

Annual Service Delivery Plan

2025

Comhairle Contae
Fine Gall
Fingal County
Council



OUR MISSION

To provide a high-quality people-centred service, enable planned growth, lead on climate action and celebrate our cultural heritage.

Contents

Introduction	Page 4
Organisational Priorities	Page 5
Organisational Structure	Page 6
Organisational Resources	Page 7
Implementation and Monitoring	Page 7
Service Departments	
Economic, Enterprise, Tourism and Cultural Development	Page 10
Environment, Climate Action, Active Travel and Sports	Page 18
Housing and Community Development	Page 26
Operations	Page 34
Planning and Strategic Infrastructure	Page 39
Support Services	
Architects	Page 44
Corporate Services	Page 46
Digital Services	Page 48
Finance	Page 51
Law	Page 52
People Services	Page 53
Competent Authority	
Aircraft Noise Competent Authority	Page 56

Introduction

Fingal County Council's Annual Service Delivery Plan 2025 is adopted by the Members of the County Council in the context of delivering the objectives of the Corporate Plan 2025 – 2029.

The Service Plan sets out the principal services the Local Authority intends to provide to the public in the period to the end of 2025. Alongside these principal services, the Plan sets out the service funding, service delivery objectives and performance measurements of these services. In doing so, the Plan is a reference point for the citizens of Fingal for information on the services and performance standards that they can expect from their Local Authority.



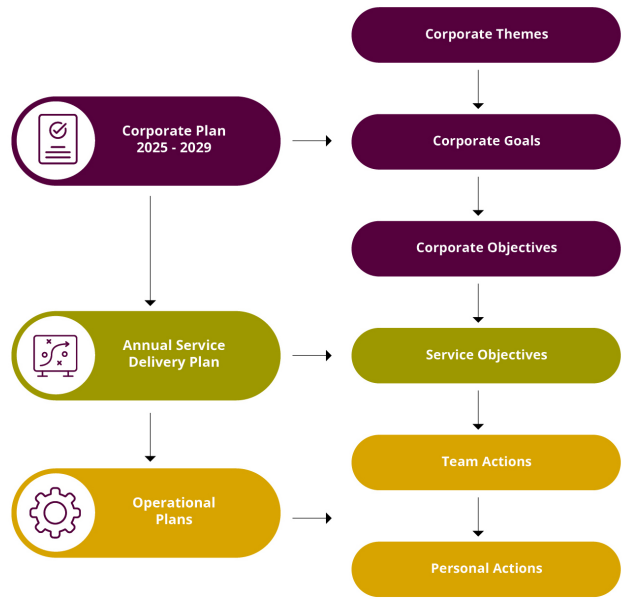
Organisational Priorities

The Corporate Plan sets out the Mission, Strategic Priorities and Strategic Objectives of Fingal County Council over the five year term of office of the Council.

The Annual Service Delivery Plan sets out the principal service delivery objectives and priorities for each individual year.

These service objectives then cascade into Operational Team Plans and the Objectives and Actions of individual staff members through the PMDS Process.

Hierarchy of Plans and Objectives

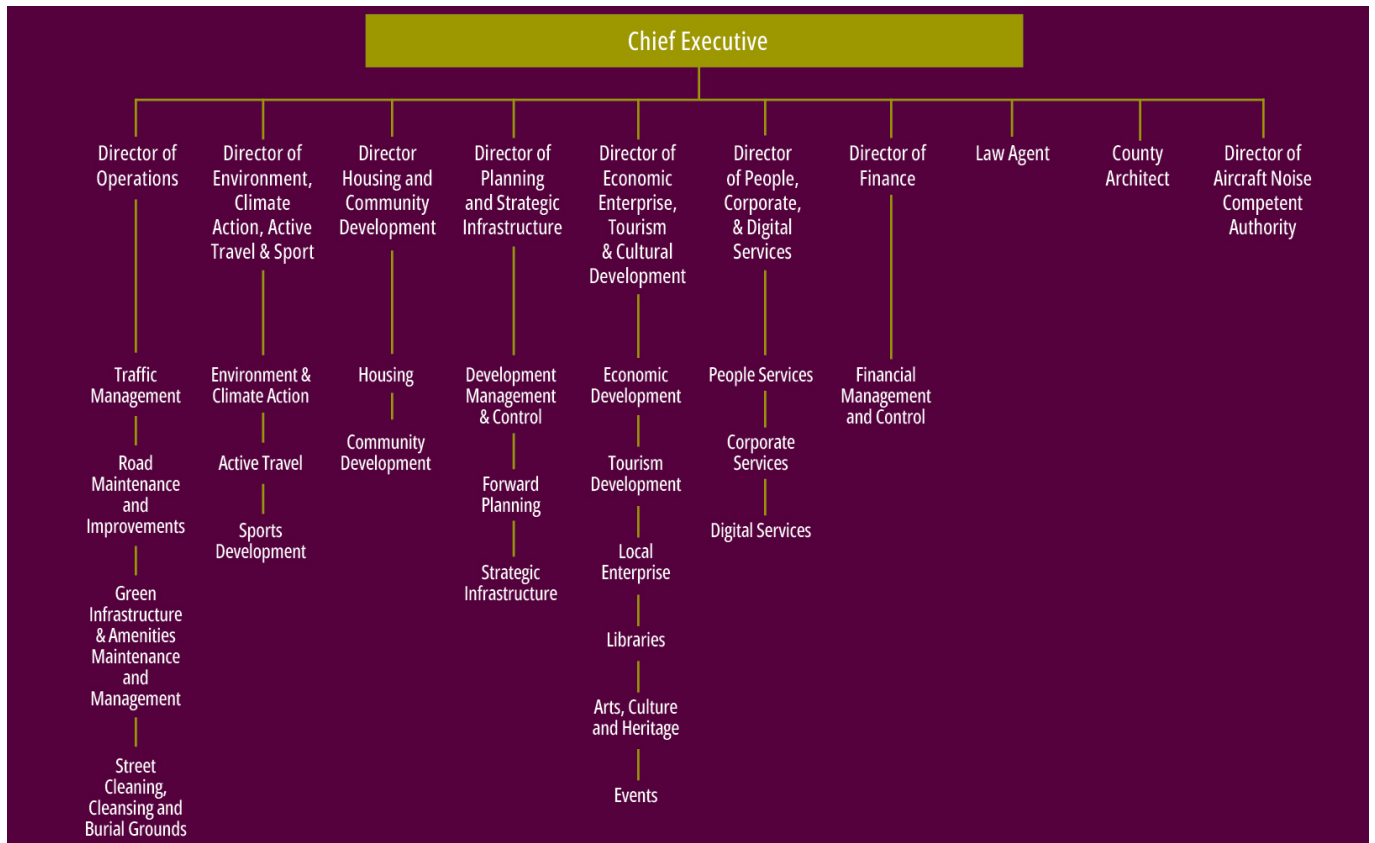


The Priorities and Objectives set out in the Corporate Plan provide the framework within which services are to be delivered by the Executive of the Council.

This Service Delivery Plan sets out how these priorities and objectives will be progressed in 2025.



Organisational Structure



Fingal County Council’s services are arranged around a number of main functional Departments. The principal services are provided through the following Service Delivery Departments:

- Economic, Enterprise, Tourism and Cultural Development
- Environment, Climate Action, Active Travel and Sports
- Housing and Community Development
- Operations
- Planning and Strategic Infrastructure

These departments are supported by enabling departments within the organisation which, though not charged with direct service provision, provide essential supports across all departments in order to facilitate the service provision and work programmes.

The Support Departments are:

- Architects
- Corporate Services
- People Services
- Digital Services
- Finance
- Law

Fingal County Council has been designated as the Competent Authority for the purposes of aircraft noise regulation at Dublin Airport. This is administered by the Aircraft Noise Competent Authority.



Organisational Resources

The Budget for the year ending 31st December 2025 was presented to and approved by the Members on 3rd December 2024 and it provides for a total expenditure of €388.9m.

