuments and sites
- Building of awareness of the city's architectural and archaeological heritage through education programmes, research and grant aid

The Dublin City Strategic Heritage Plan 2024-2029 outlines the Council's policies and objectives in relation to the built, natural and cultural heritage of the city and focuses on collaboration with a range of stakeholder, NGOs, cultural institutions and academia to prioritise the implementation of heritage projects.

Economic Development

To promote economic development in its administrative area through implementation the Economic Development Strategy. The strategy focuses on:

- Enabling participation in the economy
- Supporting placemaking and clusters of economic activity
- Promotion of investment in the city
- Innovation and transformation in enterprises

To work closely with the other Dublin Local Authorities to promote economic development, market the city-region as an attractive location to live, work, learn and invest, host campaigns and implement actions under the Dublin Regional Enterprise Plan and the Local Economic and Community Plan. Implement the Dublin City Tourism Strategy 2023 - 2029, the Night-Time Economy Strategy, the Dublin Brand Strategy and the Dublin City Destination and Experience Plan 2025 - 2030.

Local Enterprise Office

- To deliver on the objectives of the Local Enterprise Development Plan (LEDP) ensuring the provision of a “First Stop Shop” for anyone seeking information and support on planning, starting, sustaining or growing a business in Dublin through the Local Enterprise Office Dublin City (LEO), which is an office of Dublin City Council that operates in partnership with Enterprise Ireland.
- LEO Dublin City is driving the development of local enterprise, putting micro and small business at the heart of job creation in the city. LEO Dublin City provides expert support to business start-ups and works to increase the job potential of new and existing micro and small businesses with information, advice, training, mentoring, networking, seminars, awards and financial support driving digital and green transformation, capturing job numbers through the annual Employment Survey.

International and European Relations

- To lead, facilitate and promote international links that benefit the city, its economy, education, research capacity and communities. To strengthen existing international bi-lateral city-to-city relationships through mutually beneficial initiatives, and cultural, educational and economic development exchanges and to consider developing new agreements. The City has long-standing ties with several sister/twin cities such as San José, Barcelona and Beijing and has recently signed a friendship agreement with Ramallah.
- To pursue and engage in projects and programmes with cities across the EU where the Council can collaborate with other cities on similar challenges and address solutions to issues in line with the aims of the City Council’s EU Programme Participation Strategy 2021 – 2027.

Film Office

- Dublin City Council Film Office plays a crucial role in making Dublin a film-friendly city, offering a one-stop service which helps production companies to access diverse and visually rich settings, supporting the local economy through production spending, job creation and tourism while also raising Dublin’s cultural profile internationally, enhancing its attractiveness to investment and making it a hub for both domestic and international film, TV, commercial and creative media projects. Dublin City Council’s support for the audio-visual industry is in line with the national government strategy *Investing in our Culture Language and Heritage 2018-2027*.
-

Events	<ul style="list-style-type: none"> • To animate the city and help increase footfall and economic activity through events in public places. • To support and promote events in Dublin City and work closely with organisers to ensure that events delivered in the city offer variety, fun and excitement. • To provide opportunities for everyone to enjoy and experience Dublin in a family-friendly, inclusive and safe environment.
City Co-ordination Office	<ul style="list-style-type: none"> • To ensure the management of Street Furniture • To develop Dublin Nighttime Market • To focus on activating city streets (Casual Trading/ Street Performers) with particular focus on O'Connell Street • To continue engagement with City Stakeholders on Talbot Street Action/ Rejuvenation Action Group • To issue street performer permits and casual trading licenses and ensure the monitoring and enforcement of the Street Performers Bye Laws 2016.

Service Performance Indicators

PLANNING

PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
Progress on Local plans for (Annual) <ul style="list-style-type: none"> » Broombridge-Hamilton (Baile Bogáin) » Inchicore/Kylemore 	
Number of LA planning decisions which were the subject of an appeal to An Bórd Pleanála (ABP) that were determined by the Board	
% of the determinations by ABP which confirmed the decision made by the LA	
Number of Pre-Planning Application Consultations (PACs) as % of all decisions (Annual)	
Number of Dublin City Council applications (planning permissions, Sn5s, SHECs)	
Number of Dublin City Council PACs excl. Large-scale Residential Developments (LRD)	
Number of LRD PACs	
Number of LRD opinions issued	
Number of LRD applications received	
Number of LRD decisions issued	
% of planning applications submitted online	
Number of Planning Enforcement complaints received	
% change in number of Planning Enforcement complaints received	
% Planning Enforcement complaints acknowledged within 10 working days	100%
Number of Planning Enforcement Warning Letters issued	
Number of Planning Enforcement Notices served	
Number of Planning Enforcement Legal Proceedings initiated	
Number of Planning Enforcement files closed	

PLANNING (CONT.)

PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
Buildings inspected by Building Control as a percentage of new buildings notified to the local authority (Annual)	70%
Number of Building Control site inspections carried out	
Number of Building Control enforcement notices/ other formal enforcements served	
% of Disability Access Certificate Applications determined within statutory time frame	100%
Number of site inspections undertaken by Building Control for Part L compliance	
Economic Plan to undergo Public Sector Duty process	

PROPERTY & URBAN REGENERATION

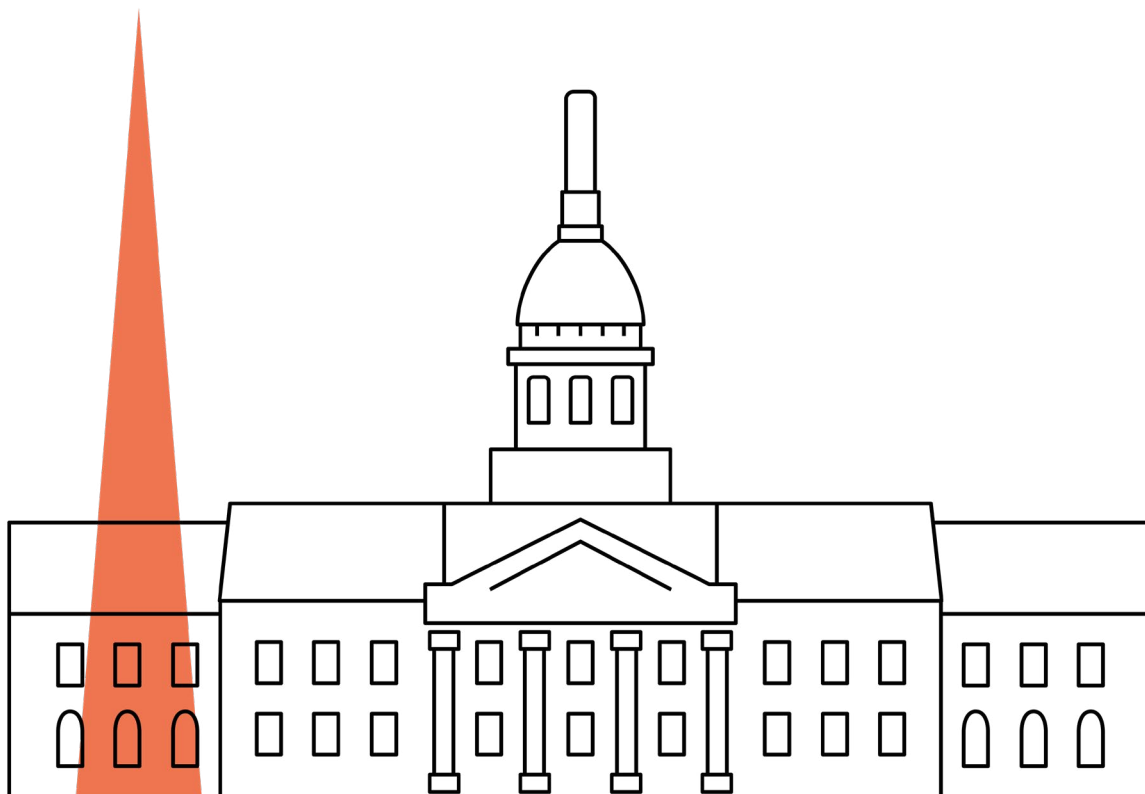
PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
Number of derelict sites inspections carried out	
Number of derelict sites notices served	
Number of properties on the Vacant Sites Register	
Number of applications received under the Living City Initiative	
Number of applications approved under the Living City Initiative	
Number of Homes passed by fibre infrastructure providers (Annual)	
Number of Section 254 licences issued for Monopoles	
Number of Commercial / Legal Agreements issued for: <ul style="list-style-type: none">» Mobile Rooftop Installations» Monopole	
Number of Architectural Conservation Areas (ACAs) commenced	
Number of ACAs completed	
Number of applications received under the following grant schemes: <ul style="list-style-type: none">» Built Heritage Investment Scheme» Historic Structures Fund» Community Monuments Fund	

