

COMHAIRLE CONTAE ÁTHA CLIATH THEAS
SOUTH DUBLIN COUNTY COUNCIL



MEETING OF SOUTH DUBLIN COUNTY COUNCIL

Monday, 10th February 2025

HEADED ITEM NO.

Corporate Plan Annual Progress Report 2024

Mayor & Councillors,

The attached report on implementation of the Corporate Plan for 2024 is presented in accordance with section 134 of the Local Government Act 2001. This provides a summary of progress last year against each of the Corporate Plan objectives and can be read in conjunction with the various monthly Chief Executive's reports presented at each monthly Council meeting.

Economic, Enterprise and Tourism Development

Maintain a supportive business environment

- The LEO South Dublin Evaluation and Approvals Committee approved 37 projects providing the direct creation of 51 new positions with the potential for a total of 230.5 jobs over a three-year period.
- 96 Trading Online Vouchers were approved to help small businesses develop their online trading presence, exceeding our target of 55 set by Enterprise Ireland.
- A full LEO training programme was delivered comprising of 117 courses, which were attended by 1,668 participants. 13 Start Your Own Business courses were successfully delivered to over 183 participants.
- Under LEO South Dublin's targeted training programmes, 15 clients successfully completed the export focused leadership and strategy development programme; 38 projects were approved for consultancy support under the national Green4Micro Programme; 19 companies were approved for the LEAN programme, and 25 companies participated in the Digital Start programme.
- 23 Technical Assistance for Micro Exporter grants were approved for businesses in sectors such as clothing and manufacturing, food, electronics, and med tech.
- 675 mentoring assignments were made across all business sectors, including finance, social media/marketing, and business management.
- 27 projects were approved for financial support through the Business Support Fund.
- Seven of South Dublin's best up and coming craft and design businesses participated in the Showcase Ireland Creative Expo 2024, one of Ireland's largest international trade shows.

- Our Local Enterprise Week 2024 took place in March with LEO South Dublin hosting 16 events, including the South Dublin Local Enterprise Awards which saw Jim Dunne, Smart Studio winning the overall award. They went on to represent South Dublin in the National Enterprise Awards.
- The LEO South Dublin Student Enterprise Programme County Final was held in March in Technological University Dublin, Tallaght, with an estimated 650 students from 20 schools taking part in the annual programme.
- In September, the Local Enterprise Office held a Network for Enterprising Women in South Dublin (NEWS) event for Women In Business in the Maldron Hotel, Tallaght and was hosted by Sarita Johnston, Director of Business Planning with Capstone Business Advisors Limited. The event was titled “Stepping Up: Stepping Out & Empowerment.” The event brought together 80 industry leaders, entrepreneurs, and change-makers to discuss the journey of stepping out, taking risks and empowering others.
- In October, the LEO South Dublin Leaders Network was launched at a special event in Work IQ as part of a LEO Certificate Awards ceremony to build on the success of the Strategic Leadership for Growth programme by sustaining the development and growth of these leaders and their businesses.
- LEO supported business networks continued to expand with NEWS membership increasing to 426 and SCENE (South Dublin Creative Economy Network) growing to 295 members. A full programme of events took place throughout 2024 for both networks. The Dublin regional event for the flagship National Women’s Enterprise Day took place in October and was attended by over 240 female entrepreneurs.
- 13 participants from the third Strategic Leadership for Growth programme were presented with their Advanced Certificates in SME Strategic Management, following their participation on the six-month programme and submission of their Growth and Export Plans.
- Construction of the new Work IQ €16m Innovation Centre was completed and the 2,980 m2 facility for entrepreneurs, start-ups, and SMEs which will ultimately be home to up to 60 businesses, was officially opened in May 2024 by then Mayor, Cllr. Alan Edge and then Minister of Health, Stephen Donnelly T.D., and currently has 11 businesses in occupation.

Support and increase foreign direct and indigenous investment in the county

- Construction commenced on Phase 2 of the Grange Castle West Access Road as part of the activation of the Grange Castle Masterplan which aims to create up to 12,000 jobs.
- Development and expansion work continued by several major Grange Castle clients leading to increased jobs both during construction and in the longer term.
- The proposed studio /media park development by Lens Media moved forward with a grant of planning issued in December.
- Significant progress was made on progressing the 12th Lock Masterplan to create a new economic, cultural, and social quarter. Part 8 approval was granted for the 12th Lock Studio and for the Grange Cottage and Outbuildings proposals and an architect-led design team was appointed to lead its development.
- Mountpark Ltd commenced construction of a new large-scale logistics facility, which is accessed through Grange Castle West. This is a significant investment for the county and the area delivering much needed facilities for the logistics sector.

Manage our assets to fully support economic development

- Following the completion of the new North Stand which was officially opened at the Shamrock Rovers v. Bohemians League of Ireland fixture in September by Mayor Baby Perrepadan and then Minister for Housing, Darragh O’Brien T.D., Tallaght Stadium can now accommodate over 10,000 supporters. The stadium hosted many memorable domestic, continental and international fixtures during the year to record crowds.

- A new 15-year lease was secured with Shamrock Rovers FC as long-term tenant for Tallaght Stadium while a 5-year Memorandum of Understanding was agreed with the FAI for use of the stadium by international teams.
- A competitive process to secure a new tenant for the undercroft space of Tallaght Stadium's North Stand was carried out and Tallaght Martial Arts, a local sports club with a track record of national and international success, will take up occupation in 2025.
- The acquisition of Lucan House and accompanying Demesne lands of 30 acres from the Italian government was completed in mid-2024. Procurement of an architect led team to prepare a masterplan for the future use followed. The potential offered by this strategic investment given the history, heritage, and amenity value of the property, is extremely significant for the local area and the wider county.

