



Comhairle Chontae na Gaillimhe
Galway County Council

Galway County Council Annual Service Delivery Plan 2025



TABLE OF CONTENTS

Message from the Chief Executive	2
Introduction.....	3
Our Vision.....	4
Our Mission	4
Our Core Values	5
Operating Environment	6
Strategic Goals	7
Galway County Council Organisational Structure	8
Budget Overview 2025.....	11
Community Engagement.....	12
Principal Services.....	14
Cross-Directorate Actions set out in the Corporate Plan.....	14
Human Resources, Corporate Services, City and County Libraries, Law Agent Services	21
Rural and Community Development and Integration and Environment	29
Finance, Motor Tax, ICT, Digital Transformation	38
Economic Development, Planning and Project Management Office	42
Housing (incl Housing Capital).....	50
Physical Infrastructure, Fire and Emergency Services, Climate Change	62
Monitoring and Reporting.....	72
Annual Review	72
Compliance and Best Practices.....	73
Policy Alignment	73
Risk Management	74
NOAC Performance Indicators	75
UN Sustainable Development Goal's (SDG's).....	76
Conclusion.....	77

Message from the Chief Executive



Welcome to the Annual Service Delivery Plan for Galway County Council.

As we embark on the first year of our Corporate Plan 2025-2029, the Annual Service Delivery Plan outlines our objectives for the year. This plan guides us towards achieving our strategic goals of Business Transformation through Enhanced Customer Service, Performance, Transparency, Equality, Human Rights and Accountability, Sustainable Galway, and Democracy and Council Leadership.

This pivotal document details Galway County Council's strategic priorities and key services for the coming year, aimed at enhancing the quality of life for all. It demonstrates our commitment to excellence, transparency, and community engagement.

The purpose of this Plan is to ensure accountability and strategic alignment in our service delivery. It allows us to set clear objectives, allocate resources effectively, and monitor our progress, ensuring we meet the evolving needs of our community. This comprehensive Annual Service Delivery Plan outlines specific strategies, actions, and timelines, while demonstrating our commitment to best practices and accountability under the NOAC Performance Indicators, Sustainable Development Goals, and the Public sector duty.

In this Plan, we detail our commitments across various sectors, including infrastructure, community development, environmental protection, and economic growth. We are dedicated to fostering a vibrant, inclusive, and resilient community, and this Plan will guide the council in achieving these objectives.

Through this Plan, we aim to create a brighter future for all in Galway County, while keeping our vision of the Corporate Plan at the forefront of our endeavours.

We thank the elected members for their continued support, engagement and commitment to County Galway.

Introduction

The Annual Service Delivery Plan is prepared in accordance with Section 134 (A) of the Local Government Act 2001 (as inserted by section 50 of the Local Government Reform Act 2014) which requires that each local authority prepare an Annual Service Delivery Plan.

The Annual Service Delivery Plan sets out the principal services to be provided by the Council to the public and is consistent with the adopted Budget for 2025, the three-year Indicative Capital Programme 2023 - 2025 and the Corporate Plan 2025 – 2029. The Plan is based on the Strategic Goals and Supporting Strategies as outlined in the Corporate Plan and sets out the actions which the Council intends to take in 2025.

A comprehensive work programme is planned to be undertaken through a variety of service delivery mechanisms, including direct service provision for the most part, by contract, through shared services in co-operation and in partnership with different agencies, through Service Level Agreements such as those with Enterprise Ireland and indirectly through the various grant and assistance schemes to community and other groups.

There is an emphasis in Local Government on performance and on the efficient delivery of services. Progress in implementing the Service Delivery Plan will be monitored by each department and their teams on a regular basis and relevant significant matters will be reported on, as appropriate, in the regular monthly Management Reports to the Elected Council. There is an obligation also to include in the Council's Annual Report, an assessment of the Council's delivery of services during the year when compared with the Service Delivery Plan.



Our Vision

The Vision for the County is *“A county with a clear sense of identity that reflects its diverse heritage, cultures and communities, while promoting sustainable and inclusive economic and community development, and engagement through collaboration with stakeholders and participation of its many diverse communities.”*

Our Mission

The Mission of the Plan is *“to promote the creation of an attractive, resilient and inclusive county in which to live, work, visit. We will enable our diverse communities and businesses to flourish in an environment that offers a range of housing options, a robust range of employment opportunities, access to quality infrastructure and community facilities with a high-quality sustainable environment to meet the needs of all. We will do so as the leading local democratic body in Galway, representing the people of Galway, with dignity, in all aspects of their lives and identities, committed to equality, diversity, participation, dignity and inclusion in all aspects of our democratic role. We will be strategic in our future planning and focused on our daily delivery of services to the people of Galway.”*