Division	Service Description	Expenditure (€)	% of Budget	Spend per head of population (€)
A	Housing and Building	135,762,200	34.91%	412.38
B	Road Transport and Safety	44,021,700	11.32%	133.72
C	Water Services	18,914,800	4.86%	57.45
D	Development Management	36,202,300	9.31%	109.96
E	Environmental Services	54,781,800	14.09%	166.40
F	Recreation and Amenity	73,719,900	18.96%	233.92
G	Agriculture, Food and The Marine	1,881,700	0.48%	5.72
H	Miscellaneous Services	23,591,500	6.07%	71.66
Total		€ 388,875,900	100.00%	€ 1,191.21

The Council's overall objective for the 2025 budget is to sustain quality services and to assist the delivery of the required infrastructure projects in the County.

Staffing resources available to the council as of 31st December 2024 are as follows:

Employee Category	Total
Clerical/ Administrative	745
Managerial	11
Outdoor	550
Professional/ Technical	322
Total	1628

Recruitment activity has continued this year with a total of 101 competitions held in 2024. The opportunity to progress within the local authority sector, the public service generally and the private sector has resulted in a highly competitive recruitment and retention environment and significant levels of turnover have continued.

Implementation and Monitoring

This Annual Service Delivery Plan sets out the principal services the Council proposes to deliver by the end of December 2025 within existing constraints on funding and resources.

The Plan will be monitored by the Executive Management Team and progress on matters will be reported through the monthly Chief Executive Report at Council Meetings.



SERVICE DEPARTMENTS



Xplore
YOUR FUTURE
FINGAL TY SKILLS EXPO
See it **BE IT**

City of Dubai
ARMAC

Economic, Enterprise, Tourism and Cultural Development

The Economic, Enterprise, Tourism and Cultural Development Department (EETCD) promotes local employment, productivity enhancement and economic and cultural growth and development of the county.

This is achieved by working in partnership with inter alia local businesses, arts & community groups, chambers of commerce, state agencies and higher education institutes.

Policy initiatives are developed and implemented across key areas of investment promotion and facilitation, economic, industrial and local development, skills development, sustainable business, tourism development and marketing, the regeneration of towns and villages through a place-making and Town Centre First approach, urban and rural development, participation in EU Programmes and local enterprise support.

The Cultural life of the county will continue to be supported by the Arts and Events Offices providing extensive programmes and support the County's two arts centres, Draíocht and Seamus Ennis Centre, the Creative Ireland Programme and the economic and community development potential of festivals and events.

The Future Fingal Economic Development Strategy now provides the strategic framework for economic development in the county, and guides the Local Economic & Community Plan, Skills, Tourism and Food Strategies and the county's participation in the Dublin Belfast Economic Corridor Initiative.

Fingal's Local Economic and Community Plan sets a shorter-term framework for economic and community work in Fingal and the Economic, Enterprise & Tourism SPC and LCDC will continue to oversee the implementation of the LECP objectives, as well as the LEADER and SICAP Programmes.

The Xplore Your Future Skills Expo will again be delivered in 2025.

Active participation in and support of regional economic initiatives under the Dublin Belfast Economic Partnership (DBEC) will continue in 2025, including a DBEC Summit in February 2025.

Participation in European Projects in the Interreg and Urbact Programmes will continue in 2025.

Implementation of The Fingal Tourism Strategy 2024-2029 and the Fingal Food & Drink Policy 2024-2029 will continue in collaboration with local and national tourism, food & drink partner and stakeholders.

These strategies complement the Local Enterprise Development Plan 2025-2028, which is delivered by the Local Enterprise Office with funding provided by Enterprise Ireland. The network of Enterprise Centres in the county will continue to receive support.

The work programme of the EETCD Strategic Policy Committee, the Local Community Development Committee (LCDC) and the functioning Enterprise Centre Network and the Visitor Attractions – Heritage Properties will continue to be supported.

The monitoring and responding to demand for investment land and acquisition of lands for current and future needs will remain a priority.

The Libraries Department operates 10 branch libraries, Local Studies & Archives, 4 mobile library vans and a housebound service. Libraries in Fingal are progressive and innovative and provide accessible, democratic, inclusive and dynamic spaces in which people can meet, engage, create and learn. Library staff organise an extensive range of cultural, educational and recreational events and activities throughout the year and since the start of 2022 coordinate the Creative Ireland programme for Fingal.

Principal Services and Financial Resources:

The table below sets out the budgetary provision adopted by the Members of Fingal County Council in Budget 2025 to fund these services:

Principal / Budget Service	SVC Description	Total (€)
D04	Industrial and Commercial Facilities	793,900
D05	Tourism Development and Promotion	1,002,800
D06	Community and Enterprise Function	399,000
D09	Economic Development and Promotion	2,816,200
D10	Property Management	660,100
D11	Heritage and Conservation Services	18,400
F05	Operation of Arts Programme / Festivals & Concerts	10,473,700
J101	Property Services	207,000
F02	Operation of Libraries and Archival Services	12,489,100
Total		€ 28,860,200



Principal Service Objectives:

The table below sets out the service delivery objectives for the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T2.G2.O6 CP-T2.G1.O6	SDP25-EETCD-01	Foster a strong local economy, promote environmentally sustainable business and support the management and development of the corporate estate	<p>Support for economic development in County.</p> <p>Implementation of the Future Fingal Economic Development Strategy.</p> <p>Prepare new Future Fingal Sustainable Fingal Strategy to support environmentally sustainable economic development in the County and promote the circular economy.</p> <p>Support for regional economic development through DBEC Partnership.</p> <p>Delivery of the Stephenstown (FP 4.A) and Folkestown Little (FP 4.B) Framework Plans.</p> <p>Support and progress the development of the Council's industrial, infrastructural, housing and recreational land holdings through project delivery, property acquisitions and disposals.</p> <p>Deliver Fingal Xplore Skills Expo.</p>
CP- T2.G2.O6	SDP25-EETCD-02	<p>Channels supports to local businesses in Fingal</p> <p>Promote entrepreneurship, foster business start-ups and develop existing micro and small businesses</p>	<p>Evidence of promoting entrepreneurship.</p> <p>Number of business set-ups supported.</p> <p>Number of existing micro and small businesses supported.</p> <p>Number of Jobs created.</p>

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
		To drive job creation and to provide accessible high quality supports for new business ideas	Number of new business ideas supported.
CP- T2.G2.O6	SDP25-EETCD-03	Implement and manage local community and economic development programmes including (SICAP) and LEADER	Programmes delivered effectively. Progress and implement new LEADER Programme.
CP - T6.G6.O4	SDP25-EETCD-04	Foster collaborative leadership among stakeholders in local community and economic development to drive job creation and to provide accessible high quality supports for new business ideas	Support LCDC. Implement LECP. Implement Healthy Ireland. Prepare County Outdoor Recreation Plan (CORP). Participation and delivery of EU Projects. Progress delivery of projects under various funding streams.
CP - T1.G1.O8 CP - T2.G2.O6	SDP25-EETCD-05	Implement Our Balbriggan Rejuvenation Plan and Town Centre First Regeneration Policy	Progress & Implement the Our Balbriggan Rejuvenation Plan's Objectives. Delivery of URDF Funded Projects. Progress & Implement actions under Smart Balbriggan Objectives. Prepare and Implement Town Centre First Plans and Town Centre First Health-checks. Take a proactive approach in dealing with derelict sites and vacancy. Identify and avail of opportunities for Regeneration Initiatives – Town Centre First, URDF& RRDF.



Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
			Progress & Implement Streetscape and Shop-front Improvement Schemes across the County.
CP - T2.G2.06	SDP25-EETCD-06	Strengthen the proposition and marketing of tourism in the County	<p>Progress and implement the Fingal Tourism Strategy.</p> <p>Develop a collaboration framework with internal, local, and national tourism, food & drink stakeholders.</p> <p>Agree an innovative, value added, best practice destination, tourism, food & drink marketing plan.</p> <p>Develop a county wide audit of tourism and food & drink assets</p>
CP - T2.G2.06 CP - T3.G3.08	SDP25-EETCD-07	Facilitate the creation of a Fingal food and drink tourism destination	<p>Implement Food & Drink Policy.</p> <p>Facilitate an industry led network of food producers and suppliers.</p> <p>Enable more prominent food offerings at Heritage Properties.</p> <p>Encourage and track local production and supply.</p> <p>Develop new and existing food and drink markets.</p>
CP - T1.G1.08 CP - T2.G2.06	SDP25-EETCD-08	Promote heritage led tourism initiatives at Fingal Heritage Properties	<p>Increase number of heritage events at heritage properties.</p> <p>Work in tandem with operators to perform restoration works and expand collections.</p> <p>Participate in MSPI in at least one heritage property.</p>

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP - T1.G1.08 CP - T.G2.06	SDP25-EETCD-09	Optimise and expand visitor experiences at all Fingal visitor attractions and events	Implement ambitious Capital Programme to protect, conserve, develop and improve FCC visitor attractions. Increase the number of large-scale events at heritage properties. Establish a more collaborative approach to how visitor attractions are marketed.
CP - T3.G1.06	SDP25-EETCD-10	Implement the Fingal Art Development Plan 2019 - 2025	Actions as outlined in the Plan are implemented.
CP - T3.G1.06	SDP25-EETCD-11	Implement the Eight Year Framework Agreement with the Arts Council	Actions as outlined in the Framework Agreement are implemented.
CP-T3.G3.05 CP-T3.G3.06	SDP25-EETCD-12	Implement the Fingal Library Service Development Plan 2024-2029	Actions as outlined in the Plan are implemented.
CP-T3.G3.05 CP-T6.G6.05	SDP25-EETCD-13	Provide welcoming, democratic, safe, and sustainable libraries at the heart of our communities	Preparation for the new County Library in the Swords Cultural Quarter progresses. The newly refurbished and extended Skerries Library is opened. Donabate Library is relocated to Ballisk House. Improvement works at Baldoyle Library are completed.
CP-T3.G3.03 CP-T3.G3.04 CP-T3.G3.06 CP-T3.G3.08	SDP25-EETCD-14	Engage and collaborate with local, national and community groups, to provide inclusive, diverse, and relevant library services and programming	Collaborative programming is developed with the expertise of local and national groups. A diverse range of community led and inclusive, creative, and cultural events is delivered through the Creative Ireland Programme.



Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
			Models of community engagement with the makerspace initiative are explored.
CP-T4.G4.O1 CP-T4.G4.O3	SDP25-EETCD-15	Provide accessible and inclusive libraries for all	<p>Greater access with longer opening hours is provided through the provision of 'My Open Library.'</p> <p>Creative Ireland funding and the expertise of creative practitioners is leveraged to ensure that everyone has access to creative activities.</p> <p>Specialist collections and resources that support literacy, life skills and life-long learning are improved.</p> <p>Access to new technologies and Services is provided to support people in navigating the digital world.</p>
CP-T3.G3.O6 CP-T4.G4.O1	SDP25-EETCD-16	Provide citizens with access to cultural, creative, and learning opportunities through library services	<p>Book collections, both physical and electronic are enhanced with increased book fund spend.</p> <p>High quality informal educational and lifelong learning programming is provided across all ages and socioeconomic Groups.</p> <p>The digitisation programme at Local Studies and Archives continues.</p>



BIKE DISCO

5K Fun Cycle



DUBLIN
CYCLING
CAMPAIGN

CULTURE
NIGHT

Comhairle Cathrach
Bhailte Atha Cliath
Dublin City Council

Comhairle Contae
Fhine Gall
Fingal County
Council



OPW



Environment, Climate Action, Active Travel and Sports

The Environment, Climate Action, Active Travel and Sports Department provides a wide range of services principally in the area of Environmental Protection and Enforcement, Control of Dogs & Horses, Climate Action, Active Travel initiatives and Sports Programmes.

The Department also manages closed and historic landfills, a network of bring banks (bottle, aluminium and textiles), Environmental Awareness and Education Programmes and initiatives including the national green schools' programme.

The Environmental Inspection Plan (RMCEI) details the planned activities of environmental enforcement and regulation by the Council in the areas of Waste, Water, Air, Noise and Litter.

Active Travel is a priority for the Department as part of its ongoing commitment to Climate Action. The Department also manages a road safety section and the provision of a school warden service.

The Sports Section deliver innovative sports programmes to promote physical wellbeing, provide training, administer grant funding and raise the profile of sport in Fingal.

Principal Services & Financial Resources

The tables below set out the budgetary provision adopted by the Members of Fingal County Council in Budget 2025 to fund these services by category:

Environment & Climate Action

Principal / Budget Service	SVC Description	Total (€)
E01	Landfill Operation and Aftercare	2,579,400
E02	Recovery & Recycling Facilities Operations	4,577,300
E05	Litter Management	1,207,700
E07	Waste Regulations, Monitoring and Enforcement	1,563,000
E08	Waste Management Planning	299,400

Principal / Budget Service	SVC Description	Total (€)
G04	Veterinary Service	1,132,900
E03	Waste to Energy	871,600
E11	Operation of Fire Service	25,854,200
E13	Water Quality, Air and Noise Pollution	2,809,800
E15	Climate Change & Flooding	1,275,800
E05	Environmental Awareness	370,300
Total		€42,541,400

Active Travel

Principal / Budget Service	SVC Description	Total (€)
B08	Promotion Road Safety Promotion and Education	3,447,900
Total		€ 3,447,900

Sport

Principal / Budget Service	SVC Description	Total (€)
F04	Community Sport and Recreational Development	1,826,300
Total		€ 1,826,300



Principal Service Objectives:

The table below sets out the service delivery objectives for the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T5.G5.S04	SDP25.ECAATS.01	Implement the National Waste Management Plan for a Circular Economy 2024 -2030	See EPA annual report.
CP-T1.G1.S01 CP-T5.G5.S04 CP-T5.G5.S05 CP-T6.G6.S01 CP-T6.G6.S04-O8	SDP25.ECAATS.02	Aftercare of historic and closed landfills	Compliance with EPA Landfill Licence Requirements.
CP-T1.G1.S01 CP-T1.G1.S06 CP-T5.G5.S04 CP-T6.G6.S03 CP-T6.G6.S07 CP-T6.G6.S08	SDP25.ECAATS.03	Implement Environmental Inspection Plan for Air and Noise pollutions	EPA rating for local authority enforcement produced annually.
CP-T5.G5.S04 CP-T6.G6.S03 CP-T6.G6.S07 CP-T6.G6.S08	SDP25.ECAATS.04	Implement Environmental Inspection Plan for Waste Enforcement	EPA rating for local authority enforcement produced annually.
CP-T6.G6.S01 CP-T6.G6.S03 CP-T6.G6.S07 CP-T6.G6.S08 CP-T6.G6.S09	SDP25.ECAATS.05	Operate Dog Warden and Dog Shelter Services	Number of Dog Licenses purchased. Number of investigations (CRM's raised) completed. Number of dogs rehomed or reclaimed.
CP-T6.G6.S01 CP-T6.G6.S03 CP-T6.G6.S07 CP-T6.G6.S08 CP-T6.G6.S09	SDP25.ECAATS.06	Operate a Horse Control Service	Number of horses rehomed or reclaimed.

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T6.G6.S01-04 CP-T6.G6.S07-09	SDP25.ECAATS.07	Operate Litter Warden Service	Number of patrols completed. Number of Investigations (CRM's raised) completed.
CP-T3.G5.S04 CP-T5.G5.S04 CP-T6.G6.S01 CP-T6.G6.S05-08	SDP25.ECAATS.08	Implement Environmental Inspection Plan for protection of Surface, Ground and Coastal Waters	Deliver on all water quality related monitoring/inspections/enforcement as specified in the Annual RMCEI Plan.
CP-T3.G3.S02 CP-T3.G3.S04 CP-T5.G5.S02 CP-T5.G5.S04 CP-T5.G5.S05 CP-T6.G6.S09	SDP25.ECAATS.09	Provide an Environmental Awareness Programme	Number of green flags awarded to schools. Number of Environmental Awareness and Waste Reduction Awareness campaigns and educational programmes delivered.
CP-T5.G5.S02 CP-T5.G5.S04 CP-T5.G5.S05 CP-T6.G6.S01 CP-T6.G6.S08	SDP25.ECAATS.10	Co-ordinate the delivery and implementation of the Climate Action Plan 2024-2029	Support and monitor the implementation of CAP actions. Support and inform the CA Steering Group and CA SPC. Coordinate the reporting and evaluation of the CAP including the preparation of an Annual Progress Report for submission to DECC, and a full report for Councilors and the public. Delivery of CAP actions. Delivery of the Community Climate Action fund. Delivery of Climate Action Awareness campaigns.



Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T6.G6.S01 CP-T6.G6.S03 CP-T6.G6.S07 CP-T6.G6.S08 CP-T6.G6.S09	SDP25.ECAATS.11	Provide Bring Banks for glass bottles	Tonnage of Glass Collected and recycled. Number of Bottle Bank sites in Fingal.
CP-T1.G1.S01 CP-T1.G1.S03 CP-T2.G2.S02-05 CP-T3.G3.S01-03 CP-T3.G3.S05 CP-T3.G3.S08 CP-T5.G5.S01-05 CP-T6.G6.S01-09	SDP25-ECAATS-12	Strategic Planning as directed and requested by the Planning & Strategic Infrastructure Department.	Inputs to statutory planning processes such as Local Area Plans, Masterplan, Strategic Infrastructure i.e. Metrolink.
CP-T1.G1.S01 CP-T1.G1.S03 CP-T2.G2.S02-05 CP-T3.G3.S01-05 CP-T3.G3.S08 CP-T5.G5.S01-05 CP-T6.G6.S01-09	SDP25-ECAATS-13	Management of the design and construction of protected cycle lane projects	Progress and deliver protected cycle lanes from NTA funded works programme 2025.
CP-T1.G1.S01 CP-T1.G1.S03 CP-T2.G2.S02-05 CP-T3.G3.S01-03 CP-T3.G3.S05 CP-T3.G3.S08 CP-T5.G5.S01-05 CP-T6.G6.S01-09	SDP25-ECAATS-14	Provide mobility reviews and public realm projects for Towns & Villages enhancements with an emphasis on Active Travel	Progress and deliver active travel review/ public realm projects from NTA funded works programme 2025.
CP-T1.G1.S0,03 CP-T2.G2.S02-05 CP-T3.G3.S01- 05 CP-T3.G3.S08 CP-T5.G5.S01-05 CP-T5.G5.S02 CP-T6.G6.S01-09	SDP25-ECAATS-15	Provide mobility reviews and public realm projects for Towns & Villages enhancements with an emphasis on Active Travel	Number of infrastructure interventions delivered on foot of a request for connectivity enhancements which promote active travel for all users.

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T1.G1.S06 CP-T3.G3.S01 CP-T3.G3.S03 CP-T3.G3.S04 CP-T3.G3.S08 CP-T6.G6.S01 CP-T6.G6.S03 CP-T6.G6.S04-08	SDP25-ECAATS-16	Deliver Safe Routes to School programme, encouraging a transport modal shift for school goers and management of the school wardens	Number of schools signed up to the Safer Routes to School Programme and percentage of projects completed. Management of the school warden service to ensure effective and efficient service to schools in the county.
CP-T1.G1.S06 CP-T3.G3.S01,03 CP-T3.G3.S04,08 CP-T5.G5.S01 CP-T6.G6.S01,03 CP-T6.G6.S04-09	SDP25-ECAATS-17	Road Safety Preparation and publication of Fingal's Road Safety Plan Promote & Improve Road Safety	Publication of Fingal's Road Safety Plan. Establish and maintain Fingal County Councils Road Safety Working Together Group (RSWTG)
CP-T1.G1.S01-03 CP-T2.G2.S02-05 CP-T3.G3.S01-08	SDP25-ECAATS-18	Promoting transport modal shift to create mobility and behaviour change	Promote and Support Active Travel Projects such as Bike Week and all events which promote active travel in the County. Support and promote walking as a mode of active travel in the County. Support projects such as bike share, e-bike share, e-cargo bikes for businesses, e-bikes for staff. Micromobility – Establish & Maintain bike share and e-bike share schemes.
CP-T1.G1.S01-03 CP-T2.G2.S02-05 CP-T3.G3.S01-03 CP-T3.G3.S01-05 CP-T3.G3.S01-08 CP-T5.G5.S01-05 CP-T6.G6.S01-09	SDP25-ECAATS-19	Provision of Bike Parking	Increase the amount of bike parking available to cyclists throughout the County.



Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T3.G3.S03 CP-T6.G6.S01 CP-T6.G6.S03 CP-T6.G6.S04 CP-T6.G6.S05 CP-T6.G6.S07 CP-T6.G6.S08 CP-T6.G6.S09	SDP25-ECAATS-20	Develop programmes to support physical wellbeing	Number of specific programmes with emphasis on target groups (school, youth, women in sport, older adults, and disability sports)
CP-T3.G3.S03 CP-T6.G6.S01 CP-T6.G6.S05 CP-T6.G6.S08 CP-T6.G6.S09	SDP25-ECAATS-21	Provide safeguarding training for volunteers and identify additional training needs for coaches, clubs and volunteers and provide courses	Number of people who complete safeguarding training and any additional courses.
CP-T3.G3.S03 CP-T6.G6.S01 CP-T6.G6.S03 CP-T6.G6.S04 CP-T6.G6.S08 CP-T6.G6.S09	SDP25-ECAATS-22	Administer local sports club and capital grants	Distribute over €100K in local sports equipment grants.
CP-T3.G3.S03 CP-T6.G6.S01 CP-T6.G6.S07-O9	SDP25-ECAATS-23	Collaborate with NGB's to develop programmes and engage people from all communities	Number of people engaged through all the NGB programmes.
CP-T1.G1.S06 CP-T3.G3.S03 CP-T3.G3.S05 CP-T6.G6.S03 CP-T6.G6.S04 CP-T6.G6.S07-O9	SDP25-ECAATS-24	Internal cross collaboration with regards to provision/ access to sports facilities to include recreational hubs, swimming pool, outdoor recreation	Publication of Fingal's Sports Facilities Audit.
CP-T3.G3.S03 CP-T6.G6.S01 CP-T6.G6.S03-O5 CP-T6.G6.S07-O9	SDP25-ECAATS-25	Provide large scale mass participation events promoting sport and physical activity and taking place in FCC regional parks, beaches or facilities	Number of people in attendance at events.



Housing and Community Development

Housing

The Housing Department is committed to the implementation of the Government's "Housing for All" strategy. This strategy is rooted in four key pathways that aim to deliver sustainable housing in optimal locations while addressing diverse housing needs. Our department plays a vital role in collaborating with the construction sector, local communities, and other stakeholders across the housing and community sector to meet these goals effectively.

Aligned with Fingal County Council's 2025–2029 Corporate Plan, the Housing Department is committed to supporting inclusive communities and delivering high-quality, people-centered services. Key priorities include ensuring a steady supply of housing, addressing the unique needs of people with disabilities, and prioritising homelessness prevention and response services. Our approach is guided by principles of accessibility, inclusivity, and sustainability.

The department's actions are further guided by essential strategic documents such as the Fingal Development Plan 2023–2029, which outlines housing policies and land use zoning, and the Climate Change Action Plan 2019–2024, emphasising sustainable building practices. Additionally, the Age-Friendly Strategy 2018–2023 provides a foundation for accessible and adaptable housing solutions for older adults.

In addition to managing and maintaining the Council's housing stock, with a focus on reducing turnaround times for vacant properties, we are committed to fulfilling our statutory obligations under current legislation and regulatory frameworks. Complementary services include regulating private rental standards and administering housing loans and various mobility, adaptation and vacant homes grants.

The department's objectives also align with critical strategies, including the Traveller Accommodation Programme 2025–2029, the Strategy for Housing Disabled People 2021–2026, and Fingal's Equality Action Plan. These actions embody our commitment to delivering measurable outcomes that support Fingal's vision of vibrant, sustainable places and connected communities.

While the capital investment in the provision of social housing is contained in the Council's Capital Programme, the revenue budget also plays a part in the delivery and support of social housing under the under the four pathways of Housing for All.