CITY CENTRE TASK FORCE

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
Numbers of projects instigated under the 10 Big Moves of the City Centre Taskforce Plan	
Number of actions completed under the Rejuvenation Action Group Plan	
Number of laneways reimaged through active uses	
Number of City Centre Activations delivered	50

ECONOMIC DEVELOPMENT & DUBLIN CITY LOCAL ENTERPRISE OFFICE

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
Increase in social media engagement with the Dublin Place Brand	50,000
Deliver four Dublin Economic Monitors and host annual event while expanding reach	4 publications and annual event
Launch and deliver ENFUSE Programme	No of participating businesses and students
Number of Your Dublin Your Voice Surveys and the number of responses	
Number of LEO Dublin City grants awarded	200
Value of LEO Dublin City grants awarded	€1.9 million
Number of participants participating in LEO Dublin City training, mentoring and networking events	3,650
The number of jobs created with assistance from the LEO per 100,000 population (Annual)	90



BUDGET 2026

BUDGET CODE	DEVELOPMENT MANAGEMENT	ADOPTED BUDGET 2026
Housing & Building		
D01	Forward Planning	€10,337,070
D02	Development Management	€15,273,691
D03	Enforcement	€3,716,179
D04	Industrial & Commercial Facilities	€25,066,624
D06	Community and Enterprise	€14,105,993
D08	Building Control	€8,720,784
D09	Economic Development and Promotion	€27,899,615
D10	Property Management	€89,983
D11	Heritage and Conservation Services	€4,963,444
H07	Operation of Markets & Casual Trading	€2,989,014
Service Division Total		€113,162,397





Transportation and Public Realm

Transportation and Public Realm

Focus Area: Mobility and Public Realm

Goal:

Create and maintain a clean, green, healthy, safe, well-connected city with a vibrant public realm that all can enjoy.



Core Service Areas and Strategic Objectives:

- Create one of the cleanest cities in Europe through effective and innovative waste management and environmental enforcement action
- Maintain and renew the public realm to support ease of movement, create enjoyable public spaces that are uniquely Dublin, and contribute to making our city safe and accessible for all
- Provide an accessible low-traffic environment in the city to enable public transport, active travel, and public realm improvements.
- Transform the way people walk, wheel and cycle in the capital by creating an Active Travel Network that improves access, connectivity and social cohesion for all
- Complete the transition of water services to Uisce Eireann and ensure continual engagement to facilitate the economic growth of the city

Key Service Priorities for 2026:

Roads Infrastructure and Maintenance

- Deliver priority Public Realm and Roads Infrastructure Projects as set out in the City Council's Capital Programme over the 2025-2027 period.
- Deliver a planned road maintenance works programme
- Maintain and improve public roads and infrastructure and contribute to public realm improvements and ease of movement through the city

Traffic Management and Control

- Ensure the safe and efficient movement of people and goods across the city and prioritise public transport walking and cycling as the main modes in the city.
- Ensure that the public realm is adequately lit for safety of all users and continue the roll out of the public lighting upgrade project across the city.

Active Travel Programme

- Grow the Active Travel Network by bringing 11 priority projects to construction in 2026 which, when completed, will result in an increase of 13km to the overall network. The project delivery will be complemented by data collection on the impact of active travel schemes on communities and the environment and by community engagement and behaviour change campaigns

Waste Management and Enforcement

- Maintain the high standard achieved in the Recommended Minimum Criteria for Environmental Inspections (RMCEI) plan as monitored by the EPA
- Achieve and monitor the annual inspection targets in the Waste Shipment Plan
- Review air quality data to monitor the improvement in air quality in Dublin City with a view to demonstrating that WHO Nitrogen Dioxide guideline limit values will not be exceeded in 2030
- Complete and publish new Litter Management plan for 2026-2028 (to undergo Public Sector Duty process)

Principal Services

SERVICE/PROGRAMME	PRINCIPAL SERVICE OBJECTIVE
ROAD INFRASTRUCTURE AND MAINTENANCE	
Roads Maintenance and Improvement	<ul style="list-style-type: none"> • To maintain and improve the 1,240 km of public roads and streets throughout Dublin City, together with the associated footways, bridges and other structures. The work of the Road Maintenance Services Division contributes to public realm improvements and ease of movement through the city.
Roads and Public Realm Design and Construction	<ul style="list-style-type: none"> • To improve Dublin's public realm through the City Council's Capital Programme, which sets out a range of design and construction projects to be delivered over the 2024-2026 period. These include road and public realm projects which will enhance the attractiveness of the City and significantly improve road connectivity. • Projects the department aim to implement in this period include Duke Street-South Anne Street Public Realm Scheme, Meath St Public Realm Scheme, Dodder Public Transport Opening Bridge, Sean Moore Road Upgrade, Growing College Green, Point Bridge, Forbes Street bridge, Cathal Brugha Street Public Realm Scheme and Orwell Mews-Herzog Park Public Realm Scheme.
TRAFFIC MANAGEMENT AND CONTROL	
Traffic Management and Control	<ul style="list-style-type: none"> • To deliver the safe, effective and efficient movement of people and goods in Dublin and ensure that the needs of vulnerable road users are specifically addressed. • This will be achieved using the City Council's traffic control system which allows it to monitor and operate traffic safely throughout the City on a 24/7 basis. Road safety and the flow of traffic is also ensured by keeping roadways, cycle and bus lanes free of illegally parked vehicles, the control and permitting of road works, and through the City Council's maintenance and management of traffic infrastructure on the City's streets and footways.
Transport Policy and Projects	<ul style="list-style-type: none"> • To achieve the City Council's vision for a low-traffic city centre with public transport, walking and cycling being priorities, as set out in the City Centre Transport Plan. • Dublin City Council is working with the National Transport Authority, Transport Infrastructure Ireland and Irish Rail on strategic transport and traffic projects, such as Bus Connects, Luas and Metro North, to accomplish this goal.

Parking Policy and Enforcement

- To reduce congestion and road obstructions and to regulate the number and use of parking spaces available for residential and commercial use by developing and implementing the policy and bye-laws that govern parking in the city. Pay and display schemes, residential parking schemes, accessible and motorbike parking and clamping services are all part of this service.

Public Lighting

- To operate a citywide service by maintaining approximately 47,000 streetlights throughout the city. This involves general upkeep and maintenance of lighting infrastructure, night patrols inspecting for faults, repairs to faults and responding to service requests from the public.
- To reduce the Council's carbon footprint and contribute significantly towards the Council's green transition goals by continuing to implement a major Public Lighting LED Upgrade Project. This involves the upgrading of 40,000 luminaires with energy efficient LEDs. The project will take 8 years to complete and will result in energy savings in excess of 50%.