Maximise the contribution of arts, libraries, heritage and the Irish language to the citizen and visitor cultural experience

- 2024 was another successful year for our libraries with more than 60,000 active members across the branch network engaging in over 1.3m library related transactions during 946,412 visits from members of the public.
- Our libraries continue to deliver a vibrant programme of events, workshops and classes. 7,761 events were held, attracting almost 150,000 attendees.
- The My Open Library service launched at Lucan Library in September providing 7 days a week, 365-days a year opening adding an additional 43 opening hours per week, with plans to extend the service to more branches in 2025.
- South Dublin Libraries now offers 429 opening hours per week across our branch network of seven libraries, up from 372 in 2022.
- In addition, visits to mobile library stops in 2024 totalled 35,722, up from 27,284 in 2023, which represented a 31% increase.
- We continued work to expand the library network with significant progress made on the delivery of Citywest Library, with work due to commence in 2025. Plans were progressed for access improvements and refurbishment works at Clondalkin Library under the Part 8 planning process while a pre-planning application for Adamstown Library is expected to be lodged in the first half of 2025.
- The Red Line Book Festival took place in October. The programme was a true testament to the power of the written word, with 50 events which spanned genres, voices, and perspectives. The events were attended by 5,051 people (up from 2,934 people attending 40 events in 2023).
- The Parthalán Place naming process was completed and launched in September. The first major public event to take place in the newly developed public square at Parthalán Place was the Tallaween launch event on 19th October. The Tallaween installation was seen by 5,672 people up to its close on 31st October.
- The Library Labs programme was introduced in 2024, which is a year-long STEAM (Science, Technology, Engineering, Arts and Maths) events programme, devised to promote digital learning and STEAM amongst all ages across the county. 5,911 people attended 396 STEAM events in libraries in 2024.
- Following its launch in 2022, Think Big Space has continued to engage the local community in digital education. In 2024, over 7,000 students participated in workshops on Lego Robotics and Virtual Reality.
- Our libraries continue to promote the heritage and the history of the county through regular events programmes, including Seachtain na Gaeilge in March, National Heritage Week in August, and with the launch of the South Dublin Stories podcast. 2,374 people attended 118 history events in libraries in 2024.
- 390,161 visits were made to arts centres and venues.
- The Arts Office presented 119 live performance events, attended by audiences of 34,127 through South Dublin Live, the Night Belongs to Us, Ruaille Buaille Lucan Childrens Music Festival, Culture Night, and Music Generation South Dublin.

- NOISE Music had a total attendance of 1,884 in 295 DJing, music production and performance workshops held in 30 locations, including schools, libraries and youth centres. 1,623 children and young people participated in music education in various school, community, library and other events and programmes through Music Generation South Dublin.
- *Seedlings* Children's and Early Years Arts programme delivered six artists residencies, in early years settings and schools reaching over 120 children. The *MAD Mag* Creative Writing programme was initiated for children aged 7 – 12 and took place in three schools and the Mother Tongues Language Explorers programme took place in libraries, community centres and Direct Provision Centres.
- 33 emerging and established artists of all disciplines received bursaries and awards to develop their practice and create new work, including a new Equality Diversity and Inclusion Artist Bursary Award in partnership with the Abbey Theatre, to theatre and filmmaker Newton Barabara working with residents of Citywest Transit Hub on the drama production *Halfway to Heaven*.
- Through the Creative Ireland South Dublin Programme, we delivered Cruinniú na nÓg, the national day of children's creativity, with 2,752 children and young people participating.

Implement a tourism strategy focused on new product and brand development

- A new Tourism Strategy was launched in February, outlining our strategic priorities for tourism development in South Dublin from 2024 to 2029, to build on the importance of tourism to the local economy.
- A three-stage non-statutory public engagement process was undertaken as part of the development of the Rathfarnham Stables masterplan. Over 1,000 people engaged in onsite tours, an online questionnaire, and a series of focus groups. A number of building conditions surveys and ground investigations overseen by an archaeologist were undertaken as part of work in relation to the conservation management plan.
- Consultants continued to work on the detailed design and development of the Dublin Mountains Visitor Centre with works on invasive species at the walled garden in Massey's Wood being completed in 2024.
- Tender documents and updated cost estimates have now been completed for Tallaght Heritage Centre and are being reviewed before proceeding further with the project.
- 74,554 people visited the Round Tower Visitor Centre and a new tender was finalised for its operation but unfortunately the operator ceased trading in December and a renewed process was initiated.
- Tymon Park Outdoor Food and Craft Market ran each Saturday from April to June and supported other events such as the Community Department's Africa Day festival which took place alongside this market in May.
- The Tourism Event and Festival Grant Scheme supported 13 events during the year, including Dublin Masters Basketball, Robot Riots, Irish National Scale Model Show and BrickCon, which attracted nearly 5,000 visitors to the county. The estimated local economic dividend from the 13 events was €645,291.
- Rathfarnham Castle Christmas Market returned in December attracting over 3,000 visitors to see 40 food and craft traders, live entertainment, promoting local artisan products, food, craft, and local businesses. The OPW opened Rathfarnham Castle and was very busy with guided tours. A second Christmas Market took place in Parthalán Place in Tallaght, as a new offering for this location.
- We launched a dynamic new Dublin Discovery Trails app, bringing trails from across Dublin together for better promotion and coordination and including additional languages for text and audio. The Templeogue Village Walking Trail launched in September, supporting our suite of walking trails which already included Tallaght, Clondalkin and Rathfarnham.
- Eight grant applications were received under our Shopfront Improvement Scheme.
- Agreement was reached to expand Ireland's leading trad and folk festival to South Dublin. Tradfest In South Dublin took place in a number of historic and atmospheric venues across South Dublin in January 2025, with local communities getting to experience trad music in venues such as Áras Chrónáin Ionad Cultúir, Glenasmole

Community Centre, Brú Chrónáin Round Tower Visitor Centre, Court of Petty Sessions in Rathcoole, as well as St Maelruain's Church in Tallaght.

Economic, Enterprise and Tourism Development Key Statistics	2024 Totals
LEO jobs supported	51
LEO mentoring participants	675
Trading online voucher applications approved	96
Business support grants expenditure	€280,528
Grange Castle jobs sustained	5,328
Active library members	60,741
Expenditure on new library stock	€531,768
Library visitors	946,412
Library items borrowed	964,295
Number of festival and tourism events supported	13
Visitors to Brú Chrónáin Round Tower Visitor Centre	74,554
Visitors to arts centres	390,161
Arts grants paid	124
Value of arts grants paid	€1,463,775

Land Use, Planning and Transportation

Strategic planning for resilient growth

- The Two-Year Progress Report on the delivery of the objectives of the County Development Plan 2022-2028 was presented to Council in December alongside an online Housing Supply Monitor. Good progress has been made with 90% of the 878 objectives being either completed, on-going or starting.
- A county-wide employment land review accompanied the Two-Year Progress Report which will facilitate the forthcoming South Dublin Economic Strategy and the identification of future employment zoning needs.
- The Residential Zoned Land Tax 2024 final maps were prepared, consulted on, and made ready for publication on 31st January 2025. These will be followed by the 2025 draft maps which are being made ready for publication and consultation on 1st February 2025.
- 856 planning applications were determined, including 13 Large-scale Residential Developments while 825 planning compliances were determined, 462 planning enforcement cases were closed, and six housing estates and roads were taken in charge. 160 Section 247 pre-planning consultations also took place.
- 11 Section 254 licences were determined.
- 36 applications for Certificates of Exemption from the provisions of Section 96 of Part V (Housing Supply) of the Planning and Development Act, 2000 were processed and 75 applications for declarations of exemption under Section 5 of the Planning Act were also progressed.
- By Q3 2024, 5,475 residential units were completed since the Development Plan came into effect, meeting the Core Strategy targets, with planning permission in place for a further 12,649 homes.
- Informal consultation was undertaken for a County Heritage Plan with a draft plan now being prepared for formal public consultation.
- The Office of the Planning Regulator, who has a statutory role in reviewing all planning authorities, completed their South Dublin review and found that all functions are being delivered on a satisfactory basis and that the planning department is delivering on its responsibilities in a highly effective manner in many areas.