Principal Services and Financial Resources:

The table below sets out the budgetary provision adopted by the Members of Fingal County Council in Budget 2025 to fund these services:

Principal / Budget Service	SVC Description	Total (€)
A01	Maintenance and Improvement of LA Housing Units	15,535,800
A02	Housing Assessment, Allocation and Transfer	2,759,800
A03	Housing Rent and Tenant Purchase Administration	2,618,000
A04	Housing Community Development Support	2,106,500
A05	Administration of Homeless Service	5,290,800
A06	Support to Housing Capital Programme	11,873,900
A07	RAS and Leasing Programme	79,528,900
A08	Housing Loans	5,906,400
A09	Housing Grants	6,832,300
A11	Agency and Recoupable Services	2,401,300
A12	HAP Programme	908,500
Total		€135,762,200

Principal Service Objectives:

The table below sets out the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP- T1.G1.O5	SDP25-H-01	Facilitate the supply of public and private housing to provide sustainable, adaptable, and high-quality mixed tenure homes	<p>Combined total number of dwellings provided and data for each delivery type.</p> <p>Facilitate access to good quality private rented accommodation through an annual inspections programme.</p> <p>An annual inspection target of 25% of these registered tenancies has been set by DHLGH.</p>



Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T6.G6.O1	SDP25-H-02	Deliver on Fingal's Vision through excellent service delivery, collaborative engagement and a supportive, inclusive workplace culture	<p>The number of households that exit emergency accommodation to a tenancy on a quarterly basis.</p> <p>The number of households diverted from emergency accommodation.</p> <p>The number of homeless assessments completed.</p> <p>The number of adult individuals considered to be long-term homeless.</p> <p>The number of families accessing emergency accommodation in each period.</p> <p>The number of Housing First tenancies.</p>
CP-T6.G6.O2	SDP25-H-03	Nurture organisational wellbeing by enabling staff to reach their full potential through relevant training and development	Number of staff availing of training courses relevant to their work.
CP-T3.G3.O2	SDP25-H-04	Enhance engagement, integration, and communication, ensuring that all residents have equitable access to housing, services, and opportunities	<p>Achieve national targets for the provision of suitable housing for all.</p> <p>Achieve the objectives as set out in the FCC Housing Strategy for Disabled People 2021-2026.</p>
CP-T6.G6.O6	SDP25-H-05	Promote a culture of digital transformation within Fingal County Council to foster innovation and support continuous improvements in service delivery	New internal technology systems developed and adopted.
CP- T1.G1.O5	SDP25-H-06	Implement the objectives of the Traveller Accommodation Programme 2025-2029	Number of objectives that are met as set out in the Traveller Accommodation Programme 2025 - 2029

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP- T1.G1.O5	SDP25-H-07	Deliver sufficient & appropriate housing solutions for disabled persons by the Implementation of the Disabled Persons Adaption Grant Scheme for Council Tenants	Number of grants processed, approved and refused.
CP-T1-G1-O5	SDP25-H-08	Facilitate the supply of public and private housing to provide sustainable, adaptable, and high-quality mixed tenure homes.	Number of new social, affordable, private sale & cost rental homes delivered in Fingal.
CP-T1-G1-O5	SDP25-H-09	Facilitate the supply of public and private housing to provide sustainable, adaptable, and high-quality mixed tenure homes.	Number of housing grant applications processed and approved.
CP-TI-GI-O6	SDP25-H-10	Prioritise environmentally sustainable building practices, supporting our climate and biodiversity goals.	Completions in Energy Efficiency Retrofit programme.
CP-T5-G5-O3	SDP25-H-11	Enhance energy efficiency in housing developments through sustainable practices including high quality new build and retrofitting existing stock	Number of new homes meeting current building standards. Completions in Energy Efficiency Retrofit programme.



Community Development

The Community Development Division is comprised of several key sections which work to support and empower the vast array of voluntary community groups across the county.

The Community Development Division’s work is delivered under seven pillars:

- Community Development Office
- Facility Management Unit
- Fingal Integration Office
- Funding Support & Professional Guidance
- Strategic Support
- Inter-agency Support
- Fingal Age Friendly Programme

Work under the auspices of these pillars can vary substantially which is a reflection of the rapid and diverse population growth in the county. Work across these areas frequently involves partnerships with a broad spectrum of internal and external stakeholders including voluntary & community groups, agencies and service providers. The work across this division shares a key focus on supporting and empowering voluntary local groups, so that over a period of time, they in turn will be in a position to provide a range of social and development opportunities for local people across the County.

Principal Services and Financial Resources:

The table below sets out the budgetary provision adopted by the Members of Fingal County Council in Budget 2025 to fund these services:

Principal / Budget Service	SVC Description	Total (€)
D06	General Community and Enterprise Function	112,000
D04	Community and Recreational Development	5,427,100
Total		€5,539,100

Principal Service Objectives:

The table below sets out the service delivery objectives for the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T3.G03.02.04.08	SDP25-C-01	Supporting delivery of targeted programmes, initiatives, or events to empower communities	Number of community members actively participating in high quality, targeted programmes or events.
CP-T3.G3.01	SDP25-C-02	Assist in the Delivery of Tenant Induction Programmes	Number of Tenant Inductions delivered.
CP-T3.G3.01	SDP25-C-03	Residents Association Support	Number of Residents Associations supported.
CP-T3.G3.05 CP-T6.06	SDP25-C-05	Provide developmental and management support to voluntary Fingal County Council facility committees	Number of meetings held.
CP-T1.03 CP-T3.01.03.04.05 CP-T6.01.02.03.05	SDP25-C-06	Provision & Upkeep of Community Centres	Number of existing facilities maintained and new facilities completed. Number and scale of upgrades to existing facilities completed. Number of remedial funding awarded for non-council owned facilities
CP-T3.G3.02.04.08	SDP25-C-07	Funding to community & voluntary groups	Grant Scheme Reviewed. Number of Grants issued.
	SDP25-C-08	Supporting FPPN	Number of groups registered with PPN.
	SDP25-C-09	Migrant and Refugee Supports	Number of clinics held. Number of complaints received re gaps in service delivery. Review Migrant Integration and social cohesion strategy.
	SDP23-C-10	Oversight contract Comhairle na nÓg	Number of schools engaged with the Youth Council.

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T6.O1.O7	SDP25 -C-11	Fingal Age Friendly Programme	Number of Alliance Meetings. Number of OPC meetings supported.





Operations

The Operations Department is responsible for the management, maintenance and ongoing improvement of the public realm in the County as follows:

- Regional and Local Roads
- Regional and Local Parks
- Traffic and Speed Limits
- Playgrounds
- Sports facilities
- Public open spaces
- Domestic Recycling Centres
- Surface Water
- Street Cleaning
- Harbours
- Beaches
- Burial grounds
- Fleet Management
- Public Lighting
- Allotments
- Public Conveniences
- Litter Collection

The Operations Department deals with severe weather events, provides for the implementation of traffic management measures and undertakes tree management and maintenance. It is also responsible for the making and implementation of byelaws, the management of road opening licences and temporary road closure orders, operation of car parking services and management of events, including the concerts at Malahide Castle.

These services will be delivered by the Operations Department on a daily basis through the implementation of the 2025 Programme of Works, a variety of planned and response work programmes, as well as, dealing with the day-to-day operational challenges which cover the diverse range of services and functions carried out by this Department.