ACTIVE TRAVEL PROGRAMME

- To improve connectivity and road safety and to reduce transport-related carbon emissions by creating a network of walking and cycle infrastructure.
- The Active Travel Network will grow from 30km to a connected network of 314km, offering a safer, inclusive and more sustainable way of moving around the city. Implementing these changes also aims to enhance people's quality of life by making it easier to choose to walk, wheel or cycle more often.
- During the lifetime of this ambitious programme, the Active Travel Programme Office plans to build the network and engage, inform and enable the public to participate and use the network.

WASTE MANAGEMENT AND ENFORCEMENT

Street Cleaning

- To provide a Street Cleaning Service that includes street cleansing, the servicing and maintenance of c. 3,500 litter bins and the collection of c. 17,000 tonnes of street cleaning and litter bin waste annually.
- To remove, investigate and carry out enforcement in relation to illegal dumping in accordance with relevant bye-laws and legislation.
- To inspect and remove abandoned vehicles is a reactive service based on customer service requests to inspect suspected abandoned vehicles.
- To respond to street cleaning requests and illegal dumping requests.
- To promote and maintain a clean public realm.
- To recruit additional staff and wardens and expand the core city centre 24-hour cleaning area.

Recycling Awareness and Facilities

- To provide recycling facilities across the city including a network of 84 glass bottle banks, 50 textile bank locations, 8 community bring centres (five of which accept green waste), and 3 recycling centres located at Ballymun, Ringsend and North Strand.
- To promote awareness raising initiatives at community level and in schools across the city.

Litter Management

- To prepare and implement a Litter Management Plan.
 - To enforce litter pollution legislation and bye-laws in the city.
 - To operate a Litter Warden service, run initiatives to combat dog fouling, develop litter education and awareness programmes, and run projects and initiatives to deal with specific issues such as receptacles for waste collection in bag designated areas.
 - To provide equipment for planned community clean-ups in response to requests from local community representatives, with collection and disposal of the rubbish collected arranged by Area Offices and Waste Management Services.
-

WASTE MANAGEMENT AND ENFORCEMENT (CONT.)

Air and Noise Pollution

- To monitor and control air, noise and water pollution in accordance with EU Regulations. This includes the enforcement of environmental noise and air pollution control and control of Volatile Organic Compounds legislation.

Waste Regulations and Enforcement

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

National Transfrontier Shipment of Waste

- To perform duties and responsibilities as the national Competent Authority for the implementation of the EU (Shipments of Hazardous Waste Exclusively within Ireland) Regulations 2011 for all wastes imported, exported or transiting the State. The National Transfrontier Shipment Office (NTFSO) is also the national representative at the EU Network for the Implementation and Enforcement of Environmental Legislation (IMPEL).

Eastern Midlands Waste Regional Office

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

Eastern Midlands Waste Enforcement Regional Local Authority

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

Service Performance Indicators

ROADS AND PUBLIC REALM

PERFORMANCE INDICATOR

TARGET 2026 (where applicable)

Progress on planned work programme.

Investment of €18Million to upgrade c. 14km of carriageways and 18.4km of footpaths.

Total number of service requests recorded

Total number of service requests resolved

Total number of defects recorded

ROADS AND PUBLIC REALM (CONT.)

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
Total number of defects repaired and/or made safe	
% of Priority 1 service requests (all critical defects) made safe and/or repaired within 24hrs	
Public Realm Master Plan to undergo the Public Sector Duty process	

TRAFFIC

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
Number of Traffic Advisory Group (TAG) service requests received	
% of TAG service requests decided on within 4 months of request (at stage 4/5)	30%
% Repair of urgent faults at Traffic Signals within 5 hours from receipt of fault	100%
% Repair of non-urgent faults within 24 hours	100%
Number of cyclists and pedestrians at count points (as per cordon count)	
Public transport passenger numbers (as per cordon count)	
City Centre Transport Plan measures implemented	Two additional measures implemented
% of vehicles declamped within 1 hour of payment	85%
% of vehicles declamped within 2 hours of payment	100%
% of first stage appeals finalised within 21 days	100%
% of first stage appeals refunded because time has elapsed	0%
Progress on Busconnects, Metrolink, Luas and Dart + projects	
% of relevant current active premises registered in new HGV Permit system (Annual)	100%
% of 5+ axle HGVs needed for services in the city (Annual)	100%
Progress on the operations of the new HGV Permit system via the improved reporting (Annual)	
Successful communication campaign for continuity of business (Annual)	Completed
Total number of faults reported Public Lighting	
% of Public Lighting faults initiated by members of the public responded to within 5 working days	75%
% of other Public Lighting repairs carried out within 10 working days	75%
Percentage of the total Public Lighting system that LED lights represent (NSI E6(c), reported annually)	

THE ACTIVE TRAVEL PROGRAMME OFFICE

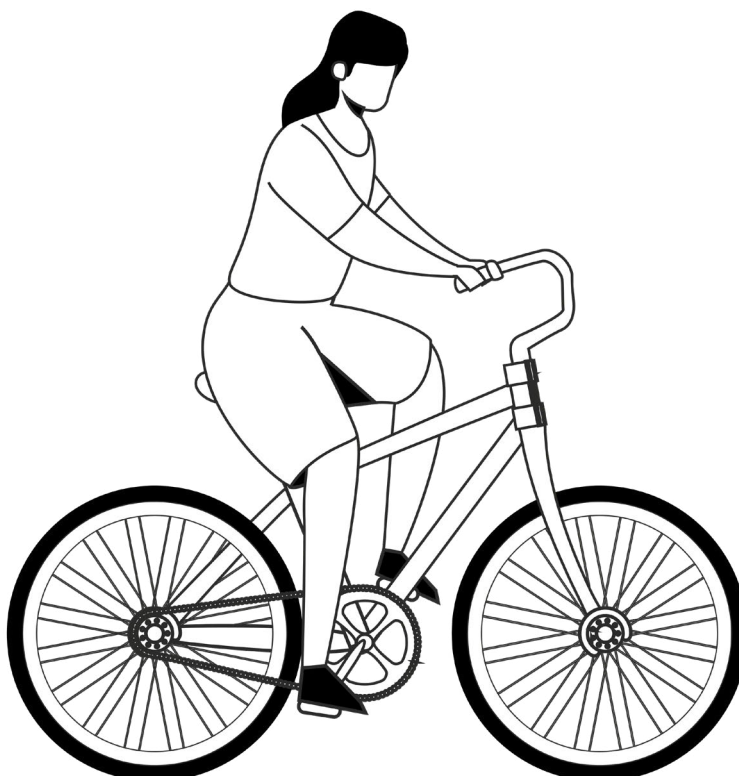
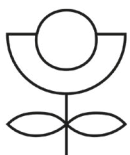
PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
Cycle tracks - Total km completed	5km
Cycle tracks - Total km in construction	13km
Cycle tracks - Total km in design	50km
Number of Active Travel public awareness raising activities	45

WASTE MANAGEMENT & ENFORCEMENT

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
Tonnage of material collected:	
<ul style="list-style-type: none"> • Textiles • Dry Mix • Glass Tonnage • Recycling materials from civic amenity sites • Community Clean Up Quantities 	
Halloween Response Group Chaired	
% of Community clean up bag collections carried out within 3 days of request	
Number of schools participating in the Green Schools Initiative	
Number of entries to the City Neighbourhood Scheme	
Number of nominations to the Pride of Place Awards	
Total number of requests for litter bin maintenance received in the period	
% resolved of litter bin maintenance within timeframe (24 hrs)	
Total number of abandoned vehicle reports received	
% reports determined not to be abandoned vehicles following inspection	
Results of the Waste Management Department's street grading programme	
Number of tonnes of illegally dumped household waste removed by the City Council	
Cost of removal of illegally dumped household waste including labour, fleet and disposal	
Total number of reports of illegal dumping received	
% of illegal dumping reports resolved within timeframe (24 hrs)	
Number of enforcement actions taken	
Complete expansion of City Centre 24-hour cleaning area	
Total number of air and noise pollution cases that were the subject of a complaint	
Total number of air and noise pollution cases closed (90% cases closed annually)	
Total number of air and noise pollution cases on hand	
% of all air quality monitors which achieve at least a 90% data capture rate	100%

WASTE MANAGEMENT & ENFORCEMENT (CONT.)

PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
Upgrade the Dublin City Air and Noise website to include new monitoring locations, ensure data is readily available and inform the public to raise awareness of air and noise pollution issues.	
Meet the Inspection targets contained in the Recommended Minimum Criteria for Environmental Inspections (RMCEI) Plan	
Maintain a 'high' level award measurement in the EPA LA Performance Framework	Achieve excellent/strong in all categories
Number of National Awareness campaigns (Annual)	
Publication of waste flow report (Annual)	
% of spend allocation to Historic Landfill Remediation Programme (Annual)	100%
Annual Implementation Workplan completed (Annual)	
Number of inspections carried out	
Number of site inspections in the City Council area	
Number of site inspections in the Waste Enforcement Regional Lead Authority (WERLA) area	
Update on 'particular cases' (i.e. cases referred by a local authority to WERLA for action) on hand in the City Council area	
Update on 'particular cases' on hand in the WERLA area	
Update on enforcement actions taken in relation to household waste collection permit holders in the City Council area	
Update on enforcement actions taken in relation to household waste collection permit holders in the WERLA area	
Litter Management plan for 2026-2028 to undergo Public Sector Duty process	





Climate Action and Urban Resilience

Climate Action and Urban Resilience

Focus Area: Climate Action and Urban Resilience

Goal:

Lead and advocate for the transition of Dublin city, and its communities, to a health, low carbon and climate resilient future



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Core Service Areas and Strategic Objectives:

- Lead the collaborative effort to bring about the systemic and behaviour change needed to deliver on our climate goals
- Significantly reduce greenhouse gas emissions in City Council operations
- Strengthen Dublin's resilience and capacity to prevent, adapt to, and recover from, the known and unknown impacts of climate change
- Manage the city's surface water drainage systems and water bodies
- Work to improve the city's environment, including its air quality
- Maintain and improve emergency response and preparedness and empower people to stay safe at home and at business

Key Service Priorities for 2026:

Water

- Dublin City Council will cease all role in Water and Wastewater Services which will be fully transferred to Uisce Eireann by December 2026

Climate Action

- Deliver the Net Zero Cities Pilot Project BUILD CAPACITIES with Cork City
- Complete First Challenge and introduce new challenges
 - » 1st – Children's Movement Through the City
 - » 2nd – Climate and Health
- Accelerate transition to climate neutrality through new partnerships for Climate City Contract
- Use Terrain AI to develop a deep understanding of impacts of climate action on emissions
- Further develop Dublin City Council's capacity to access EU funding for climate related capital project delivery

Dublin Fire Brigade (DFB)

- Ensure the smooth and efficient relocation of DFB logistics, stores and garage operation to support the continuity of service delivery and enhance overall operational efficiency
- Advance the planning, design and development phases of a new Fire Station at Alfie Byrne Road
- Progress the roll-out and evaluations of DFB 's organisational intelligence project to strengthen data informed decision-making and enhance organisational effectiveness.
- Oversee the upgrade and transition to the new Computer Aided Despatch (CAD) system for all fire calls in the Eastern Regional Communications Centre

- Invest in DFB’s physical infrastructure to ensure the provision of adequate and appropriate station welfare facilities for all genders
- Incorporate an outreach component in all DFB recruitment campaigns to promote diversity, inclusion, and increased participation from minority underrepresented communities

Principal Services

SERVICE/PROGRAMME	PRINCIPAL SERVICE OBJECTIVE
SURFACE WATER AND DRAINAGE SERVICES	
Sustainable Drainage Systems/ Nature Based Solutions	<ul style="list-style-type: none"> • To ensure that developers implement Sustainable Drainage Solutions on all new infrastructure to comply with local and national policy. These standards will also be applied to retrofit projects in public realm areas, subject to some constraints.
Surface Water and Flood Incident Management	<ul style="list-style-type: none"> • To be prepared for flooding incidents through the ongoing development of the city’s approximately 55,000 road gullies and the development of a Flood Emergency Plan (FEP). The FEP is a sub-plan of the Major Emergency Plan and is developed to assist the City Council in monitoring weather likely to give rise to flood warning and in co-ordinating the response to potential and occurring flood events.
Flood Defence	<ul style="list-style-type: none"> • To progress coastal and fluvial flood defence schemes, in partnership with the OPW, to protect the city against flooding and the effects of climate change.
Drainage Maintenance	<ul style="list-style-type: none"> • To provide the city with surface water network repair and maintenance, flood protection, river maintenance, including the cleaning and inspection of river racks and pollution control of bathing waters, and the installation of new road gullies as needed. • To take a lead in preparing for extreme weather events where there is a risk of flooding, including the operation of a 24/7 drainage maintenance service during such events, with post event reviews and actions also undertaken. • To strengthen Dublin’s capacity to prevent and adapt to the impacts of climate change
Protections of Water Bodies	<ul style="list-style-type: none"> • To improve the City’s environment by monitoring and reporting on river and bathing water quality and responding to pollution incidents and monitoring discharge licenses. The Council is also responsible for river maintenance, including inspection and cleaning of river racks.

WATER SERVICES – UISCE ÉIREANN

- To implement the Government’s Framework for the Future Delivery of Water Services through a Master Cooperation Agreement with Uisce Éireann. This outlines the management and operation of the City’s Water Services and replaces the former Service Level Agreement. The City Council’s Water Services will work with Uisce Éireann to implement the new agreement, as well as the Support Services Agreement, subject to the necessary funding by Uisce Éireann. By the end of 2026, all Water and Wastewater Services will have been fully transferred to Uisce Éireann.

CLIMATE ACTION

Climate Action

- To develop and co-ordinate the implementation of the statutory Climate Change Action Plan 2024-2029 which embeds climate action across all service areas. The plan requires collaboration with partners in the city to achieve the ambitious targets set out.
- To provide and improve community supports for local climate action, sustainable communities and awareness raising.
- To accelerate transition to climate neutrality through the Climate City Contract (Climate Neutral & Smart Cities Mission Label).
- To implement pathfinder, EU and collaborative projects with other cities to advance our climate goals and gain knowledge of best practice and innovate ways to address challenges.
- To advance the energy efficiency of the City Council's buildings and fleet.
- Engage with key stakeholders to ensure that funding is prioritised for the delivery of projects to adapt to key climate risks and for measures to reduce risk and vulnerability during and in the aftermath of a climate event

Climate Action Regional Office

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

DUBLIN FIRE BRIGADE

Fire Service Operations

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

Fire Prevention

- To provide Building Control and Fire Certification and carry out a range of onsite inspections on commercial and multi-occupancy premises. The Section also promotes fire safety through education and advice.