- We made the National Online Planning Portal available, providing applicants and agents with an option to submit their planning applications in electronic format. Uptake of the new system has been strong, with 50% of all planning applications received in 2024 submitted through this system and 75% of all applications received in December submitted electronically.

Connect places through sustainable mobility projects

We made significant progress in delivering the Cycle South Dublin Programme with National Transport Authority (NTA) funding of €22.8 million spent on the design and delivery of new active travel infrastructure. This was further supplemented with additional funding from the Department of Housing, Local Government and Heritage (DHLGH), as we delivered 22.5km of new and improved cycling routes and 8km of new walking links, while also progressing design work for a further 90km of new and improved walking and cycling routes.

- Works were completed on active travel projects at Grange Road, Dodder Valley Greenway Phase 4, Templeville Road (Phase 1), Griffeen Road, Limekiln Road, Castletymon Road (Phase 1), D24 Phase 1 and Rossmore Road.
- School street improvement works were completed at several schools including St. Marks in Springfield, Scoil Maelruain in Tallaght, Coláiste Chillian in Clondalkin, as well as St Lorcan's and St Brigid's in Palmerstown.
- The Tallaght Town Centre public realm project was completed and work commenced on the construction of the Airton Road extension in Cookstown.
- We worked closely with the NTA and Irish Rail on design and planning for new Bus Connects routes and on the plans for the DART+ Southwest Scheme which will both see significant improvements in the level of public transport available in the county. We also supported Irish Rail on the upgrade of the existing Kishogue rail station and surrounding environs at Clonburris with the station officially opened in August.
- Four bridges were repaired with expenditure of €500,000 and plans were progressed to repair a further seven bridges in 2025.
- Our road works programme was fully delivered including 162 improvement works to roads and footpaths while 18 traffic calming projects and 19 new pedestrian crossings were also delivered.
- 1,690 existing public lights were upgraded to LED and 4,757 public lights were repaired.

Through the built environment promote a sense of community in the different places of South Dublin

- The Castletymon and Dodsboro District Centre enhancement schemes were completed and works commenced on the Rosemount District Centre. Works also commenced on the Lucan Village enhancement scheme and major repairs to the boundary wall of Lucan House were completed in December.
- Part 8 planning permission was secured for the Bawnogue District Centre enhancement project, and contractor procurement is underway.
- The preparation of a proposed variation to the County Development Plan for City Edge progressed and public consultation will be carried out in 2025 when the relevant sections of the Planning and Development Act 2024 are commenced.
- A third round of pre-draft public consultation on the Clondalkin Local Area Plan commenced in November with one-to-one stakeholder meetings. Further consultation workshops will be held in January 2025 to progress delivery of the plan.
- Work continued on developing and implementing the Heritage and Biodiversity Action Plans.
- In Clonburris Strategic Development Zone, Stage 1A of the Southern Link Street was completed and opened. Construction commenced on the Stage 1B of the Southern Link Street which received DHLGH Final Business Case approval. 3,427 homes have received planning permission, of which 2,196 are complete or under construction. Planning applications were submitted for the Stage 2 Northern Link Street project and the Kishogue train station opened.

- In Adamstown Strategic Development Zone, capital projects at Tandy's Lane, Celbridge Link Road, Airlie Park, and Adamstown Plaza have all been completed with funding from DHLGH and the Council. A minor amendment to the SDZ Planning Scheme was approved by An Bord Pleanála. Planning permission was granted for the DHLGH supported Central Boulevard Park and detailed design commenced.
- We continued to work proactively with Dun Laoghaire-Rathdown County Council on development and promotion of the Dublin Mountain Heritage trail, including holding several walking tours, library talks, archaeology training for volunteers and developing a new Storymap.
- We facilitated the upgrade of St. Finian's former schoolhouse, Peamount Hospital under DHLGH's Historic Structures Fund and a further seven heritage upgrade projects were supported under the Built Heritage Investment Scheme.

Land Use, Planning and Transportation Key Statistics	2024 Totals
Enforcement files closed	462
Building control inspections (number of units inspected)	428
Public lights repaired	4,757
Traffic lights repaired	1,265
Public lighting LED replacements	1,690
New and upgraded footpaths (square metres)	61,483
New and upgraded cycle lanes (linear metres)	22,535
Village and district enhancement expenditure	€2,555,177
Private homes approved	1,240
Private homes commenced	4,882
Planning applications received	933
% planning applications granted	69
Pre-planning meetings held within 8 weeks	114

Housing, Social and Community Development

Deliver quality social and affordable housing to meet housing need across the county

- Progress under our Housing Delivery Action Plan (HDAP) continued with the delivery of 1,042 new social and affordable homes across all streams, including 777 new social homes completed through our direct build programme, Part V, Approved Housing Bodies and turnkey opportunities, 210 properties provided through long- term leases and 55 new affordable purchase homes.
- In Clonburris, construction progressed on 116 social and affordable homes at the Canal Extension site while the tender process for 266 homes at Kishogue concluded with construction to commence on-site shortly. The Part 8 planning application for 118 social homes to be delivered through the PPP mechanism was approved in November and a Part 10 planning application for approximately 2,500 further homes is nearing completion and will be lodged with An Bord Pleanála in Q1 2025.
- 82 social and 29 affordable homes were delivered under the Kilcarbery joint venture development with Phase 3 now substantially complete and Phase 4 to complete in Q3 2025 while development of 88 social and affordable homes on an adjacent site commenced in December following S183 approval by councillors in October.
- Construction continued on Innovation Square, our 133-apartment development which is the first local authority funded standalone cost rental development in Ireland, with these homes, situated in the new

Innovation Square urban district of Tallaght, due to be fully completed and launched to the market in Q1 2025 with rents discounted by more than 25%.