Principal Services and Financial Resources:

The table below sets out the budgetary provision adopted by the Members of Fingal County Council in Budget 2025 to fund these services:

Principal / Budget Service	SVC Description	Total (€)
B03	Regional Road – Maintenance and Improvement	12,972,100
B04	Local Road – Maintenance and Improvement	13,568,400
B05	Public Lighting	4,976,900
B06	Traffic Management Improvement	4,985,300
B09	Car Parking	995,900

Principal / Budget Service	SVC Description	Total (€)
B10	Support to Roads Capital Programme	2,361,000
B11	Recoupable Services	713,600
C02	Storm Water Services	980,900
C04	Public Conveniences	1,463,000
D06	Local Community Safety Partnership	46,500
D10	Property Management (Allotments)	74,300
E02	Recovery & Recycling Facilities Operations	4,577,300
E06	Street Cleaning	9,243,500
E09	Maintenance of Burial Grounds	2,648,700
F03	Outdoor Leisure Areas Operations	28,122,200
G02	Operations and Maintenance of Piers & Harbours	636,800
H06	Weighbridges	20,200
Total		€88,386,600

Principal Service Objectives:

The table below sets out the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T1-G3 CP-T5- G3	SDP25-O-01	Manage and maintain Regional and Local Roads, Public Lighting, Traffic Management and Car Parking	<p>Improved rating in the Pavement Surface Condition Index.</p> <p>Road Safety and Traffic Calming Measures.</p> <p>Management and implementation of Speed Limits.</p> <p>Management and maintenance of street lighting in the public realm.</p> <p>Implementation of Car Parking Bye-Laws.</p> <p>Delivery of approved Programme of Works for Roads, Traffic and Public Lighting.</p>

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T1-G3	SDP25-O-02	Manage and maintain Public Conveniences and Storm Water Network	<p>Public Conveniences in the County maintained and cleaned for use by the public.</p> <p>Additional cleaning during summer months.</p> <p>Ongoing repair, replacement and preventative maintenance on all public conveniences.</p> <p>Ongoing management and maintenance of Stormwater Pumping Stations and Networks.</p>
CP-T3-G5 CP-T3-G3	SDP25-O-03	Manage and Maintain Regional Parks, Open Spaces, Pitches, Playgrounds, All-Weather Pitches and Recreational Facilities	<p>Management of regional parks and open space in accordance with the Open Space Strategy for Fingal.</p> <p>Delivery of approved Programme of Works in each area.</p> <p>Management of street trees in accordance with the Fingal Tree Strategy.</p>
CP-T5-G5 CP-T1-G1	SDP25-O-04	Manage Civic Amenity Centres, Street Cleaning and Burial Grounds	<p>Increase in use of Recycling Centres at Estuary and Coolmine.</p> <p>Extension of hours at Coolmine.</p> <p>Public realm areas clean and free of litter.</p> <p>Provision of additional bins.</p> <p>Delivery of burial ground services and ongoing development works at existing cemeteries.</p>

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T1-G3	SDP25-O-05	Manage and Maintain Harbours	Ensure safe use of the harbours and maintenance of the harbour structures. Implementation of Harbour Bye Laws and collection of Harbour Fees.
CP-T2-G1 CP-T3-G4	SDP25-O-06	Support the delivery of major commercial and community events as appropriate	Provide the necessary supports through the licencing and other statutory process of major commercial and community events in Fingal.





Planning and Strategic Infrastructure

The Planning & Strategic Infrastructure Department plans and supports the sustainable development of the County through the Fingal Development Plan and the development management process. The Department also plans and delivers strategic infrastructure.

The Department manages the planning application, planning enforcement and building control functions of the Council. It develops the parks and green infrastructure of the County and progresses transportation and water services planning functions to deliver strategic infrastructure. It liaises with regional and national bodies on an ongoing basis to advance this delivery. It is responsible for the preparation of plans to enable the medium to long term development of the County.

These include the Fingal Development Plan, Local Area Plans, Masterplans, strategic roads and regional open space proposals. It carries out building inspections in respect of new development and derelict sites. It continues to ensure that the Housing Estates are built to the Taken in Charge standard. It has objectives relating to the assessment of strategic flood risks and the protection of the built heritage of the County. It also maps and compiles data in respect of development in the County to inform policy and decision-making at local and national level.

Principal Services and Financial Resources:

The table below sets out the budgetary provision adopted by the Members of Fingal County Council in Budget 2025 to fund these services:

Principal / Budget Service	SVC Description	Total (€)
B03	Regional Road Maintenance/Improvements	17,700
B10	Support to Roads Capital	1,360,600
C08	Local Authority Water & Sanitary Services	265,900
D01	Forward Planning	1,730,600
D02	Development Management	5,621,000
D03	Enforcement	1,037,800
D08	Building Control	1,358,600
D11	Heritage and Conservation Services	765,100



Principal / Budget Service	SVC Description	Total (€)
E10	Safety of Structures and Places	103,100
E12	Fire Prevention	160,000
F03	Outdoor Leisure Areas Operations	2,151,300
F04	Community Sport and Recreational	407,000
Total		€14,978,700

Principal Service Objectives:

The table below sets out the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T1.G1.O1-O2,O6 CP-T3.G3.O5-O7 CP-T5.G5.O2	SDP25-PSI-1	Deliver strategic infrastructure (physical & green) in the County	Implementation of Planning & Strategic Infrastructure Capital programme. Ongoing progression of Parks Infrastructure Projects. Recreational Park facilities including sports hubs, public play areas, greenways and roads infrastructure etc. Heritage Landscapes and Gardens restoration and management.
CP-T1.G1.O5 CP-T3.G3.O7	SDP25-PSI-2	Promote & Enforce Building Regulations and Construction Product Regulations and Energy Performance of Buildings Regulations.	Support and advise the building industry through the promotion of a culture of compliance to enhance Building Standards in the County. Manage BCMS, Targeted inspections, Enforcement
CP-T1.G1.O1	SDP25-PSI-3	Ensure appropriate action is taken on unauthorised development	Continued activity in planning enforcement, i.e. number of warning letters and enforcement notices issued, cases referred to Court.

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T1.G1.01-06,08 CP-T1.G1.02 CP-T2.G2.01-06 CP-T3.G3.01-02,05,07	SDP25-PSI-4	Ensure planning decisions are transparent and are decided in accordance with proper planning and sustainable development	All planning decisions decided in accordance with statutory requirements
CP-T1.G1.01 CP-T1.G1.05 CP-T3.G3.07	SDP25-PSI-5	Manage the Taking in Charge Statutory Process	Manage the Taking-in-charge process to ensure that minimum standards met for areas to be taken in charge
CP-T1.G1.01-06,08 CP-T2.G2.01-06 CP-T3.G3.05-07 CP-T5.G5.02	SDP25-PSI-6	Preparation/review of County Development Plan - setting out the strategy and objectives for the sustainable development of the County	Progression of the policies and objectives of the newly adopted Fingal County Development Plan 2023 – 2029. Delivery of agreed Local Area Plans, Masterplans and Studies to deliver housing and economic development. Contribute to the economic and social development of the County.
CP-T1.G1.01-06,08 CP-T2.G2.01-06 CP-T3.G3.05-07 CP-T5.G5.01-02	SDP25-PSI-7	Delivery of a sustainable transport system for all citizens	Contribute to the development of sustainable transport policies. Ongoing progression of Part 8 projects and FCC capital programme. Engagement with other stakeholders. Facilitate the delivery of MetroLink, BusConnects and DART Expansion. Sustainable development at Dublin Airport.
CP-T5.G5.02,04-05	SDP25-PSI-8	Promote and Protect Biodiversity	Implement actions of: The Fingal Biodiversity Action Plan, The All Ireland Pollinator Plan, “Keeping it Green - an Open Space Strategy for Fingal”, “Forest of Fingal- a tree strategy for Fingal.”



Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
			<p>Implement the Dublin Bay Biosphere Programme of Works.</p> <p>Overseeing the implementation of the Howth SAAO Operational Plan.</p> <p>Establishment of the Liffey Valley SAAO committee.</p>
<p>CP-T1.G1.O1-O6</p> <p>CP-T1.G1.O2</p> <p>CP-T2.G2.O1-O6</p> <p>CP-T3.G3.O1-O2,O5,O7</p>	SDP25-PSI-9	Support Housing for All – a New Housing Plan for Ireland	Delivery of critical infrastructure to support housing delivery.
CP-T5.G5.O2	SDP25-PSI-10	Develop a Coastal Management Policy	Work with the Coastal Liaison Group to address coastal change in Fingal including coastal erosion and coastal flooding
CP-T3.G3.O7	SDP25-PSI-11	Promote and protect the built and cultural heritage of the County	<p>Deliver and Implement actions of the Fingal Heritage Plan 2024-2030.</p> <p>Deliver and Implement actions of the Fingal Community Archaeology Strategy 2019-2023.</p> <p>Work cross departmentally to develop integrated protection and promotion of heritage.</p> <p>Continue supporting Heritage as an amenity for Fingal.</p>

SUPPORT SERVICES

Architects

The Architect's Department is responsible for the provision of Architectural Services to Fingal County Council. This consists of architectural design, conservation, urban design, building and consultant procurement, project management, quantity surveying and cost management services. The Architects Department provides Architectural Services to other Client Departments in the Council. The Department is organised into five divisions - Housing Construction, Housing Maintenance, Public Buildings, The Conservation Office and the Quantity Surveyors Division. In addition, the Department promotes architectural standards and advises on issues related to the built environment.