Our Core Values

Democratic

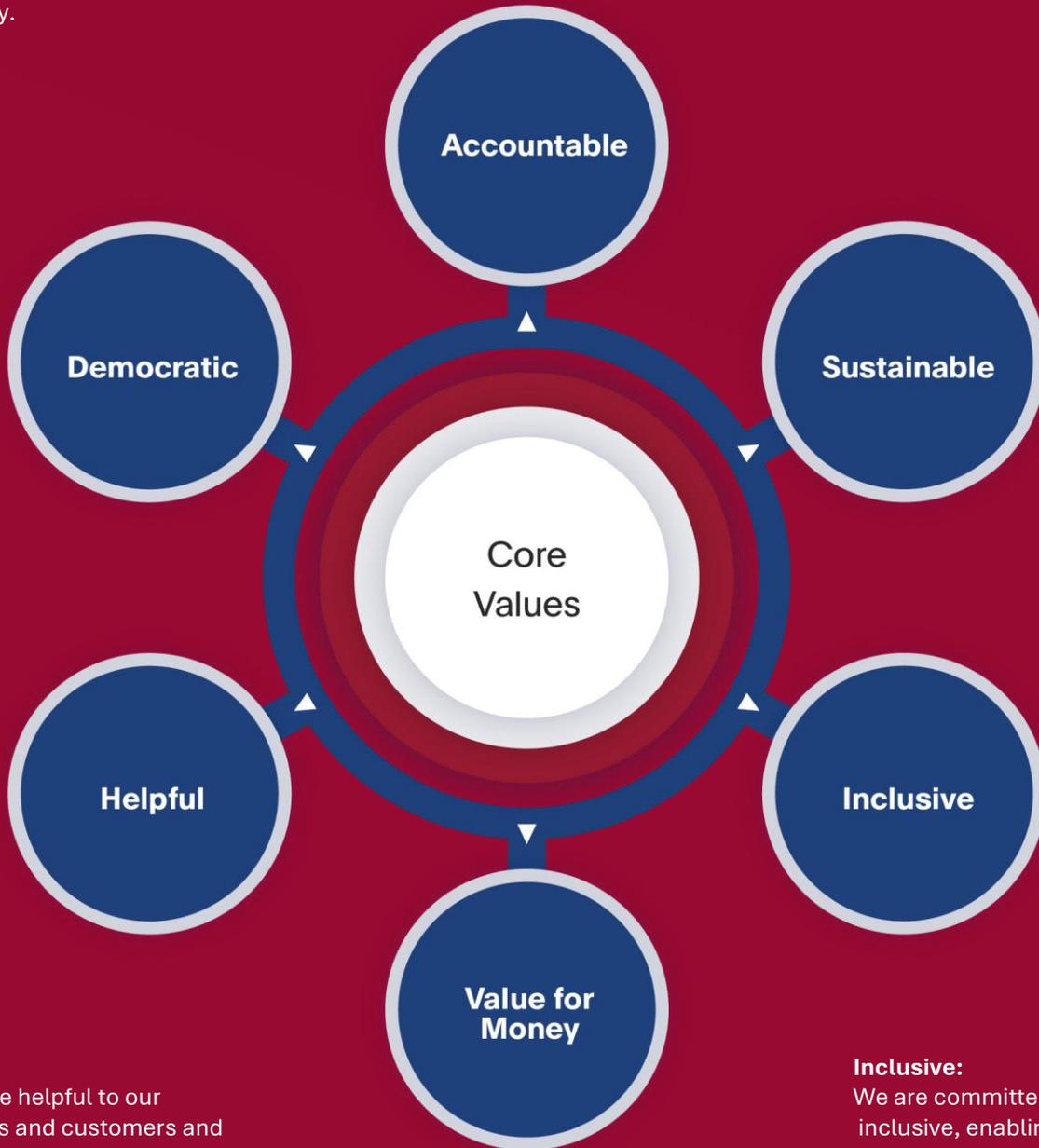
We are the democratic representation of the people of Galway.

Accountable:

We will be accountable to the people of Galway.

Sustainable:

We will sustain the identity of the County. We will deliver our services to make sure Galway is sustainable and that the people of Galway are treated with dignity and respect.



Democratic

Accountable

Sustainable

Core Values

Helpful

Inclusive

Value for Money

Helpful:

We will be helpful to our Residents and customers and Will promote and support an accessible environment for all our communities, while striving to advance, apply and enable principles and practice of universal design for infrastructure and the public realm, and for service provision and workplaces.

Inclusive:

We are committed to being inclusive, enabling the wellbeing and quality of life of the full diversity of the people of Galway. We will work to promote and support participation and to establish and engage in participative structures and partnership processes.

Value for money:

We will provide value for money.