- Pre-planning compliances were completed and enabling works commenced on site for 620 new private, social and affordable homes in the Killinarden Foothills joint venture project while consultants have been appointed to progress the Rathcoole Masterplan through to a Part 10 planning application in 2025.
- New homes were completed and allocations progressed on social housing developments at Balgaddy, New Nangor Road and Lindisfarne. Construction is ongoing at Homeville and St. Aongus Green and contractors were appointed for Part 8 approved developments at St. Ronan's Crescent and Pearse Brothers Park.
- Seven proposed housing developments were advertised under Section 179A temporary planning exemption for social and affordable housing with construction/enabling works commenced on six sites by year end and one proposed development delayed due to legal proceedings.
- Seven homes were delivered in a new Traveller group housing scheme at Fonthill.

Provide optimal and innovative housing management, supports and regulations for better tenancies and estates

- We continued to manage and maintain our social housing stock of 10,302 and 957 leased properties and supported 4,517 Housing Assistance Payment (HAP) and 737 Rental Accommodation Scheme (RAS) tenancies.
- We made 1,245 housing allocations including 267 allocations to homeless households following 341,103 expressions of interest received through our Choice Based Letting system.
- 118 properties were purchased under the tenant-in situ acquisition scheme with a further 71 progressed to sale agreed/conveyancing.
- 3,287 new applications for social housing support were received along with 191 rightsizing applications from social housing tenants and private homeowners.
- 1,092 households presenting to Homeless Services were supported.
- 4,772 private rented properties were subject to initial inspections.
- 706 private housing grants were approved, and 161 social housing adaptation works were completed.
- 97 applications were received for the Local Authority Home Loan scheme with €7.67 million provisionally approved to borrowers.
- We allocated 184 re-let properties at an average turnaround time of 20.64 weeks.
- 85 home upgrades were completed under the national Energy Efficiency Retrofit Programme, with a further 263 homes upgraded under our Windows and Doors Programme.
- Our new Housing Customer Centre facilitated 1,893 appointments, and 12,144 housing customers are now registered with our Integrated Housing System to which an online application process for private housing grants was added.
- 17,423 housing maintenance requests were received with 12,243 repairs completed.
- A county-wide vacant homes survey was undertaken to support our use of DHLGH funding to bring vacant homes back into use and 146 Vacant Homes Refurbishment Grant applications were received, with 64 approved in principle and 37 grants paid to applicants.
- New estate management structures were introduced with 375 pre-tenancy meetings held, 69 tenancy warnings issued for anti-social behaviour, 22 abandonment notices served, and 12 tenancies terminated.

Lead inclusion, equality and interagency initiatives for integrated and socially connected communities

- The implementation of the Social Inclusion Community Activation Programme (SICAP) continued under the guidance of the Local Community Development Committee (LCDC). South Dublin County Partnership were awarded the contract to deliver SICAP on behalf of the local authority.
- The Community Response Forum was renamed the Community Integration Forum and held 11 meetings for the year with a new focus on interagency services and supports for Beneficiaries of Temporary Protection (BOTPs) and International Protection Applicants (IPAs).
- A new Integration Team was established in May to support IPAs and BOTPs to integrate with local communities. The team have held over 50 clinics in accommodation centres and built a network of relationships with other agencies and hosted a series of events including Refugee Week in June.
- The 19 projects awarded funding under Community Recognition Fund 2023 progressed with 13 completed and the remaining six to be finished in early 2025. An additional €2,249,663 in funding was awarded under the Community Recognition Fund 2024. There were two calls for applications in 2024 with five projects being approved in the first call and seven projects awaiting departmental approval from the second call.
- The South Dublin Older Peoples Council's key objective was to increase their visibility and awareness through the delivery of the inaugural Age Friendly Expo in South Dublin held in May. Several countywide projects including a digital literacy course, Active Aging and Care and Repair programmes progressed in conjunction with the Age Friendly Alliance and Age Friendly Ireland. A 'Dementia Inclusive Community' was established in Rosemount District Centre, Ballyroan including the launch in October of a dementia café which runs monthly on the second Tuesday of the month in Ballyroan Community and Youth Centre.
- A new Traveller Accommodation Programme 2025 – 2029 was approved in October.
- The Local Traveller Accommodation Consultative Committee (LTACC) monitored the delivery of the Traveller Accommodation Programme, the Equality Action Plan, the caravan loan scheme, estate/waste management, fire safety, a STEAM project for young people and a new playground facility in Owendoher Haven.
- The Public Services Fun Day took place in July in conjunction with The Square and An Garda Síochána to celebrate and highlight the work of essential services providers at a free family event.
- The Community Endeavour Awards recognising and rewarding community effort and achievement was hosted by the Mayor in the Plaza Hotel, Tallaght in October.
- Our Education Bursary Awards in conjunction with the Technological University of Dublin saw 16 students from local schools each awarded €2,500 towards their third-level education expenses.
- Comhairle na nÓg completed their mental health awareness campaign and directory of services available to teens experiencing mental health. The Comhairle concluded its business with the Annual Youth Conference which took place in The Plaza Hotel in October and was attended by 80 young people from schools and youth services.
- Joint Policing Committee (JPC) and Local Policing Fora meetings were held throughout the year with two JPC Meetings and two JPC Steering Group Committee meetings, three JPC Drugs subcommittee meetings, eight West Tallaght Community Safety Forum meetings, one Clondalkin Local Policing Forum Public meeting, the establishment of the Newcastle Rathcoole, Clondalkin Community Safety Forum, 12 North Clondalkin Community Safety meetings and eight Dublin 12 Local Policing Forum meetings.
- 12 Transport Forum meetings took place with councillors and staff present along with representatives from An Garda Síochána, Dublin Bus, Go Ahead, Luas and other agencies.
- Domestic Violence and Abuse Awareness training was delivered by Saoirse Domestic Violence Services to 52 frontline staff members and 10 elected members.

- The Community Department collaborated with 'A Playful City' to deliver a new play street initiative in July and October with residents in Citywest Village, Cremorne, Knocklyon, Anne Devlin Avenue, Ballyroan and Cushlawn Dale, Tallaght.