The Architectural Conservation Office sits within the department and is responsible for protection of the architectural heritage within the County including administration of grant schemes supporting built heritage.

Principal Service Objectives:

The table below sets out the service delivery objectives for the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP - T1.G1.04 CP - T1.G1.05 CP - T1.G1.06 CP - T3.G3.05 CP - T3.G3.07 CP - T5.G5.01	SDP25 - A - 01	Provide a quality professional Architectural Service to meet the requirements of the client departments and Council Initiatives	Annual work programmes agreed with client Departments.
CP - T3.G3.07	SDP25 - A - 02	Assist with built heritage protection issues including managing the Architectural Conservation Office and the assessment and administration of grant supports and Council Initiatives	Built heritage of the County protected. No of grant schemes administered. Number of grants issued. Number of development proposals.
CP - T1.G1.05 CP - T3.G3.0 CP - T6.G6.04	SDP25 - A - 03	Engage with relevant government departments in relation to budget approvals, administration of grant schemes and policy on the built environment as it relates to the Council	The interests of Fingal protected through effective operation of grants schemes and through input to and interpretation of policy matters. Number of grant schemes. Number of grants issued.

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP – T3.G3.O7 CP – T5.G6.O1	SDP25 – A - 04	Ensure that building projects commissioned by the Council meet statutory requirements in relation to Planning, Health and Safety, Building Control and Environmental and Heritage protection	Practice procedures updated in accordance with changing legislation and accurate project recording.
CP – T5.G5.O3	SDP25 – A - 05	Manage and implement efficient cyclical and planned maintenance services for existing Fingal housing stock and to efficiently manage re-let repairs of existing and newly acquired stock including implementation of Council's Climate Change Action Plan	Painting, joinery maintenance and other planned maintenance programmes completed. Response maintenance services completed. Mechanical and electrical installations and maintenance carried out. Void houses are inspected, tendered and repaired promptly. Climate Change and Retrofit initiatives implemented.
CP – T6.G6.O3	SDP25 – A - 06	Provide commercial management and economic and construction advices including oversight to provide budgeting of construction projects including the processing of claims and payments efficiently and fairly	Accurate professional budgeting of projects. Accurate recording of tender prices and claims. Accurate recording and processing of payments within set timelines. Claims and payments processed within defined timelines. Economic advices and budgeting provided within agreed timelines during the project lifecycle



Corporate Services

Corporate Services provides services to the Members to allow them to perform their duties as elected representatives of the citizens of Fingal. Services include the preparation and circulation of all agendas, Council minutes, payment of Members expenses and preparation of the Register of Electors.

Services to the public through the Council's Customer Care Unit will continue to be enhanced during 2025 and the Communications Section will develop its role further in internal and external communication. The coordination of the activities of the Emergency Management Unit will also continue throughout 2025.

Facilities Management will continue to maintain and improve the Council's offices and libraries.

The Governance Unit within Corporate Services provides support to the Executive Management Team and other Council Departments. The Unit includes Freedom of Information, Data Protection and Internal Audit and supports the work of the Executive Management Team in achieving Corporate Governance objectives.

Principal Service Objectives:

The table below sets out the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T6.G6.O3	SDP25-CS-01	Ensure the effective delivery and transparency of democratic processes within the Council	The number of Council and Committee meetings serviced, and statutory requirements adhered to.
CP-T6.G6.O1 CP-T6.G6.O5 CP-T6.G6.O09	SDP25-CS-02	Ensure the provision of good customer service across the organisation through Customer Care Unit (CCU)	Number of interactions by CCU by phone, email and in person & all customer contacts dealt with in a timely manner.
CP-T6.G6.O1 CP-T6.G6.O5	SDP25-CS-03	Uphold the Citizen Charter and good customer service	Number of complaints processed within required timeframes.
CP.T3.G3.O7 CP-T6.G6.O8	SDP25-CS-04	Promote the use and visibility of the Irish language and to implement Irish Language Legislation	Implementation of all Irish Language Legislation. Improved availability of services through the Irish language.

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
			Visibility of the Language through advertising, promotion and events. Participation in the Gaeilge 365 Programme with the other Dublin Local Authorities.
CP-T6.G6.O1	SDP25-CS-05	Ensure all Corporate Buildings are improved, maintained and protected to the highest possible standard	All upgrades and maintenance requirements are carried out within agreed timelines, budget and in Health and Safety requirements.
CP-T6.G6.O3 CP-T6.G6.O9	SDP25-CS-06	Promote best practice in corporate governance	Full support to Executive Management Team.
CP-T6.G6.O3 CP-T6.G6.O6	SDP25-CS-07	Ensure that data and information held by the Council is protected and accessible	All relevant data protection legislation is adhered to and implemented and requests are processed within required timeframes.
CP-T6.G6.O3	SDP25-CS-08	Promote good governance through effective internal audit functions and provide assurance to the Council, Management and the Audit Committee through the delivery of the Annual Internal Audit (IA) Plan	Number of IA reports completed. Number of Audit Committee meetings held. Number of governance meetings with departments.
CP-T6.G6.O3	SDP25-CS-09	Provide Major Emergency Management	Number of meetings with regional working/ sub groups Number of training events arranged.
CP-T6.G6O8	SDP25-CS-10	Ensure effective internal and external communications and the promotion of Council activities	Implementation of Communications Strategy. Number of Page Visits to the Council's Website and social media accounts.
CP-T6.G6.O9	SDP25-CS-11	Ensure Fingal County Council is an equal opportunities employer in line with current best practice and regulatory guidelines	Fulfil our obligations under the Public Sector Equality and Human Rights Duty to eliminate discrimination, promote equality of opportunity and protect the human rights of staff, customers, service users and everyone affected by our policies and plans.



Digital Services

The Digital Services department aims to support the delivery of modern local government services, powered by digital technology, in the following areas:

Digital services – we will provide easy to access digital local government services and encourage people to use these services by improving consistency and focusing on people’s needs when we design those services.

Digital communities – we will provide digital access, connectivity, and support so everyone can improve their quality of life in our communities, while making sure that everyone is included.

Digital workforce – we will give our staff the technology, digital tools and skills they need to fully interact in a digital way.

Digital systems – we will improve the efficiency and effectiveness of the way we work by making the most of new technologies

There are seven teams in the Digital Services department with the following responsibilities:

Business applications – implement and manage departmental digital systems

Business platforms – implement and manage cross-departmental digital systems

Digital Fingal – support communities, businesses, and members of the public to leverage the full potential of broadband and digital technologies

Digital workplace transformation – provide staff with digital tools and skills

Governance, architecture and security – ensure effective governance, information security and enterprise architecture

Infrastructure and operations – implement and manage the council’s digital infrastructure

Programme and resource management – management of digital programmes and projects

Principal Service Objectives:

The table below sets out the service delivery objectives for the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T4-G4-O1	SDP25-DS-01	Implement and maintain digital systems for staff, councillors and members of the public	Digital systems provided and maintained at required availability levels. Number of new/upgraded systems provided.
CP-T4-G4-O1	SDP25-DS-02	Increase the number of council services available online	Number of council services available online.
CP-T4-G4-O1	SDP25-DS-03	Implement and maintain an information security programme to protect information assets and technologies	Implement and maintain an information security programme to protect information assets and technologies.
CP-T4-G4-O1	SDP25-DS-04	Implement best practice in IT governance	Best practice achieved in IT procurement and IT governance. Digital and ICT Strategy Action Plan created. Digital Strategy created.
CP-T4-G4-O1	SDP25-DS-05	Implement and maintain required infrastructure for IT systems and services	IT infrastructure provided and maintained at required availability levels.
CP-T4-G4-O1	SDP25-DS-06	Provide a quality support service for staff, councillors, and members of the public	Support service provided to the required service level.
CP-T4-G4-O2	SDP25-DS-07	Facilitate digital infrastructure inc. high-speed connectivity across Fingal	Digital infrastructure and high-speed connectivity facilitated.
CP-T4-G4-O2	SDP25-DS-08	Map telecommunications and ducting network	Telecommunications and ducting network mapped.
CP-T4-G4-O3	SDP25-DS-09	Provide staff with the digital skills training required to support the delivery of quality services	Digital skills training and awareness provided for staff.
CP-T4-G4-O3	SDP25-DS-10	Provide Broadband Connection Points	Broadband Connection Points provided.



Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T4-G4-O3	SDP25-DS-11	Engage with communities to develop digital skills	Digital skills and awareness programmes implemented for communities.
CP-T6-G6-O6	SDP25-DS-12	Promote a strong digital workforce culture within the Council	Digital and AI tools provided for staff.
CP-T6-G6-O6	SDP25-DS-13	Deliver innovative user-centric digital solutions through a holistic approach encompassing innovation, service design, business process improvement, change management, project management and benefits realisation; and leveraging platforms such as CRM, GIS, and online self-service portals	Innovation workshops carried out. Service Design workshops carried out. Change Management workshops carried out. Business Process Improvement workshops carried out. Benefits Assessments carried out.
CP-T6-G6-O6	SDP25-DS-14	Manage IT Programmes and Projects to ensure that they are delivered on time, within budget and with the appropriate resources	IT Programmes and Projects implemented on time, within budget and with appropriate resources.
CP-T6-G6-O7	SDP25-DS-15	Use data analytics, GIS and AI to facilitate robust, evidence-based decision-making.	Data analytics tools and solutions provided. AI tools and solutions provided. GIS tools and solutions provided. GIS Strategy created. Data Strategy created. Data catalogue created.

Finance

The Finance Department is responsible for oversight and management of the Councils finances. This includes monitoring and control of income and expenditure in all areas, arranging borrowing and leasing requirements and treasury management. The Finance Department aims to ensure that the overall finances of the Council are managed prudently.

The Department is divided into a number of distinct areas:

1. Revenue Collection (Rates/NPPR).
2. Accounts payable
3. Treasury management
4. Procurement.
5. Financial Management & Control of both Revenue and Capital Expenditure and Agresso MS7 support.
6. Insurance claims management.

Principal Service Objectives:

The table below sets out the service delivery objectives for the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T6.G6.O1	SDP25-F-01	Active Debt Management (Rates/NPPR)	Ongoing monitoring of collections.
CP-T6.G6.O1	SDP25-F-02	The Management of Accounts Payable and Treasury Management	Ensure all receipts and payments are managed correctly and are valid.
CP-T6.G6.O1	SDP25-F-03	Effective Management of Liability Claims and Insurance Policies	Have a robust claims management process in place.
CP-T6.G6.O1	SDP25-F-04	Ensure Budgets are reviewed and monitored	Budget reviews and ongoing engagement on budgetary issues with departments throughout the year.
CP-T6.G6.O3	SDP25-F-05	Production of 3 Year Capital Programme	Presented to Members annually.
CP-T6.G6.O3	SDP25-F-06	Production of Annual Budget	Budget presented to Members annually and agreed within statutory timeline.
CP-T6.G6.O3	SDP25-F-07	Production of Annual Financial Statement	Completion of the Annual Financial Statement in the statutory timeline.
CP-T6.G6.O1 CP-T6.G6.O3	SDP25-F-08	To achieve best practice and value for money in procurement	Council is compliant with Public Procurement requirement.



Law

The Law Department provides an in-house legal service to the Chief Executive and all Council Departments in relation to the Council's statutory functions.

The principal services are in the areas of:

- conveyancing
- litigation
- code enforcement
- debt recovery
- local government
- legal advice

Ongoing training continues to be provided to staff in the areas of professional development, legal knowledge and I.T.

Principal Service Objectives:

The table below sets out the service delivery objectives for the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T6.G6.O1 CP-T6.G6.O3	SDP25-L- 01	Provide legal services to the Chief Executive and all Council Departments	High quality legal advice and services provided.

People Services

The People Services Department is dedicated to a range of HR activities such as recruitment, staff training and development, staff welfare and wellbeing, industrial relations, health and safety, wages/salary administration, and superannuation.

In 2025 People Services will continue in its recruitment efforts to attract and retain the necessary staff for key positions. Additionally, the Department will place a strong emphasis on expanding learning opportunities and encouraging continuous professional growth to enhance the skills and capabilities of the workforce.

People Services will continue to implement initiatives and programs aimed at promoting work-life balance, offering health and wellness resources, and providing support services such as the Staff Welfare Officer and Employee Assistance Service. Promoting excellent attendance and ensuring a safe and healthy workplace environment is fundamental. Through these efforts, we are committed to creating a supportive and thriving work environment for all staff members.

Principal Service Objectives:

The table below sets out the service delivery objectives for the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP - T6.G6O1	SDP25- PS - 01	Deliver on Fingal's vision through excellent service delivery, collaborative engagement and a supportive, inclusive workplace culture	<p>Ensure Diversity & Equality is integrated into the organisation through an inclusive workplace culture.</p> <p>Strategic Workforce Planning implemented and monitored ensuring staff vacancies are filled in a timely manner.</p> <p>Encourage Proactive attendance.</p>
CP - T6.G6.O2	SDP25- PS - 02	Nurture organisational wellbeing by enabling staff to reach their full potential through relevant training and development	Implementation of PMDS supported by the Council's annual training plan and Further Education Scheme, developing skills and promoting career development.



Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
			<p>Staff Wellbeing activities and services implemented through the Wellbeing Strategy, Staff Welfare Officer and Employee Assistance Service.</p> <p>Implementation of Occupational Health and Safety, Legislation and Codes of Practice.</p>
CP - T6.G6.O9	SDP25- PS - 03	<p>Deliver on our Public Sector duty by ensuring that every individual has an equal opportunity to access, avail of and /or benefit from any service or function provided through the Corporate Plan</p>	<p>Implementation of all HR policies.</p> <p>Provision of reasonable accommodations to support and facilitate all staff.</p> <p>Ensure regular internal communications to keep employees informed and engaged.</p> <p>Efficient processing of payroll and superannuation.</p>

COMPETENT AUTHORITY

Fingal County Council has been designated as the Competent Authority for the purposes of aircraft noise regulation at Dublin Airport.

Aircraft Noise Competent Authority

The Aircraft Noise Competent Authority (ANCA) is responsible to monitor, assess and regulate the management of aircraft noise at Dublin Airport. This function is carried out within the requirements of EU and Irish legislation, which provide for the application of the Balanced Approach to aircraft noise management where a noise problem at Dublin Airport is identified. The Competent Authority's functions include the promotion of the sustainable development of air transport and improvement of the noise environment around the Airport.

Principal Services and Financial Resources:

All costs incurred by the Competent Authority are fully recoupable from daa. The table below sets out the budgetary provision adopted by the Members of Fingal County Council in Budget 2025 to fund these services:

Principal / Budget Service	SVC Description	Total (€)
E13	Water Quality, Air and Noise Pollution	2,809,800
Total		€ 2,809,800

The Competent Authority shall prescribe by regulation the airport levy to be paid having regard to the costs incurred or reasonably expected to be incurred in the performance of its statutory functions and any surplus of airport levy income shall be offset against costs for the subsequent such year or returned to the airport authority.

Principal Service Objectives:

The table below sets out the principal services that will be delivered during 2025:

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T6.66.O3	SDP25- ANCA- 01	Ensure the noise generated by aircraft activity at Dublin Airport is assessed and provide for the application of the ICAO balanced approach where a noise problem is identified	Noise situation at Dublin Airport is assessed in accordance with statutory requirements and regulatory decision published.

Corporate Plan Reference Number	Annual Service Delivery Plan Number	Service Objective	Performance Measurement
CP-T6.66.03	SDP25- ANCA - 02	Ensure that the aircraft noise implications of planning applications at Dublin Airport are assessed	Planning applications at Dublin Airport are assessed within statutory timeframes.
CP-T6.66.03	SDP25- ANCA - 03	Monitor compliance with noise mitigation measures and operating restrictions	Monitor compliance with noise mitigation measures and operating restrictions



**Comhairle Contae
Fhine Gall**
Fingal County
Council