Operating Environment

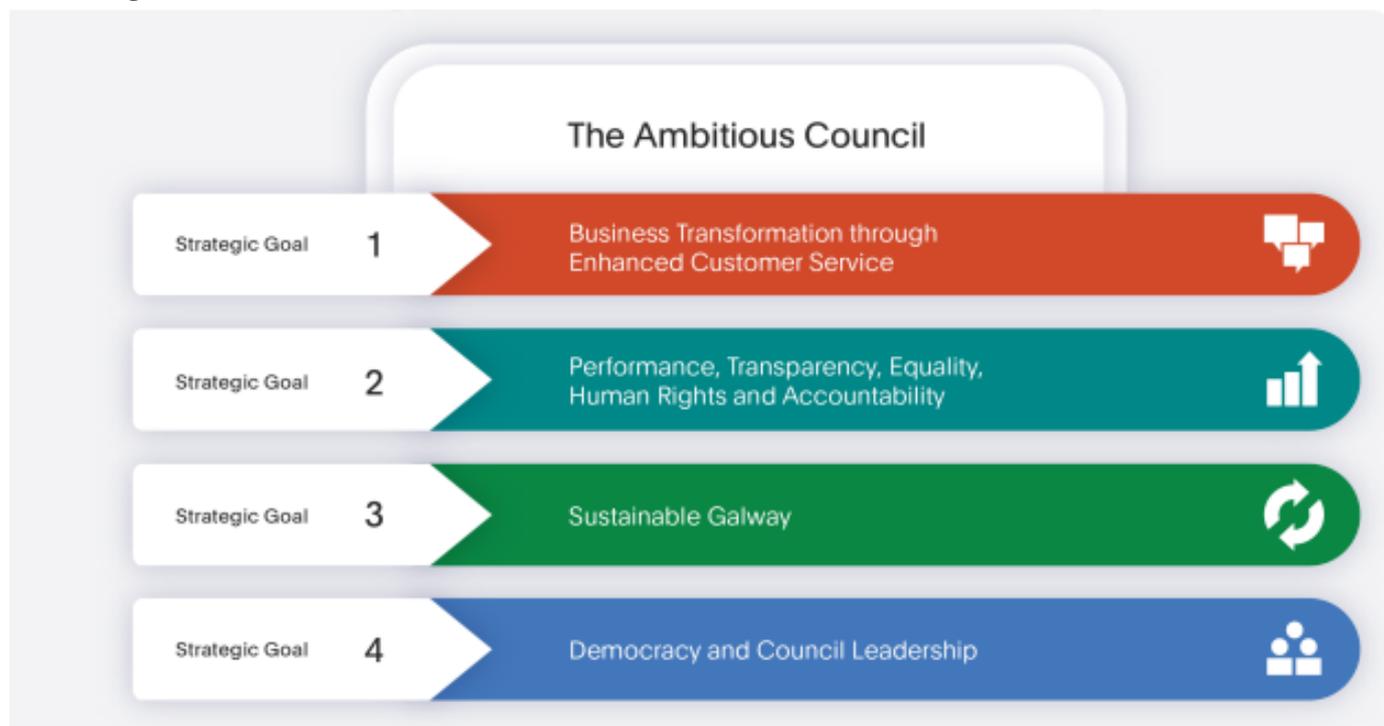


The Council is also alert to its leadership role in regard to embedding an equality and human rights approach to its role and functions as the leading public service body in County Galway. To this end, the Council, in compliance with its Public Sector Equality and Human Rights Duty, undertook an evidence-based and participative assessment of the human rights and equality issues it believes to be relevant to its functions and purpose ([Public Sector Duty Assessment & Evidence Book](#)).

The Council has put in place an implementation plan for the Public Sector Equality and Human Rights Duty, developed to ensure its ongoing implementation by the Council, and, through this, an ongoing and evolving response to addressing the equality and human rights issues as assessed ([Adopted PSD Implementation Plan 20230725.pdf \(Galway.ie\)](#)).

Strategic Goals

The achievement of our vision and mission will be realised through the attainment of several interrelated Goals. To deliver these goals the Council will implement a range of Supporting Strategies. These Supporting Strategies will form the basis of the functions as set out in the Annual Service Delivery Plans and schedule of Municipal District works. The overall objective will be to undertake a business transformation process that seeks to deliver an ambitious organisation focused on achieving our vision and mission.