Lead a healthy, active and participative county

- The Local Community Development Committee met seven times and the Local Economic and Community Plan was adopted in December. This integrated plan involving multiple internal and external stakeholders will guide economic and community development over the next six years.
- 31 community centre management support fund grants were approved totaling €729,245 along with 17 community infrastructure fund grants (€401,750), 177 community development grants (€263,990), summer project grants (€77,753) and 100 sports grants (€185,052).
- 24 community centres are now using the online booking system which was used by the public to book 89,868 hours in our facilities for 114,931 participants generating €758,975 in revenue.
- Work was completed to deliver new community facilities at Saggart School House, Glenasmole, Orchard Lodge Age Friendly Centre and Balgaddy along with upgrade works on Rathcoole Courthouse.
- Plans progressed for the Citywest and Kilcarbery community facilities, and local engagement and design work continued for upgrades to existing community facilities at Newcastle, Ballyroan and The Park Centre.
- Works commenced on the all-weather pitch at Belgard Community Centre and design work also began on the proposed Whitechurch Sports Facility.
- Implementation of our Active South Dublin Plan continued with delivery of school programmes including indoor rowing, athletics, swimming and the 'Try One Challenge' in community centres and settings, along with ongoing support for the Active South Dublin amateur sports awards. Additional highlights included the expanded Active Parks programme in July and August, the Colour Dash in Corkagh Park with 1,500 participants in September and a new nine-hole disc golf facility in Corkagh Park, the first public course of its kind in Ireland.
- Our Healthy Ireland and Sláintecare programmes continued with a range of initiatives to address energy poverty, community safety including the Community Safety Innovation Fund - Generation Connections Project in Mac Uilliam, health inequalities, gambling related harm awareness and period poverty. We also supported the 'Grow it Yourself Schools Programme,' a health and wellbeing programme held across the community centre network and community-based health screening and assisted with the delivery of a new natural playground in Jobstown Park.

Housing, Social and Community Development Key Statistics	2024 Totals
Household housing needs assessed	7,618
Allocations (new tenancies)	1,043
Homeless households	498
Homeless exits / preventions	720
Homes in local authority ownership	10,302
Social and affordable homes under construction	473
Local authority homes vacant	95
Average re-let time (weeks)	20.64
Expenditure on planned maintenance	€7,783,968
Homes completed under Energy Efficiency Retrofit Programme	85
Maintenance requests received	17,423
Maintenance requests completed	12,243
HAP/ RAS tenancies	5,254

Private rented dwelling inspections	4,772
Community grants paid	477
Visitors to leisure facilities	683,415
Participants in council led sports and community initiatives	124,057

Environment Water & Climate Change

Create a sustainable low carbon and climate resilient county

A new Climate Action Plan (CAP) for 2024-2029 was approved in February, setting out the mitigation, adaptation, and other climate action measures to create a low carbon and climate resilient county. The continuing energy crisis and climate related weather events have further emphasised the importance of the four key targets of our Climate Action Plan and our objectives to improve our energy efficiency, reduce energy waste, and cut greenhouse gas emissions. Focus on the development of resilient systems that consider the potential for future climate change events will build confidence and reliability in our services. This proactive approach combined with citizen engagement and education awareness will empower and encourage communities to act at a local level. The 129 actions in our CAP collectively address four key targets, which are framed by the Climate (Amendment) Act 2021 and the national Climate Action Plan:

- 50% improvement in SDCC's energy efficiency by 2030.
- 51% reduction in SDCC's greenhouse gas (GHG) emissions by 2030.
- To make South Dublin a climate resilient region, by reducing impacts of future climate change related events; and
- To actively engage and inform our communities on climate action.

In this regard, key highlights from 2024 include:

- Estimated improvement in energy efficiency for 2024 is 45.5% since the baseline.
- Estimated 43% reduction in total GHGE missions (Electricity + Direct) since the baseline.
- The Clondalkin Decarbonising Zone Implementation Plan commenced with extensive stakeholder engagement activities being held to develop a community vision for the DZ.
- The Community Climate Action Fund supported a portfolio of 28 projects with total funding of over €1.1million for local community climate action projects while 12 Sustainable Energy Communities have been supported to work closely with the local SEC Mentor.
- Planning approval was obtained for the development of a 200kW Solar Photo Voltaic plant to provide renewable energy for onsite operations at Arthurstown Landfill with a feasibility study for the installation of a larger 20 MW solar PV plant also underway.
- ePower have been contracted to provide public EV infrastructure charging stations at initial 14 locations
- A new fleet management system has been introduced, Hydrotreated Vegetable Oil (HVO), a renewable diesel fuel derived from plant-based oils, fats, or greases, replaced diesel in 21 vehicles and a further three electric vehicles were added to our fleet.
- We achieved the NTA's Silver Smarter Travel Mark, demonstrating a commitment to changing attitudes and behaviours on walking, cycling and public transport usage and continued to facilitate public transport routes, in partnership with the NTA and others.
- We continued our progress towards ISO 50001 Energy Management accreditation by developing an energy management system to improve our energy use, and procurement is advancing for energy performance contracts for large council-owned buildings (County Hall/County Library, Civic Theatre, Clondalkin Civic Offices, Tallaght and Clondalkin Leisure Centres).

- A Major Emergency Management Plan is in place and is regularly reviewed to deal effectively with the possibility of new risks and threats.
- The Whitechurch River and Poddle River Flood Alleviation Schemes are under construction and design is progressing for the Camac Flood Alleviation Scheme. Further flood and general maintenance projects were also undertaken at Newcastle, Rathcoole and Saggart.
- Five Integrated Constructed Wetlands (ICWs) were constructed which completes this section of the Dublin Urban Rivers LIFE (DURL) Project. The ICWs are performing well and are thriving with nature. Pollution has been reduced for e. coli and also for nutrients such as ammonia and phosphorus.
- We have continued to support the Green Schools Programme with 22 schools awarded additional green flags.
- 30 public drinking water fountains are now installed with eight more at planning stage and, to date, 216,060 litres of water have been dispensed.
- Tallaght District Heating Scheme (TDHS) delivered low carbon heat to current customers and new connections were established for Work IQ and 133 cost rental apartments at Innovation Square. The scheme will reduce CO2 emissions by 1,500 tons once the first phase is at full operation. An additional connection to TUD Tallaght Catering College will be completed in Q1 2025 and works were ongoing to expand the network to Cookstown with pipework laid in the Airtown Road extension to futureproof connections in this important growth area. TDHS has been selected for EU Rodeo funding during 2024 to assist the next phase of expansion.