Civil Defence

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

Major Emergency Measurement

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

Service Performance Indicators

SURFACE WATER, FLOODING & DRAINAGE

PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
% of planned work programme complete	12,000 gullies per quarter
Total number of gully cleaning service requests received	
% gullies inspected within timeframe (4/5 working days)	100%
Revised Flood Emergency Plan (FEP) complete	
Number of water bodies whose status improves / dis-improves (reported annually)	1/0
% of City Council projects incorporating nature-based solutions	100%

WATER SERVICES

PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
Adherence to the Master Cooperation Agreement and the Support Services Agreement (Annual)	

CLIMATE ACTION

PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
Progress reporting on Climate Change Action Plan (CCAP) (Annual)	
Number of eligible applications received under the Community Climate Action Fund	
Number of applications approved under the Community Climate Action Fund	
Reduction in emissions by 51% from operations and Service delivery and City Wide	
Submission of climate city contract	
Number of stakeholders signing Dublin City contracts (Annual)	
Identify specific projects for delivery during 2026 (Annual)	
Progress on Climate Action Regional Work Office (CARO) work programme 2026 (Annual)	
Just Transition – Improved health and well-being of citizens evidenced by access to essential services (15-minute neighbourhoods) and improved social cohesion, and employment	

DECARBONISATION & DISTRICT HEATING

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
Progress towards achievement of ISO 50001 (Energy Policy Update)	50%
Improvement in Energy Efficiency (50% by 2030)	40%
Progress on retrofit of Dublin City Council buildings (Pathfinder 4-year plan)	10%

FIRE SERVICES

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
% of cases in respect of fire in which first attendance is at the scene within 10 mins	ARC* Very High Stations <= 8 mins (75%) ARC* High / Medium Stations <= 10 mins (75%)
% of cases in respect of fire in which attendance is at the scene after 10 minutes but within 20 minutes	ARC* Very High Stations 8 to 20 mins (80%) ARC* High / Medium Stations 10 to 20 mins (97%)
% of cases in respect of fire in which first attendance is at the scene after 20 minutes	ARC* Very High Stations Greater 20 mins (98%) ARC* High / Medium Stations Greater 20 mins (95%)
% of cases in respect of all other emergencies in which first attendance is at the scene within 10 mins	ARC* Very High Stations <= 8 mins (75%) ARC* High / Medium Stations <= 10 mins (75%)
% of cases in respect of all other emergencies in which attendance is at the scene after 10 minutes but within 20 minutes	ARC* Very High Stations 8 to 20 mins (80%) ARC* High / Medium Stations 10 to 20 mins (97%)
% of cases in respect of all other emergencies in which first attendance is at the scene after 20 minutes	ARC* Very High Stations Greater 20 mins (98%) ARC* High / Medium Stations Greater 20 mins (95%)
% of applications for fire safety certificates received that were decided within two months of their receipt	35%
% of applications for fire safety certificates received that were decided with an extended period agreed with the application	45%
Number of applications processed under the Dangerous Substance legislation	
Increase in engagement and safety messaging on DFB social media channels	
Provide back-up to the Principal Response Agencies throughout the four Local Authorities	
Complete and maintain the new VEMS for the management of Civil Defence Volunteers	
Provide appropriate staff for the training required to support MEM response	
Hold 2 Inter-Agency Major Emergency Exercises	
Maintain compliance with 2015 S.I. 209 COMAH Regulations	100%
Review and test External Emergency Plans	
Carry out the designated number of Inter-Agency Seveso/ COMHA Exercise for 5 Upper Tier Sites based on a three-year rotation	100%
-% compliance	

FIRE SERVICES (CONT.)

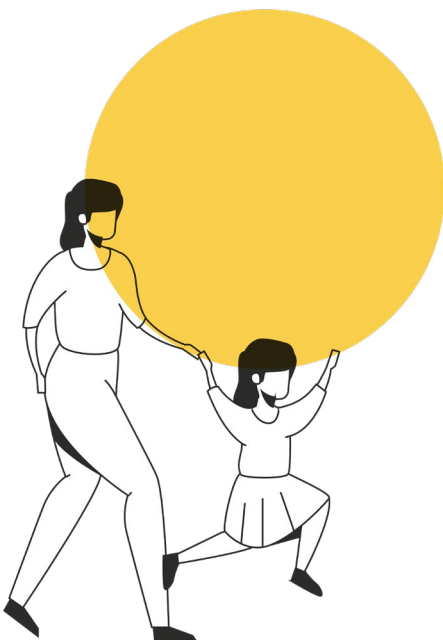
PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
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Carry out the designated number of Inter-Agency Seveso/ COMHA Exercise for 5 Upper Tier Sites based on a three-year rotation
- no. exercises YTD

*ARC – Area Risk Categorisation

BUDGET 2026

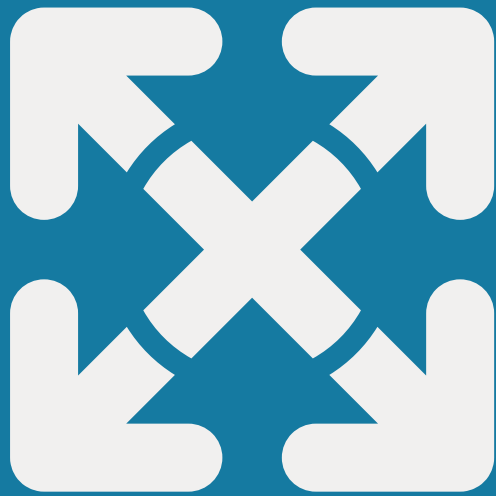
BUDGET CODE	DIVISION AND SERVICES	ADOPTED BUDGET 2026
Road Transport & Safety		
B03	Regional Road- Maintenance & Improvement	€12,311,131
B04	Local Road- Maintenance & Improvement	€48,032,687
B05	Public Lighting	€15,063,904
B06	Traffic Management Improvement	€47,783,961
B08	Road Safety Promotion/Education	€5,791,885
B09	Car Parking	€16,366,824
B10	Support to Roads Capital Programme	€4,981,774
B11	Agency & Recoupable Services	€12,044,004
Service Division Total		€162,376,170
Water Services		
C01	Water Supply	€20,035,158
C02	Waste Water Treatment	€5,422,301
C04	Public Conveniences	€362,075
C07	Agency & Recoupable Services	€4,716,355
C08	Local Authority Water & Sanitary Services	€23,002,548
Service Division Total		€53,538,437



BUDGET 2026 (CONT.)

BUDGET CODE	DIVISION AND SERVICES	ADOPTED BUDGET 2026
Environmental Services		
E01	Landfill Operation & Aftercare	€7,164,638
E02	Recovery & Recycling Facilities Operations	€6,018,697
E04	Provision of Waste to Collection Services	€2,081,979
E05	Litter Management	€6,091,585
E06	Street Cleaning	€66,887,244
E07	Waste Regulations, Monitoring & Enforcement	€13,855,605
E08	Waste Management Planning	€3,481,028
E09	Maintenance of Burial Grounds	€50,000
E11	Operation of Fire Service	€180,987,039
E12	Fire Prevention	€5,043,015
E13	Water Quality, Air & Noise Pollution	€2,381,657
E14	Agency & Recoupable Services	€2,043,225
E15	Climate Change & Flooding	€2,498,719
Service Division Total		€298,584,431





Cross-Organisational Enabling Goal

Cross-Organisational Enabling Goal

Goal:

Continue to strengthen our organisational effectiveness so that we better serve Dublin and its communities.