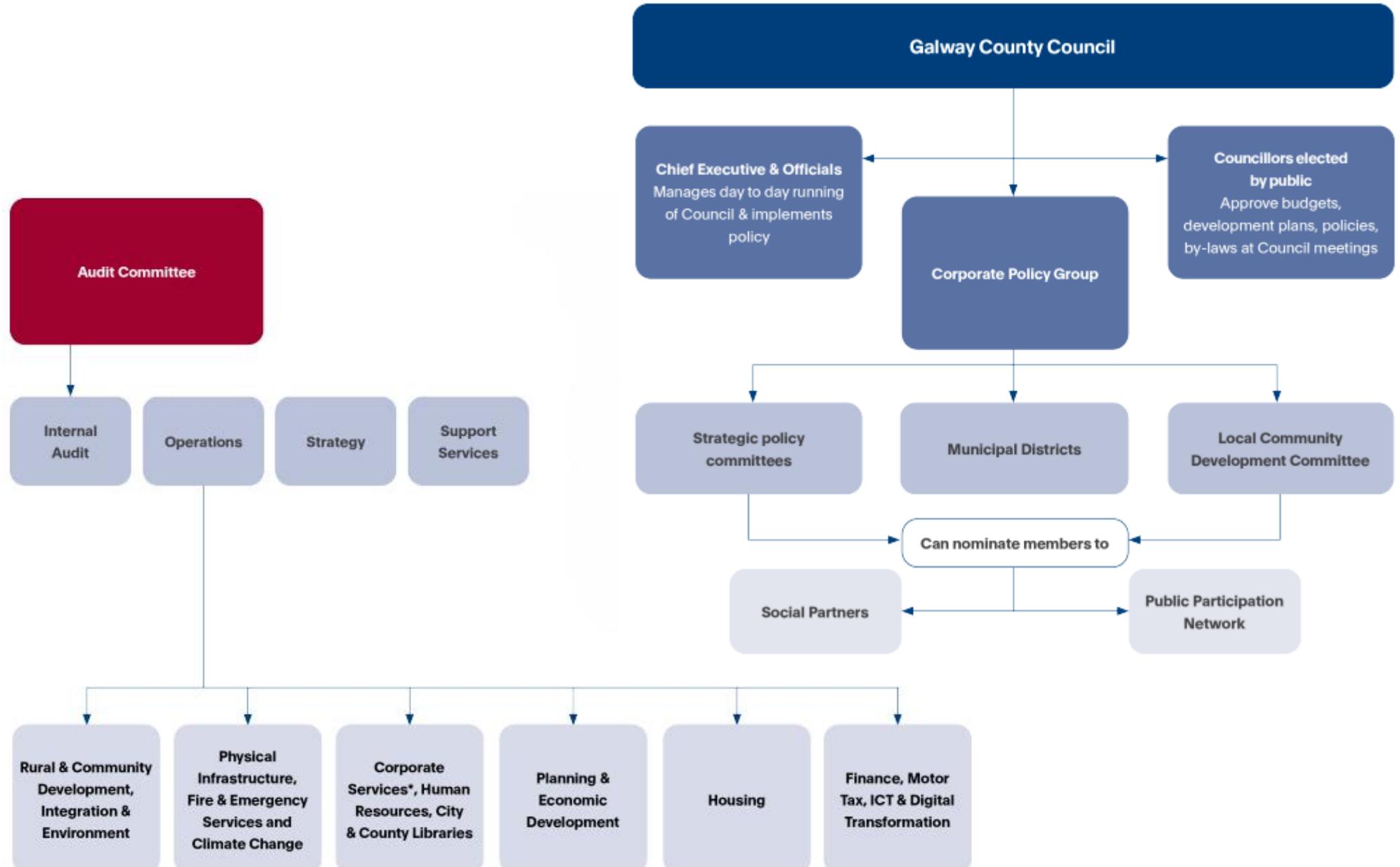


In moving towards an outward-looking culture Galway County Council will be the leading public sector body in the County. In that regard the Council is clearly committed to the underpinning values for, and objectives of its statutory obligations, under Section 42 of the Irish Human Rights and Equality Commission Act 2014 which is to have regard to the need to: eliminate discrimination; promote equality of opportunity; and protect the human rights for its members, the staff, the persons to whom it provides services, and policy beneficiaries. As a consequence, our leadership across the County will seek to embed these obligations, and our values and objectives, in our own work and in the ambitions of all across the County. These values and objectives are set out in the Galway County Council: Implementing the Public Sector Equality and Human Rights Duty Implementation Plan ([Adopted PSD Implementation Plan 20230725. pdf \(galway.ie\)](#)).

To enable the ongoing implementation of the duty, an **Annual Duty Action Plan for 2025** is being prepared. Progress will be reported quarterly to the Corporate Policy Group. The plan will identify actions across organisational functions to be taken during 2025 including key plans, policies, and actions in place or to be put in place to address equality and human rights issues, key decision-making moments that will be a focus for an equality and human rights impact assessment, and operational procedures and initiatives that will be deployed to enable the implementation of the Duty.

Six Directorates will have the responsibility for the provision of the range of services delivered by Galway County Council within the framework provided by the Corporate Plan. Each will have a set of supporting actions, set within the strategic goals of the Corporate Plan. Each supporting action will have a timeline and performance indicator.

Galway County Council Organisational Structure



Galway County Council is comprised of 39 Elected Members from 5 Municipal Districts. The Council employs 925 people (as of Q2 2024), including an allocation of staff working on a rota basis out of hours, to ensure an emergency service is available on a 24/7 basis for the people of the County.

The Municipal Districts and Galway County Council perform both representational and operational roles. The thirty-nine representatives perform the representational role of the authority under a system of reserved functions at Municipal District and Plenary Council. The Elected Members lay down the framework for policy under which the Council Management Team and all staff operate. A Corporate Policy Group (CPG) and six Strategic Policy Committees (SPCs) formulate and agree policy. The SPCs comprise of elected Councillors along with voluntary and sectoral representatives who review and formulate policy across the range of Council function.