Improve the aesthetic appearance of our county for economic and social development

- We continued implementation of the actions in our Litter Management Plan 2023 – 2025.
- Under our Street Cleaning Programme, 11,162 kilometres of roads were cleaned and 11,034 tonnes of waste were collected. The scope of the road sweeping programme was extended to include cleaning of back lanes and sweeping of segregated cycle tracks.
- 62 projects were completed under our public realm improvement works programme.
- Consultants have been appointed to progress designs for the road realignment of the next phase of the N81 and the junctions therein (N81 Tallaght Central Strategy) with landscape improvements to be incorporated into delivery of the road realignment.
- The current three-year Tree Maintenance Programme has seen 9,475 trees surveyed, 10,927 trees pruned, 1,144 trees and 625 stumps removed, and 3,651 trees planted.
- Nine Tidy Towns groups were supported through three rounds of grant funding and the PURE (Protecting Uplands and Rural Environments) project was also supported. Tidy Towns groups, residents' associations and other volunteers organised regular local clean-ups with an estimated 5,700 clean-ups occurring, while Halloween saw 400 bags of bulbs and 175 Civic Amenity passes issued.
- The Environmental Education Programme included 480 climate/environmental awareness sessions and delivered a range of schools' programmes such as Eco Week Composting for Schools, Relove Fashion and competitions. The Social Credits Scheme helped deliver 47 new clean-ups, 19 new minor landscaping projects and 21 new paint enhancement projects.
- The Burial Grounds Programme provided for 600 new plots added to Bohernabreena and a contract has been entered into for development of a Columbarium Wall in Esker Cemetery.

Support a green infrastructure network across the county to provide shared space for amenity, recreation, biodiversity protection, flood management and adaptation to climate change

Our Green Infrastructure Strategy continues to be implemented through the County Development Plan and the Biodiversity Plan. Related actions include the delivery of Sustainable Urban Drainage Solutions (SuDs), the Tree Maintenance, Meadowlands and Mini Woodlands Programmes and implementation of ICWs.

Delivery of the public realm capital programme progressed with development of additional parks, recreational and sporting facilities including:

- Completion of the extensive upgrade of Killinarden Park, including park re-design and new recreational facilities to complement the existing and newly upgraded sports pitches, and major improvement works to Jobstown Park including new park entrances, a teen space, an outdoor workout area, a pump track, a natural playground, a dog park, a footpath exercise loop, a cycle link, and landscaping with biodiversity enhancements, including the planting of 300 mature trees.
- Upgrade of Whitestown Stream Park with new entrances, a play-exercise trail, a footpath loop, a cycle link, bridges, planting, signage, seating, a kick-around area, and biodiversity spaces, Greentrees Park with a new footpath exercise loop, the planting of mature trees, park benches, bulb planting, and enhanced pedestrian entrances, and Ely Arch green space which involved improvements to landscape boundaries, paving, steps providing access to the Arch and green space, a Ballylusk courtyard, tree planting, and passive recreation opportunities.
- Ongoing Corkagh Park upgrade works, including the hub area, fairy woodland trail, car parks upgrades and expansion and new way finding and signage.
- Construction works continuing for Tymon Park's new Intergenerational Centre while the upgrades to Quarryvale Park and St. Cuthbert's Park also significantly progressed and works commenced on the provision of new facilities at Kiltipper Park in October.
- The Pavillion Programme progressed through planning to tender stage and pitch improvement works continued with pitch upgrades in Glenaulin and Griffeen Parks underway while work also commenced on an artificial grass pitch at Knockmitten, supported by the Community Recognition Fund.
- Camac Valley Caravan and Camping Park progressed to public consultation under the Part 8 planning process.
- Kiltalown Park playground was completed, a boules pétanque court was installed in Tymon Park and a sensory sculpture walk was delivered in Rathfarnham Castle Park.
- Actions under the Biodiversity Action Plan continued in rural and urban areas through our Pollinator Plan, Green Infrastructure Strategy, Mini Woodlands and Tree Management Programmes. The area of long and short flowering meadows was expanded to 195 hectares under the Pollinator Action Plan. Tree canopy coverage was increased through the planting of 3,651 trees and five mini woodlands. (Since 2020, the Mini-Woodlands Programme has seen around 26,975 trees planted in our parks, improving biodiversity and creating wildlife corridors in urban green spaces.)
- 446 allotments were managed with 30 new allotments under development at Graydon Park in Newcastle.

Manage regulatory, licensing and enforcement requirements, including service level agreements

Progress was made through proactive litter and waste enforcement services for higher cleanliness standards:

- 11,632 inspections were carried out under our 2024 Annual Recommended Minimum Criteria for Environmental Inspections (RMCEI) Plan.
- 1,225 litter patrols and 2,286 non-routine waste inspections were carried out, with 347 litter fines issued and 17 court appearances, and 98 inspections were carried out on waste permitted sites.
- 611 tonnes of waste was collected from street bins along with 4,724 tonnes of waste from illegal dumping.
- The new Code of Practice for the operation of CCTV/Use of Mobile Recording was implemented with new protocols developed for deployment.
- Anti-dumping initiatives included a mattress amnesty which diverted a record 1,341 mattresses from the waste stream to be recycled and collection of over 8.5 tons of hazardous household liquids.
- National enforcement priorities included household and commercial waste, producer responsibility initiatives, end of life vehicles and metals, construction and demolition waste and tackling illegal waste operators.

- 171 Derelict Site investigations were carried out and four houses at St. Maelruan's were vested in April.
- In managing and monitoring compliance with Control of Horses and Control of Dogs legislation, 36 horses were seized, and 441 dogs entered the shelter. On 1 October 2024, it became illegal to import, breed, rehome or resell XL Bully dogs. 24 applications have been received to date with 19 certificates of exemption issued.
- We continued to implement the SLA agreement with the Food Safety Authority.
- Annual service plan actions in water and wastewater services were delivered under the new Master Cooperation Agreement and Support Service Agreement with Uisce Éireann.
- The 2024 programme of measures for the River Basin Management Plan was successfully delivered.
- The Dublin Agglomeration Noise Action Plan (NAP) is now completed for Round 4 of the Environmental Noise Directive (END). The overall number of public consultations received was 83, with 44 relating to South Dublin.
- Continued to implement recommendations from the Dublin Region Air Quality Plan. There were no breaches of Particulate Matter 10 Microns (PM10) in 2024, at our two fixed monitoring sites at Tallaght and Lucan.