Strategic Objectives:

- Focus on the fundamentals and deliver our essential, everyday services consistently well, contributing to a clean, green, safe, liveable, accessible and vibrant city for all
- Work collaboratively as One Council, One Team

To deliver on these strategic objectives we will:

- Work to an agreed, clear set of shared priorities
- Accelerate the delivery of our capital and strategic projects
 - » 2026: Continue to implement the Project Management Development Programme for capital project management portfolio management to staff across the organisation
 - » Prioritise the Capital Programme 2026-2028
- Use new, accessible and better ways to communicate and engage meaningfully with citizens and with our staff
 - » 2026: See Corporate Services & Transformation
- Consider new and emerging digital technologies to bring improvements and efficiencies to our services and processes
 - » 2026: See Corporate Services & Transformation (Digital Transformation Strategy)
- Embed implementation of the Public Sector Equality and Human Rights Duty into our strategies, programmes and services, creating opportunities for everyone to participate fully in society
 - » 2026: Apply the steps of the Public Sector Duty (PSD) when developing or reviewing strategies, policies and plans in accordance with Dublin City Council's PSD Implementation Plan.
- Play our role in the achievement of the UN Sustainable Development Goals by 2030 and inspire staff and communities to action
 - » Continue to increase awareness of the role of the City Council in the delivery of the SDGs and to inspire action among Dublin City Councillors, staff and communities that will contribute to Ireland's commitments to achieving the SDGs



**Human Resources,
Corporate Services,
Information Systems
and Transformation**

Human Resources, Corporate Services, Information Systems and Transformation

Goal:

Develop our people, our places and ways of working, our governance framework, and our technology to enable the organisation to be future-fit and deliver excellent, accessible, citizen-focused services.



Core Service Areas and Strategic Objectives:

- Strengthen trust in the City Council through good governance, quality service management, proactive communication, and inclusive citizen engagement
- Accelerate the journey towards citizen-centric, data-informed, and digital service delivery, and embed a culture of transformation and continuous improvement
- Make City Council workplaces and workspaces carbon efficient and designed to better meet the changing needs of all users
- Strengthen our position as an employer of choice, retaining and attracting talent, and developing our workforce so we have the skills, capacity, and agility to effectively respond to the changing needs of our organisation and the City

Key Service Priorities for 2026:

Corporate Services & Transformation

- Implement Year 2 Actions, Digital Transformation Strategy Roadmap
- Implement Year 2 Actions, Communications Strategy Roadmap
- Develop a Customer Experience Strategy (to undergo Public Sector Duty process)
- Develop an A.I. Strategy (to undergo Public Sector Duty process)

Human Resources

- Implement Phase 2 of the new HR and Payroll system, People XD
- Transition of Health & Safety Management System to ISO450001
- Recruit to Onboarding' Service Redesign and Improvement
- Facilitate Water Services Transformation
- Oversee the ongoing implementation of Public Sector Equality & Human Rights Duty
- Develop a Skills Framework
- Develop a People Strategy (to undergo Public Sector Duty process)

Information Systems

- Extend corporate controls and secured environment to any area not currently managed by I.S. such as Traffic or DFB
- Implement NIS 2 directive across Dublin City Council environment
- Review, improve and extend our service management Information Technology Infrastructure Library (ITIL) practices
- Implement Governance Framework by way of ICT Steering Team for project approval.
- Implement the I.S. Departments Desktop of the Future Strategy.

Principal Services

SERVICE/PROGRAMME	PRINCIPAL SERVICE OBJECTIVE
PLANNING SERVICES	
Corporate Governance and Communications	<p>To promote organisational governance and coherence through:</p> <ul style="list-style-type: none"> • supporting and co-ordinating corporate business planning, risk management and business continuity, citizen engagement processes, and performance measurement and monitoring • improving communication and engagement internally and externally and promote the work and achievements of the organisation • encouraging and promoting the use and visibility of the Irish language and proactively works towards improving the organisation's capacity to deliver services as Gaeilge
Service and Digital Transformation	<ul style="list-style-type: none"> • To improve customer experience and transform how services are delivered to the public through service design, design thinking and the use of technology
Smart Cities	<ul style="list-style-type: none"> • To explore through collaboration with industry, academia and citizens the potential of new and emerging technologies to transform city council services and enhance quality of life at city and regional level
Customer Services	<ul style="list-style-type: none"> • To act as the central point of contact for citizens and businesses to access services and information on the City Council's full range of services, and to improve the quality of customer service and customer experience across the organisation
Data & Analytics	<ul style="list-style-type: none"> • To lead the Council's data strategy and implement data-driven projects so that the organisation can harness the benefits and opportunities in data use, reuse and sharing, ensuring that Council services, quality of life, and outcomes for citizens are enhanced through its use
CORPORATE PROPERTY MANAGEMENT	
Civic Offices and Corporate Facilities Management	<ul style="list-style-type: none"> • To support and improve the management and maintenance of corporate buildings to ensure staff have fit-for-purpose, well-managed, energy efficient and quality working environments. This includes day-to-day facilities management of the Civic Offices campus. • To provide quality services for all users of the NCOD and continue to embed and develop the transformation opportunities arising from the new facility.
North City Operations Depot	<ul style="list-style-type: none"> • To support the organisation in defining the strategic, long-term workforce requirements, structure, skills and capabilities, and strengthen the City Council as an inclusive and diverse place to work
HUMAN RESOURCES	
HR Strategy and Change	<ul style="list-style-type: none"> • To support the organisation in defining the strategic, long-term workforce requirements, structure, skills and capabilities, and strengthen the City Council as an inclusive and diverse place to work.
HR Operations	<ul style="list-style-type: none"> • To promote the City Council as an employer of choice in the city, support departments to have the appropriate resources in place in a timely way, and facilitate employees to access the work-life balance and other schemes available to them

HUMAN RESOURCES (CONT.)

Employee Relations and Development

- To provide development opportunities for our people and maintain good employee and industrial relations so that our workforce has the skills, capacity, and agility to effectively respond to the changing needs of our organisation and the city

Health, Safety and Wellbeing

- To provide a safe and healthy work environment by developing the safety, health and wellbeing culture in the City Council through enhancing safety structures and systems, working closely with all to ensure compliance with health and safety legislation, promoting best practice and facilitating employee consultation and involvement in occupational safety and health.

INFORMATION TECHNOLOGY

Information Systems

- To procure, implement and operate progressive technology and ICT systems and to run projects for corporate, departmental and technical business requirements.
- To provide quality ICT services in the areas of projects, technical services, support, end user computing and security.
- To provide secure technology across Dublin City Council.

Performance Indicators

CORPORATE SERVICES AND TRANSFORMATION

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
% calls dealt with at first point of contact by Customer Services	65%
% increase in number of social media users following City Council corporate social media sites	
% increase in the per capita total page views of dublincity.ie	
% increase of people engaging with engage.dublincity.ie	
% of advertising placed in the Irish language	Minimum 20%
Customer Experience Strategy to undergo the Public Sector Duty process	PSD process completed and strategy signed off by SMT

HUMAN RESOURCES

PERFORMANCE INDICATOR	TARGET 2026 (where applicable)
Employee turnover rate	
Number of training days provided	
Number of health and safety training days provided	
ISO 45001 transition plan developed	
Public Sector Duty Compliance achieved	100%
People Strategy to undergo the Public Sector Duty process	