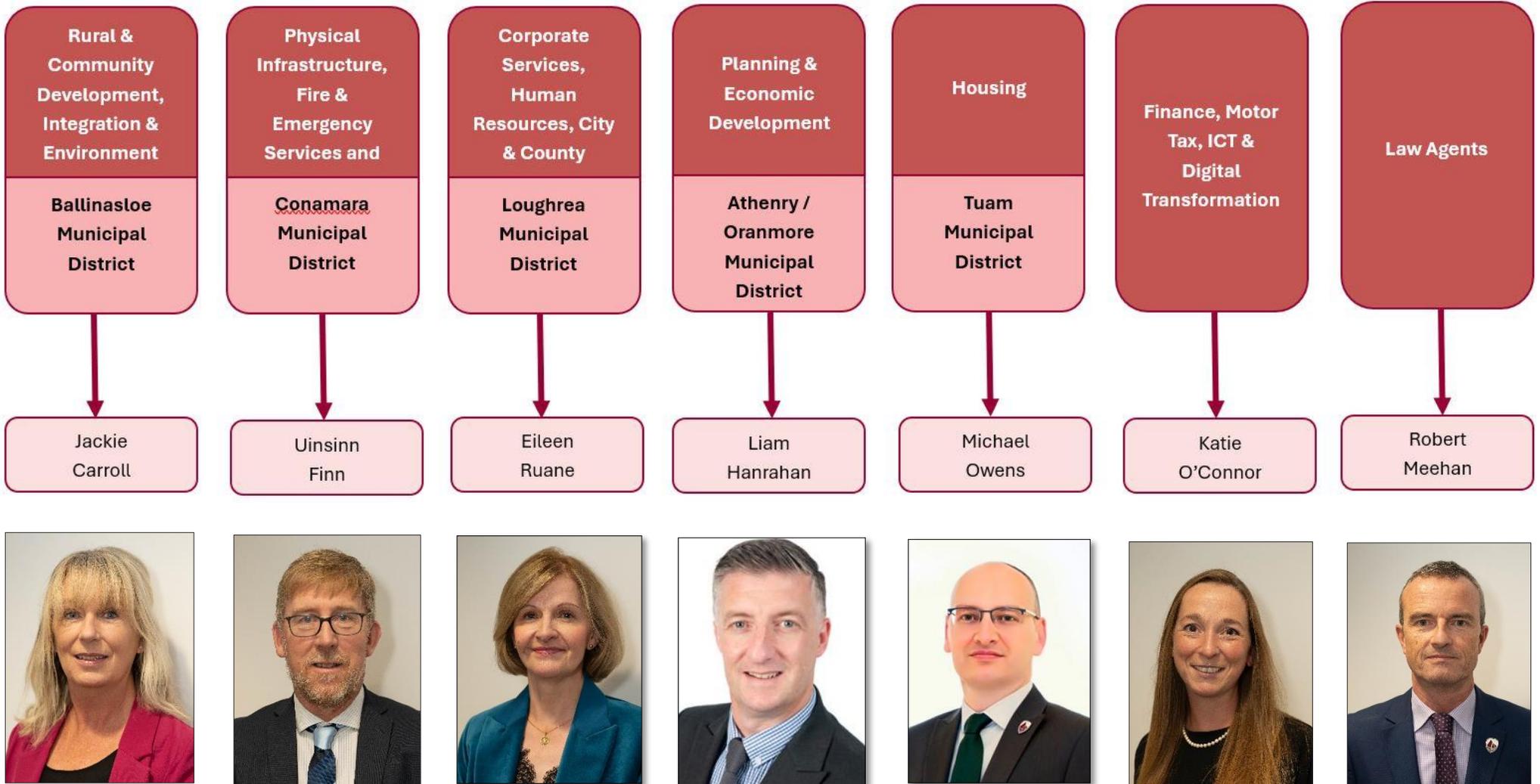
The six Strategic Policy Committees (SPCs), plus the one joint city/county planning committee, cover the following areas of activity:

Housing
Physical Development, Transportation & Emergency Services
Community, Irish Language, Gaeltacht, Tourism and Integration
Economic Development, Enterprise & Planning
Environment Protection & Agriculture
Climate Action, Biodiversity and Heritage
Joint County and City Planning Committee

In line with best Corporate Governance Practice, the Council has established an independent Audit Committee. The Committee's role is to support the Elected Council by providing an assessment of the financial reporting, financial management, internal audit processes and risk management practices in the Council. The Committee consists of five members, three external and two elected members of the Council and is chaired by one of the external members. They operate in accordance with their Audit Committee Charter which outlines the role, responsibilities and functions of the committee.

A Management Team consisting of the Chief Executive, five Directors of Services, Director of Finance, supported by the Law Agent and County Secretary operate in an executive capacity.

Liam Conneally
Chief Executive



Budget Overview 2025

The Annual Service Delivery Plan sets out service delivery objectives based on the 2025 Adopted Budget approved by the Elected Members. Galway County Council's Budget 2025 provides for a total expenditure of €194m on the governance and provision of local services which are critical for the local economy of County Galway. The Annual Budget provides for expenditure in each Service Division as set out in the table below:

Expenditure by Service Division	2025 Adopted Budget €
Housing and Building	31,750,946
Road Transport & Safety	61,841,042
Water Services	16,973,224
Development Management	20,744,931
Environmental Services	28,060,540
Recreation and Amenity	13,265,639
Agriculture, Education, Health & Welfare	2,840,651
Miscellaneous Services	18,079,124
Total	193,556,097

Community Engagement

The Council will continue to play a central role in promoting social inclusion, community participation, and development, enabling all citizens to fully engage in the social, economic, and cultural life of County Galway. Through a range of services and the implementation of the Local Economic and Community Plan (LECP), the Council works to improve quality of life, reduce social disadvantage, and support local communities sustainably.

In collaboration with the Local Community Development Committee (LCDC) and other key partners, the Council manages and supports several key programmes, including:

- Social Inclusion Community Activation Programme (SICAP)
- Age Friendly Programme
- Healthy Ireland
- Comhairle na nÓg
- Rural Transport Programme
- Integration Initiatives
- National Literacy Initiatives under the ‘Right To Read’ Programme
 - Spring Into Storytime
 - Summer Stars at the library
 - Children’s Book Festival
 - Family Time at Your Library
 - Adult Literacy for Life (A.L.L) programming and workshop delivery
- Healthy Ireland at Your Library – workshops, presentations and collection development to support Health Literacy in the community

During 2025 the Council will conduct public consultations to ensure that decision-making processes are transparent and inclusive. These consultations will provide a platform for citizens to voice their opinions, concerns, and suggestions on various issues affecting them, allowing Galway County Council to make informed decisions that reflect the needs and desires of the community across the following range of plans and policies:

- County Development Plan Review
- Local Area Plans
- Heritage & Biodiversity Plans
- Town Centre First Plans
- Age Friendly Strategy
- Casual Trading Byelaws
- Migrant Integration Strategy

- Local Sports Plan
- Outdoor Recreation Strategy
- Disability Strategy
- Galway Public Libraries Strategy Plan 2025-2029
- Housing Projects requiring Part 8 Planning Approval

"Your Council Day" is an initiative by local authorities in Ireland to engage with the community and showcase the work they do. In 2025, this event will feature various activities and opportunities for the public to learn more about local government operations. This day is dedicated to fostering transparency, encouraging public participation, and celebrating the collaborative efforts between councils and their communities.