Environment, Water & Climate Change Key Statistics	2024 Totals
Grass cut (hectares)	7,236
Trees pruned	10,927
Trees planted	3,651
Plastic bottles saved through use of drinking water from fountains	96,867
Biodiverse meadowland maintained (hectares)	195
Climate action Initiatives under Climate Action Plan	129
Local authority energy savings	45.5
Environmental/climate action awareness sessions	480
New recreational facilities (e.g., playspaces, teenspaces, pitches etc.)	27
Pollution cases that were the subject of a complaint	2,647
Pollution cases closed	1,610
Provision of walking and cycling routes in parks/open spaces (kilometers)	165,031

Organisational Capacity and Accountability

Support the policy and leadership role of councillors in providing effective local government

- The local government election process was managed to ensure the integrity, transparency, and efficiency of the elections in accordance with the relevant legislation. 111 candidates ran for election to 40 seats with average voter turnout of 41.4% across the county.
- Ahead of the Local Elections in June, our "Your Vote Your Voice - an easy-to-read guide to voting" booklet was made available across digital channels and in print form in our local libraries while promotional drives for registering to vote included events in TUD, in local schools and communities, and advertising campaigns on bus shelters, radio, digital and press media.
- Support provided to the Mayor through the Mayor's Office including the management of the diary and protocols.
- 108 meetings of the Council, Corporate Policy Group, Area Committees, Strategic Policy Committees, and other committees were supported with a total of 1,140 Headed Item reports provided, and 1,562 councillor questions and Motions responded to.

- The establishment of the new Council following the local elections with induction training, provision of equipment and ongoing supports provided to the elected members to enable them to perform their duties.
- At the Annual meeting held on 21st June, Councillor Baby Pereppadan was elected as the new Mayor of South Dublin County Council and Councillor Alan Hayes was elected as Deputy Mayor for the coming term.
- The highlight of the work of the Women's Caucus in 2024 was the Women of South Dublin exhibition to celebrate inspiring local women, which was shortlisted for an Excellence in Local Government Award.
- Following co-option processes in September and December after the local and general elections respectively, South Dublin County Council became the first local authority in the State to have a majority of female public representation, with 21 women and 19 men on the Council.
- The new Strategic Policy Committee (SPC) Scheme 2024 – 2029 was adopted in September following a public consultation process and SPC Standing Orders were also updated as a result.
- The Corporate Policy Group (CPG) agreed the SPC programmes of work for 2024, the strategy for the new Corporate Plan and the budget strategy for the 2025 budget, along with oversight of council meeting agendas.
- Liaison continued across the Dublin local authorities on the development, implementation and governance of voter.ie and compliance with the legislative changes to the electoral register. By year-end 213,345 people were on the electoral register, an increase of 9% from 194, 884 at the end of 2023.

Deliver quality services that treat all service users with dignity, respect and equality

- Redesign of the concourse of County Hall was completed to enable a civic engagement and event space and procurement to develop a workplace upgrade and refurbishment strategy was also completed.
- The 2024 Action Plan for Public Sector Equality and Human Rights Duty was published along with an implementation plan and training rolled out for the working group to support its delivery.
- 17,312 customer queries and 5,332 councillor representations responded to within the deadlines set out in the Customer Charter and 147,460 telephone calls were also responded to.
- An Irish Language Communications Officer was appointed to support organisational compliance with the provisions of the Official Languages Act.
- In partnership with the other three Dublin local authorities, we embarked on Gaeilge365, an Irish language innovation programme to increase the number of daily Irish speakers in Dublin with two particularly significant initiatives commenced: 'An Chomhairle Chraiceáilte' targeting our employees, and 'Todhchaí Geal Gaelach' for transition year students.
- Our Green Public Procurement Working Group established, with training provided and preparation for the implementation of national GPP criteria underway.

Foster a strong governance culture in the organisation

- The new Corporate Plan 2025 – 2029 adopted in December following extensive councillor, staff and public consultation and engagement, with just under 1,000 participants involved in the consultation processes.
- The Corporate Governance Framework was actively promoted, managed and monitored corporately including the Ethics Framework, the reporting of Political Donations for Councillors, Section 142 Register of Councillor Payments and Attendance and the Section 141 Register of Councillor Payments and Attendance to outside bodies, Protected Disclosures reporting, the Public Spending Code Quality Assurance Report and compliance with the requirements of the Lobbying Act, to ensure all council business is conducted in a transparent way. Legislative changes were reviewed, and measures implemented to ensure compliance. New Code of Governance for the Local Government Sector in place.
- The Corporate Performance Reporting Framework also actively supported the values of accountability, transparency and value for money, through the Chief Executive's monthly report including performance

indicators and digital dashboards, the 2023 Annual Report and the 2024 Service Delivery Plan and application across into PMDS. Analysis of the NOAC Performance Indicators was presented to the Audit Committee and circulated across the organisation and a performance verification process was also completed by NOAC.

- The new Audit Committee was established with four meetings facilitated to support key responsibilities including consideration of Internal Audit reports and the Local Government Audit of the Annual Financial Statement.
- Procurement changes saw the introduction of a new OGP eTenders System in 2023 and ongoing upgrades to the system during 2024 meant the Procurement unit had to ensure all new updates were communicated to staff in a timely manner through the Steering group.
- 124 contracts of over €25,000 in value were awarded during the year.
- Implementation of the 2024-2026 Procurement Plan including quarterly meetings of the Steering Group, ongoing maintenance of the contracts database and procurement pipeline, compliance checks and the provision of both procurement and green public procurement training, advice and information to staff.
- The Public Spending Code Quality Assurance Report for 2023 was published and submitted to NOAC.
- A Data Protection Officer was appointed through external service provision to liaise on all matters with the Data Protection Commission, including a full response to the commission on an ongoing audit of surveillance technology for law enforcement purposes, handling data breaches and ongoing compliance issues.
- 337 Freedom of Information and Data Access requests were responded to.

Build public trust through the delivery of effective communications and citizen engagement

- Development of our brand strategy, architecture and creatives progressed, informed by a discovery phase which included desk-top research and active engagement across local, national and international stakeholders and experts on place-branding.
- Over 1.6 million people engaged with us on social media and over 1.7 million people accessed information on our websites.
- Area Committee Meetings webcasting commenced in January and all webcasted meetings are now live streamed on social media.
- An independent evaluation of the Have Your Say participatory budgeting initiative was carried out and the recommendations were presented and agreed for development / implementation.
- The summer and winter editions of our newsletter, South Dublin County Today, were published and the summer edition was delivered to every home, school and business across the county in June.
- Corporate publications including the Annual Report for 2023, the 2024 Service Delivery Plan and monthly reports and indicators on progress, were presented to the Council and published on the “Our Performance” section of www.sdcc.ie.
- Ongoing staff communications were supported through the intranet, staff app, digital newsletters and digital screens across work locations.
- Management of content on new outside screens across the County Hall campus and with the creation of Parthalán Place.