INFORMATION TECHNOLOGY

PERFORMANCE INDICATOR

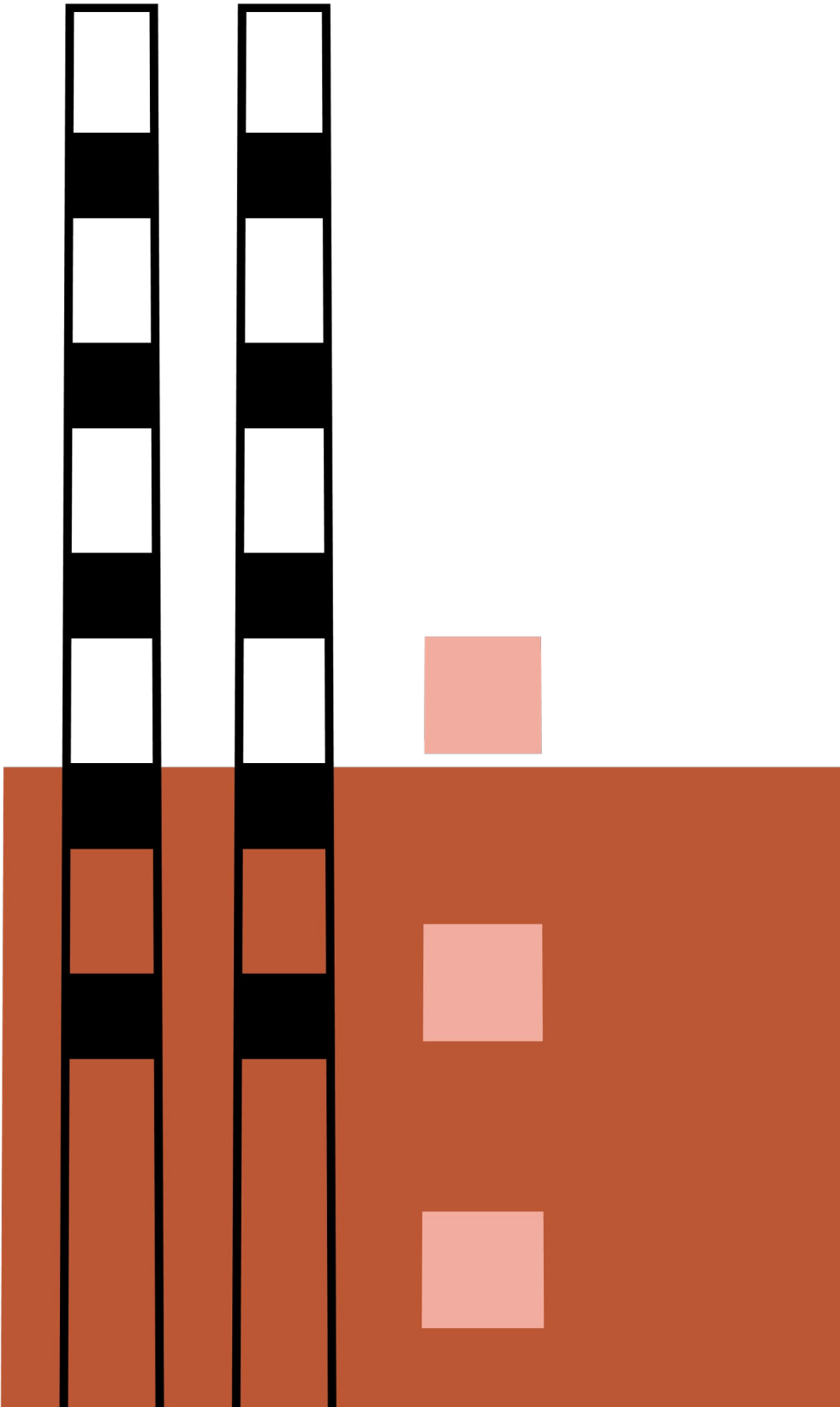
TARGET 2026
(where applicable)

Cost of ICT provision per whole time equivalent (Annual)

Compliance with the Public Spending Code achieved as relevant to ICT Department

Cost of ICT provision as a % of revenue expenditure (Annual)

A.I. Strategy to undergo the Public Sector Duty process





Chief Executive's and Law

Chief Executive's and Law

Focus Area: Democratic Leadership

Goal:

Support the effective and transparent delivery of democratic and statutory processes through strong governance and decision-making support.

11 SUSTAINABLE CITIES AND COMMUNITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Core Service Areas and Strategic Objectives:

- Support the Elected Members to fulfil their role in democratic representation and the exercise of their reserved functions
- Enable and support compliance with our legal obligations through timely and practical legal services to all functional areas of the Council

Key Service Priorities for 2026:

- Complete the delivery of new data protection training modules for City Council staff in collaboration with Corporate Services
- Review information pages on Law Department Intranet

Principal Services

SERVICE/PROGRAMME	PRINCIPAL SERVICE OBJECTIVE
CHIEF EXECUTIVE'S DEPARTMENT	
Administration of statutory Council meetings and Committees	<ul style="list-style-type: none"> • To provide governance support and administration for the Chief Executive, the Lord Mayor and the Elected Members of Dublin City Council. • To operate the business of local democracy through administration of Council, Corporate Policy and Protocol Meetings. • To provide support to the Lord Mayor in the Mansion House, and to Elected Members in City Hall, and to manage both buildings.
Franchise	<ul style="list-style-type: none"> • To prepare and publish the Register of Electors for Dublin City Council and administer the Voter.ie online registration system for the Dublin Region. The City Council, through the Chief Executive's Department, is also the lead authority for the roll-out of the Voter.ie system to all 31 local authorities and manages this national project.
LAW DEPARTMENT	
	<ul style="list-style-type: none"> • To provide legal advice and legal services to the Chief Executive and all departments of the Council, in all areas of local government law. To be responsible for claims against the City Council and all matters to do with insurance for the Council. • To manage Freedom of Information, Data Protection and access to environmental information requests.

Service Performance Indicators

CHIEF EXECUTIVE'S DEPARTMENT

PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
Number of Council and Committee meetings held	52
New Councillor Portal implemented	
Ensure regulatory compliance including publication of ethics and donations returns; councillor expenses	
Statutory deadlines met	
Number of electors registered by category (Dáil, Local, Presidential EU, Non-EU)	
Number of postal and special voters by category (Diplomats, Occupation, Defence Forces, Prisoner, Anonymous, Nursing Home, Gardaí, Disabled)	
Number of applications processed (voting registrations)	
% of dates of birth, PPSN and Eircodes captured	
Number of registration drives/ communications initiatives held	
Standing Orders for Councillors to undergo the Public Sector Duty process	

LAW DEPARTMENT

PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
Legal advice provided as required (Annual)	
Number of FOI requests received	
Number of Internal Reviews sought	
Number of appeals to the Commissioner	
Public information requests process to undergo the Public Sector Duty process	Complete by Q4