Principal Services

Objectives, Priorities, Implementation Strategies and Performance Standards

Cross-Directorate Actions set out in the Corporate Plan						
All Units						
STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Business Transformation through Enhanced Customer Service	Continued implementation of the Customer Charter and code of Conduct and Customer Services Action plan having regard to the Public Sector Equality and Human Rights Duty (PSD)	Implementation of the Customer Action Plan having regard to the Public Sector Duty	Ongoing	-	3, 5, 10, 11, 16	In accordance with the Customer Action Plan timelines
Business Transformation through Enhanced Customer Service	Redevelopment of the Council's Website to be completed and the expanded use of social media and other communication channels as a source of public information having regard to the Public Sector Duty	Redevelopment of the Council's Website having regard to the Public Sector Duty Increase number of page visits to the local authority website Increase number of local authority Social Media followers whilst being mindful of the issue of digital inequality	Q2 2025	C3	8, 9, 11	Increase the number of services we provide online. Increase the number of hits and services provided on the GCC website. 10 -15% on previous year

Performance, Transparency, Equality, Human Rights and Accountability	Corporate Plan Implementation & Reporting	<ul style="list-style-type: none"> • Prepare an Annual Service Delivery Plan having regard to the Public Sector Duty to Plenary for adoption and submit to the DHLGH • Prepare an Annual Duty Action Plan for implementation of the PSD • Prepare the Municipal District Schedule of Works to MD's • Prepare Monthly Management Report to Plenary • Prepare Quarterly report to CPG & Plenary on implementation of Corporate Plan and on the Implementation of the Public Sector Duty • Prepare Annual Report to Plenary and the Annual Progress report on the Implementation of the PSD 	Ongoing	-	3, 4, 8, 10, 11, 13, 16	<p>March 2025</p> <p>March 2025</p> <p>March 2025</p> <p>Monthly 11 per year</p> <p>Quarterly, Apr, July, Oct, Jan</p> <p>Annually, April</p>
Performance, Transparency, Equality, Human Rights and Accountability	Manage ePMDS for Performance Management for all staff	<p>Provide robust Business management, structures and systems</p> <ul style="list-style-type: none"> • Agree Business Plan's • Agree Team Development Plans • Agree Personal Development Plans ✓ Quarterly Reviews 	Ongoing	-	4, 8, 10, 16	<p>Jan 2025</p> <p>Jan 2025</p> <p>Feb 2025</p> <p>Apr, July, Oct, Jan</p>
Performance, Transparency, Equality, Human Rights and Accountability	Strengthened Financial Reporting	<ul style="list-style-type: none"> • Budget Meetings with MD's • Annual Revenue Budget and 3-year Capital Budget to Plenary • Statement of Financial Control - Annual Report 2025 • Financial Overview AFS 2025 – Annual Report 2025 	Ongoing	M1-M4	8, 9	<p>Q3 2025</p> <p>Dec 2025</p> <p>April 2026</p> <p>April 2026</p>

Performance, Transparency, Equality, Human Rights and Accountability	Continue to embed the Corporate Governance and compliance Program across the organisation in the areas of Business Continuity, Public Sector Equality and Human Rights Duty, Child Protection and Welfare, Data Protection, Internal Audit and FOI/AIE/Ombudsman	<p>Provide robust structures and systems in compliance with statutory obligations and requirements across the Local Government Code of Governance and the following:</p> <ol style="list-style-type: none"> 1. Risk Management 2. Business Continuity Management 3. Child Protection & Welfare 4. Annual Duty Action Plan 2025 for the Public Sector Duty 5. Ethical Framework <ul style="list-style-type: none"> ✓ Members Donation Statements ✓ Members Annual Declaration ✓ Relevant Employees Annual Declaration ✓ Advise non-council committee members of their obligations under the Ethics Framework 6. Procurement <ul style="list-style-type: none"> ✓ Training for those who raise Pos to ensure the Public Procurement is ultimately better for Galway County Council and the Irish economy, providing greater value for money and helping Ireland towards a circular economy ✓ Expansion of the procurement team to support the organisation on the e-tenders process. 7. Audit <ul style="list-style-type: none"> • Internal Audit /Audit Committee - Administer and support the Audit Committee in implementing their Work Programme in accordance with S.I. No. 244/2014 	<p>Ongoing Q1 2025</p> <p>Annually</p> <p>Annually</p> <p>Q4 2025</p> <p>Q2 – Q4, 2025</p> <p>Q4, 2025</p>	5, 10, 11, 16	<p>Quarterly Reviews & Annual Report update</p> <p>31.01.25 28.02.25 28.02.25</p> <p>31.03.25</p> <p>Q4 2025</p> <p>Q4 2025</p> <p>4 (meetings)</p> <p>Annually</p>
--	--	--	--	---------------	---