Develop organisational capacity to actively support the delivery of the Corporate Plan objectives and the local government reform programme

- During the year, 143 new staff joined us, 82 existing staff were promoted, 69 staff left to pursue other opportunities, and 44 staff retired. We held 67 recruitment competitions over 161 days (representing almost 65% of available working days). Up to November, 1,980 application forms were processed and some 815

candidates interviewed, including managing recruitment of 93 graduates in the LGMA Graduate Programme in the Dublin region with 11 graduates across seven skill areas joining SDCC.

- Strategic workforce planning commenced and will be fully aligned with our new Corporate Plan. This proactive management of our current and future workforce will enable us to meet strategic challenges and to maintain a well-structured workforce of an appropriate size with capacity to meet changing needs efficiently.
- We continued building stronger relationships with third-level institutions such as UCD and TUD Tallaght, facilitating nine internship placements in LEO, ICT, and Planning while our partnership with AHEAD to deliver the WAM programme resulted in two 12-month paid placements for graduates with disabilities.
- Rolling recruitment was successfully trialled to recruit Clerical Officers in a shorter timeframe and 38 summer students were employed on 10-week contracts.
- Our Employee Induction Programme to welcome new employees was updated to incorporate cyber security training.
- A General Operative (GO) Traineeship programme was developed and rolled out, with nine GOs successfully completing.
- Our 2024 Gender Pay Gap Report was published in December showing average earnings of all females working with us are 9.77% higher than the average earnings of all males.
- We continued to implement our Innovation Strategy, including organising and delivering events for the 6th Annual Innovation Week and Staff Innovation Awards.
- Performance management training and training needs analysis reviews were conducted with outdoor staff and line managers across all depots. Managers were also supported in managing sick leave and absenteeism through HR data analytics, advisory support, visual leaflets and other measures.
- A comprehensive schedule of staff training and development events was delivered, including 226 training courses, mentoring and coaching programmes, external training requests, conference attendance, and the Scheme of Assistance for formal education courses.
- Our new Organisational Development team launched a Secondary Schools Outreach Programme to promote SDCC as an employer of choice to senior cycle students. Initial communication was with ten DEIS schools, and the programme will be further developed in 2025.
- Health and safety procedures continued to be prioritised with quarterly safety consultative meetings and 390 site inspections across all work areas. The management team received bi-monthly reports from the Health and Safety Officer on the incidents reported and provided full oversight of the safety management system.
- Events continued under the Staff Wellbeing Action Plan including Workplace Well Being Day, Breast Cancer Awareness month, staff smoking cessation programmes, a safety and wellbeing Seminar, employee health checks and the flu vaccination programme.
- A new Staff Wellbeing Strategy was launched in November setting out our vision and aims for employee wellbeing up until 2027. A Wellbeing Champions Programme was introduced to support the Staff Wellbeing Strategy comprising of 14 employees in a voluntary capacity who lend a non-judgemental listening ear to colleagues at local level, promote self-care, provide emotional support and promote and increase awareness of the many health and wellbeing initiatives and activities.
- Our Employee Assistance Program (EAP) provided by Spectrum Life provides a 24/7/365 service involving confidential counselling and support for staff and councillors who may be experiencing difficulties, with the programme also extended to immediate family members.
- Effective industrial relations structures were supported by management and trade union engagement in accordance with the objectives of the Public Services Stability Agreements through monthly meetings, quarterly workforce planning meetings and attendance at the WRC and Labour Court when agreed local mechanisms are exhausted.

- Our superannuation operations successfully transferred to My Pay Shared Services.

Provide robust financial management and risk management systems

- The work of our Debt Management Unit continued with an additional €4.5 million collected in commercial rates, bringing the total collected to over €145.7million representing our highest amount ever collected and also resulting in reducing arrears by over €1m to approximately €13.6 million which is the lowest figure since 2008.
- We also increased collection of differential rents by 12% with €34.9 million collected and there was continued improvement in the collection rate for housing loans with loan arrears reducing from €0.8m to €0.3m.
- Positive engagement with Tailte Éireann (formally the Valuation Office) resulted in 109 valuations being processed which will provide ongoing additional funding in future.
- 5,178 Increased Cost of Business grants were processed to support small and medium businesses with a value of over €13.6m while we also commenced processing the new Power Up Grant (PUG) by year end.
- In November, the Council adopted the Revenue Budget for 2025 with proposed expenditure totalling €391,942,200, representing a 17.5% increase on the previous year.
- A new Three-Year Capital Programme for 2025 to 2027 with proposed investment of €1,746,733,00 in housing, infrastructure and facilities was presented to the Council in December.
- The Annual Financial Statement for 2023 was prepared within the required deadline of 31st March 2024 and the subsequent audited accounts and audit report were submitted to the Council and Audit Committee.
- Our payments to suppliers for the year amounted to €380 million, an annual increase of 34%.
- A range of training was provided to staff across the organisation to enhance financial management and understanding.

Advance our use of information and communication technology through secure, modern, and intelligent initiatives enabling better experiences and outcomes in service delivery

- We continued to execute strategic operations focusing on remote working support, infrastructure upgrades, and security enhancements, including conducted continuous monitoring, remediation of security issues, synchronisation with security incident and event management systems, internal and perimeter penetration tests, and ransomware readiness assessments.
- We decommissioned outdated servers, upgraded domain controllers, optimized device management systems, improved virtualization environments, and transitioned to newer storage solutions while also activating cloud-based backups, transitioning database backups to a new solution, implementing and testing cloud-native backup solutions.
- A tender for design software was published and we launched public and internal geographical information systems, supported the DURL project, and managed GDPR risks within the geographical information system environment.
- We changed remote support tools, migrated from traditional phone systems to internet-based phone systems, and removed admin rights on staff laptops/PCs.
- We enhanced the helpdesk system and supported a variety of public-facing projects as well as advancing our project monitoring system and initiating an organizational-wide governance project for data analytics.
- We conducted housing surveys, continued database version migration, decommissioned older database servers, and upgraded staff devices to a newer operating system.
- We initiated a CE orders replacement project, supported the co-pilot initiative, and provided support for major emergency management and local coordination centres.

Corporate Performance and Change Management Key Statistics	2024 Totals
Customer queries closed within deadline	17,312
Members' representations closed within deadline	5,332
Freedom of information/data access requests responded to	337
Number of citizens who actively engaged in council consultations (including consultation portal, citizen surveys and PB votes)	3,094
Telephone calls answered	147,460
Social media engagement	1,649,582
Web pages opened	1,713,463
Social media followers	158,719
People on the electoral register	213,345
Staff learning and development courses	226
Total IT expenditure	€6,769,982
Procurement number of contracts over €25,000 awarded	124