Finance

Finance

Focus Area: Financial Base

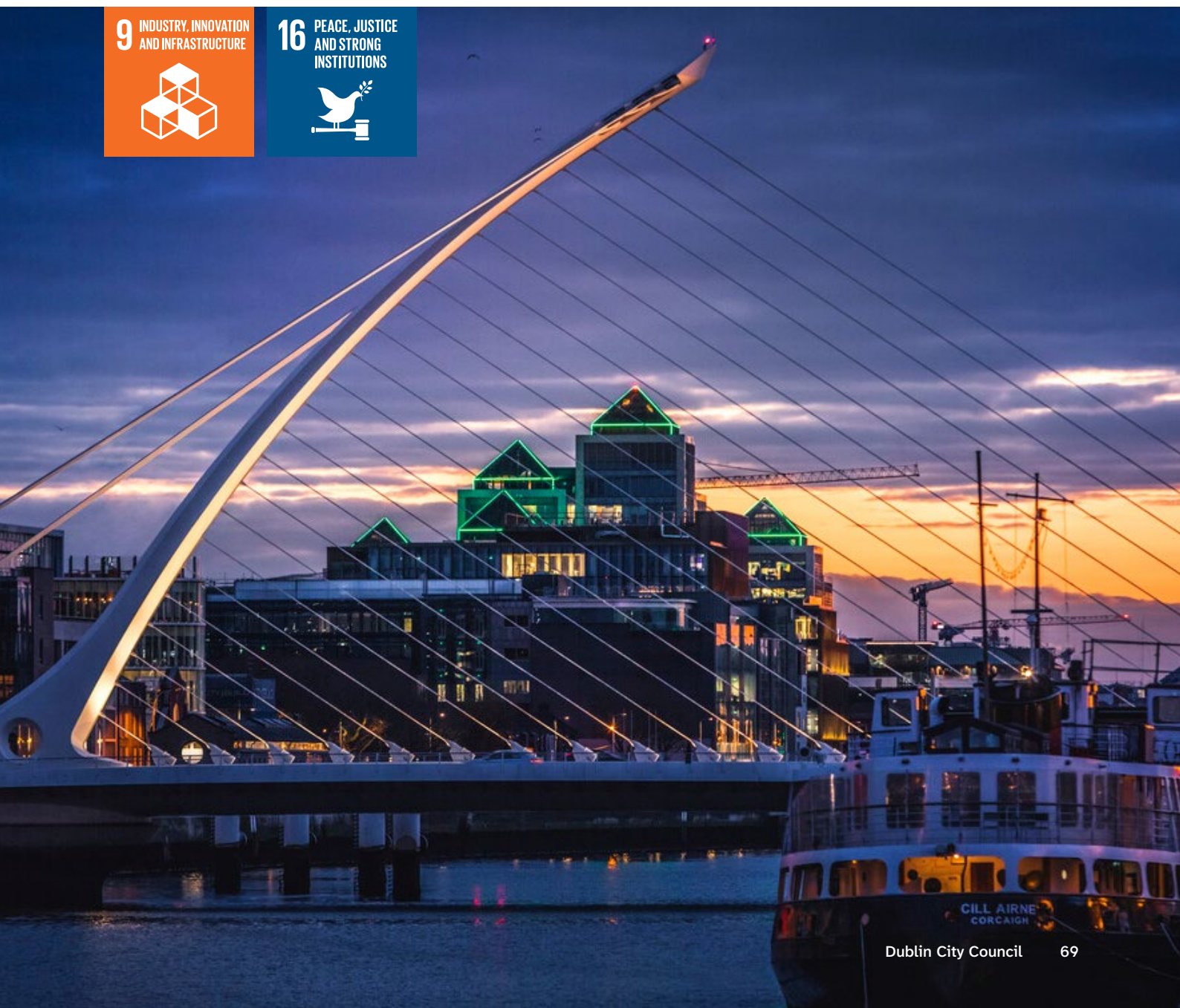
Goal:

Provide the financial base and technology environment that enables the organisation to maintain, grow and improve its services

9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS



Core Service Areas and Strategic Objectives:

- Provide a sustainable funding base, strong financial governance and accountability and support value-for-money in our operations
- Enable the organisation to achieve its goals and support new ways of working by providing an effective, secure, and progressive technology environment

Key Service Priorities for 2026:

- Develop and deliver a Council-wide procurement awareness and compliance training program.
- Design and implement a financial management training programme for managers and budget holders.
- Strengthen the support provided by accounting resources to improve financial processes and enhanced decision-making by Senior Management
- Collect rates from approximately 20,000 commercial customers and to maintain a strong collection
- Provide an effective motor tax service on behalf of the Dublin region and increase the number of transactions processed online.

Principal Services

SERVICE/PROGRAMME	PRINCIPAL SERVICE OBJECTIVE
FINANCE DEPARTMENT	
Financial Management	<ul style="list-style-type: none"> • To provide sustainable funding, strong financial governance and value-for-money. This is to be achieved through our management of the Revenue Budget, the Capital Programme, and the Annual Financial Statement, as well as our oversight of budgetary control, financial reporting, treasury management, accounts payable and receivable, tax returns, fixed assets, payroll, procurement, financial governance and compliance, internal audit and various financial, statutory and non-statutory returns. • As part of our mission to support transparency and accountability, we also present comprehensive reports on the Council's financial position to the City Council every month.
Rates Administration	<ul style="list-style-type: none"> • To bill and collect rates from approximately 20,000 commercial customers in an efficient and effective manner. Rates are a charge levied on the occupiers of all commercial and industrial property and are based on the valuation of each property under the Valuation Act 2001 as amended. The income generated contributes to the day-to-day cost of services.
Motor Tax	<ul style="list-style-type: none"> • To provide an efficient and effective Motor Tax service for the four Dublin Local Authorities at our Smithfield Office and further grow the number of motor tax transactions processed online.

SERVICE/PROGRAMME	PRINCIPAL SERVICE OBJECTIVE
PROCUREMENT	
Procurement	<ul style="list-style-type: none"> To adhere to EU Directives, legislation and government policy when procuring goods and services. To support and advise departments on their sourcing requirements, promotion of good practice in purchasing, and management of the Council's stores network.

Service Performance Indicators

FINANCE

PERFORMANCE INDICATOR	TARGET 2026 <i>(where applicable)</i>
Monthly Local Fund Statement presented to the City Council	
Compliance with the Public Spending Code achieved as relevant to Finance Department	
Statutory Revenue Budget Approved by the Council	
Capital Budget noted by the Council	
% of returns submitted to the Dept of Housing, Local Government and Heritage (DHLGH)	
Annual Financial Statement (AFS) noted by the Council	
Overheads as a % of revenue expenditure (Annual)	
% of commercial rates collected (Annual)	94%
% of transactions conducted through Motor Tax online (Annual)	
Corporate Procurement Plan in place	



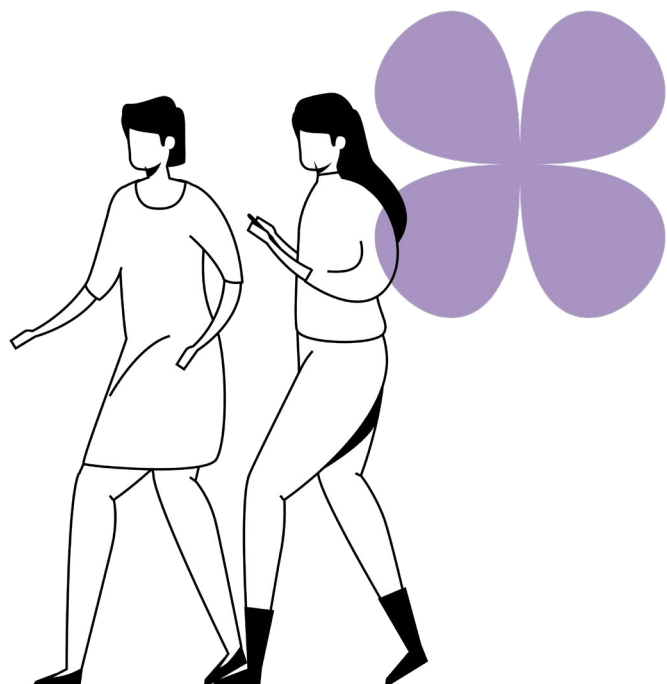
Chief Executive's, Law, Finance, Corporate Services, Human resources, Information Technology & Transformation Departments Budget and Charges

BUDGET 2026

BUDGET CODE	DIVISION AND SERVICES	ADOPTED BUDGET 2026
Miscellaneous Services		
H03	Administration of Rates	€28,668,515
H04	Franchise Costs	€2,955,216
H08	Malicious Damage	€111,690
H09	Local Representation / Civic Leadership	€8,419,760
H10	Motor Taxation	€6,992,858
H11	Agency & Recoupable Services	€2,052,919
Service Division Total		€49,200,958

Central Management Charge

SERVICE	
Area Office Overhead	€37,230,554
Corporate Buildings Overhead	€10,638,983
Corporate Affairs Overhead	€14,294,761
IT Services	€5,395,444
Post room Function	€818,907
Human Resources Function	€10,762,619
Finance Function Overhead	€9,831,509
Law Department	€5,533,690
Service Division Total	€94,506,467





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

Ceannoifig, Oifigí na Cathrach, An Ché Adhmaid,
Bhaile Átha Cliath 8, D08 RF3F, Éire

Head Office, Civic Offices, Wood Quay,
Dublin 8, D08 RF3F, Ireland



+353 1 222 2222



info@dublincity.ie



www.dublincity.ie

Annual Service

Delivery Plan 2026

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