		<p>Audit Committee Charter Internal Audit Charter</p> <ul style="list-style-type: none"> External Audit - Local Government Audit Service Departmental Audits <p>8. FOI Act 9. AIE Regulations 10. Ombudsman 11. GDPR/Data Protection 12. Official Languages Act Minimum 20% of Advertising Budget in Irish publications 13. Protected Disclosures Act 14. Disability Access</p>	Q1, 2025			<p>Annually</p> <p>Annually As Required</p> <p>In accordance with statutory obligations</p> <p>20%</p>
Performance, Transparency, Equality, Human Rights and Accountability	<p>Engage with NOAC to:</p> <ul style="list-style-type: none"> Improve Service Delivery Enhance Accountability Encourage Best Practices Support Decision-Making 	<p>Submit performance indicator data to NOAC portal</p> <ul style="list-style-type: none"> Review NOAC annual report that detail the performance of local authorities against the indicators Attend NOAC workshops and training sessions delivered to help understand and implement best practices NOAC Performance Reports shall be available to the council Members and subject to their noting particularly having regard to references to the Council and relevant best practices which could be applied by the Council 	Ongoing	All	4, 6, 7, 11, 13,15	<p>April 2025</p> <p>Sept 2025</p> <p>Feb 2026</p> <p>Mar 2026</p>
Performance, Transparency, Equality, Human Rights and Accountability	Implementation of the adopted Strategic Policy Committees (SPC) Scheme 2024-2029, having regard to the Public Sector Equality & Human Rights Duty	<ol style="list-style-type: none"> Housing Economic Development, Enterprise & Planning Physical Development, Transportation & Emergency Services 	Quarterly	-	1,2,3,4,5,6,7,8,9,10,11,12,13,	4 meetings per year per SPC

		<p>4. Community, Irish language, Gaeltacht, Tourism & Integration</p> <p>5. Environment Protection & Agriculture</p> <p>6. Climate Action, Biodiversity & Heritage</p>			14,15, 16,17	
Performance, Transparency, Equality, Human Rights and Accountability	Continue to ensure strong Health & Safety systems are in place and promote a positive Health & Safety Culture in the organisation	<ul style="list-style-type: none"> Ensure compliance with Galway County Council's Safety Statement and Health & Safety Policy with quarterly review by the Management Team. Ensure all sections meet Health & Safety inspection and meeting targets as outlined in the quarterly report. Conduct an annual review of the Occupational Health & Safety Policy, to be approved and signed off by the Chief Executive. Ensure ongoing compliance with BS ISO 45001 standards across the organization, including the completion of two NSAI audits per year. Ensure implementation of the Safety Management Programmes with the following sections: Roads & Transportation, Housing, Fire Service, Corporate Services & Libraries, Environment, and Rural Water. <ul style="list-style-type: none"> Review Safety Management Programmes Full Update of Safety Management Programmes 	<p>Quarterly</p> <p>Quarterly</p> <p>Annual</p> <p>Bi-Annual (2 per year)</p> <p>Ongoing</p> <p>Bi-Annual</p> <p>3 years</p>	-	3, 8, 11,16	<p>4 per year</p> <p>4 per year</p> <p>January 2025</p> <p>Q 2 & Q4</p> <p>Q2 & Q4</p> <p>2027</p>

		<ul style="list-style-type: none"> Engage and meet with Directorates quarterly to ensure compliance and continuous improvement in safety standards. <ul style="list-style-type: none"> Fire, Infrastructure, Housing All Others 	Monthly Quarterly			12 per year 4 per year
Performance, Transparency, Equality, Human Rights and Accountability	Ensure the provision of efficient and effective legal and advisory services to the Management Team and all Directorates within the council	<ul style="list-style-type: none"> Training Provide ongoing introductory legal training, including code enforcement witness and court preparation training, to Planning & Environmental Enforcement Officers as needed 	Annually – June/July 2025	-	11, 16, 17	Q2/Q3
		<ul style="list-style-type: none"> Property Based Services Provide essential legal support to the entire council, assisting with housing targets, tenancy management, loans, and various housing schemes. Manage leases and licenses for council assets, offer corporate governance advice, support infrastructure projects, and aid in land acquisitions and environmental initiatives. 	Quarterly - Review by way of meetings with DoS and senior executive staff re housing acquisition tracker lists		11, 16, 17	Q2
		<ul style="list-style-type: none"> Property Interest Register /Asset Register Collaborate with Corporate Services to establish and maintain the Property Interest Register Unit for accurate asset management 	Review due in Q2 re staffing of unit & IS Case Management		11, 16, 17	Q2
		<ul style="list-style-type: none"> Code Enforcement & Litigation Provide essential legal support for code enforcement and litigation across all council directorates. This includes enforcing planning and environmental statutes, defending judicial review applications, managing burial grounds, 	Update provided to DoS in relevant areas -court listings		11, 16, 17	Q3

		implementing animal control legislation, and assisting with building control and dangerous structures. They also draft and enforce pier and harbour byelaws, handle CPO and arbitration cases, and lead legal debt collection efforts for various council charges and fines.				
Performance, Transparency, Equality, Human Rights and Accountability	Staff Self development and Training	Implement annual CE and DoS led Cross Directorate Staff Talks to enhance awareness of work programs, update staff on key priorities, and foster inter-departmental collaboration.	Annually	-	16	Delivered to All Staff in 2025

Human Resources, Corporate Services, City and County Libraries, Law Agent Services

Human Resources

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Business Transformation through Enhanced Customer Service	Develop an action plan for the phased implementation of the Strategic Workforce Plan including increasing staff numbers across the Council Directorates, having regard to issues of diversity and inclusion, the Public Sector Equality and Human Rights Duty	Support Organisational transition to Uisce Éireann from workforce planning perspective. Roll out Year 1 of SWFP including: Staff resources for MDs, Project Management Office, Digital Innovation Team, Customer Services & Communications Team.	Q4 2025	C1	3,5,10	Q4 2025
Performance, Transparency, Equality, Human Rights and Accountability	Continue to take steps to ensure an inclusive workplace where adaptations are made to address the specific needs of staff from the identified groups of the Public Sector Equality and Human Rights Duty.	HR Policy Implementation: Employee Relations- Promote and support a culture of dignity, respect and equality. Implementation of ePMDS	Q4 2025	-	3,5,10	Q4 2025
Performance, Transparency, Equality, Human Rights and Accountability	Roll out of Annual Training Plan in support of Staff development and training	Delivery of Annual Training Plan in line with Health & Safety and Organisational training and development needs.	Q4 2025	-	4	Q4 2025

Corporate Services

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Business Transformation through Enhanced Customer Service	Continued implementation of the Customer Charter and code of Conduct and Customer Services Action plan having regard to the Public Sector Equality and Human Rights Duty (PSD)	Commence review of the Customer Action Plan in line with the Quality Customer Services Strategy and having regard to the Public Sector Duty including to address the diversity of council customers and their specific needs.	Commence Q2 2025	-	3, 5, 10, 11, 16	Q2 2025

Business Transformation through Enhanced Customer Service	Adopt an internal and external Communications Plan, including a collaboration strategy between the Council, the Public Participation Network, and key stakeholders. This plan will consider the Public Sector Equality and Human Rights Duty.	Commence Project Plan having regard to the Public Sector Duty to inform priority actions of putting in place a Corporate Services Communications Office and a strengthened Customer Services Team reconfigured and aligned to the Corporate Plan	Commence Q3 2025	C3	4, 10, 11, 16, 17	Q3 2025
Business Transformation through Enhanced Customer Service	Complete a review of existing and future office accommodation needs to determine the optimal future Galway County Council office space requirements, having regard to universal design and accessibility.	Consultants engaged to deliver an accommodation appraisal review report in relation to offices and libraries across County	Q2 2025	-	7, 9, 13	Report to be finalised June 2025
Business Transformation through Enhanced Customer Service	Continue the development of the use of social media as a source of public services information and an efficient communication channel for our customers, whilst being mindful of the issue of digital inequality.	Planning and Delivery of 'Your Council Day' 2025	Q3 2025	C3	11, 16, 17	July 2025
Performance, Transparency, Equality, Human Rights and Accountability	Implement Corporate Plan, Monitor and Report on Progress	<ul style="list-style-type: none"> Annual update to Audit Committee on the implementation of the Corporate Plan and progress on Implementation of the Public Sector Duty Engage with those who made submissions to the Corporate Plan process & seek feedback 	Annually for the lifetime of the plan 2025-2029 Q4 2025	-	16, 11, 17	February 2025 October 2025
Sustainable Galway	Maintenance, Upgrades and Management of Leisure Centres at Tuam & Ballinasloe	Energy Efficient Programmes <ul style="list-style-type: none"> EXEED programme to decarbonise the Tuam and Ballinasloe Leisure Centres Install 100kva PV panel array to the Tuam and Ballinasloe Leisure Centre 	Q3-2025 Q2- 2025	-	3, 7, 11, 12, 13	Q3-2025 Q2- 2025

Sustainable Galway	Maintenance & Management of Renville Park	Increase in Park Care-taker hours going forward	2025	-	3, 7, 11, 12, 13	Caretaker will be in place for 12 months of the year, 780 hours per year
Sustainable Galway	Manage and maintain Playgrounds owned by Galway County Council having regard to the Public Sector Duty Coordinate and manage the inspection schedule of Community owned Playgrounds that GCC provide Insurance cover to	<ul style="list-style-type: none"> • Inspection of Galway County Council owned playgrounds and repairs/replacement as necessary • Inspection of Community run playgrounds where Galway County Council extends Insurance • Playground Routine Inspector Training • DCEIY Grant Application for the refurbishment and development of playgrounds and play areas through the Capital Grant Scheme for Play and Recreation to enhance 	<p>Annually January 2025</p> <p>Annually Q1 2025</p> <p>Triennial Q3 2025</p> <p>Annually</p>	-	3, 4, 10, 11, 16	<p>19 inspections</p> <p>64 inspections</p> <p>1 per community playground, 64 training spaces</p> <p>Submit application in February 2025</p>
Sustainable Galway	Management of the Battle of Aghrim Visitor Centre	Recruitment of Visitor Centre Seasonal Tour Guide	Q2	-	4	No of Increased opening days April to September 2025
Sustainable Galway	To ensure safety for users of aquatic environments	<ul style="list-style-type: none"> • Inspection of safety equipment on rivers, lakes and beaches and replacement as necessary • Inspection of public rescue equipment at Designated Bathing areas (DBA's) during the bathing season • Provision of lifeguard services where and when required 	<p>Monthly</p> <p>Daily June to September</p> <p>June to September 2025</p>	-	3, 14	<p>12 inspections per year</p> <p>77 inspections</p> <p>16 areas (DBA's) with trained lifeguards on duty</p> <p>77 days of lifeguard provision</p>
Democracy and Council Leadership	To manage and maintain the Register of Electors with a view to ensuring it is complete and accurate and to participate in and deliver the Local Government Elector Registration System for Galway County Council	<ul style="list-style-type: none"> • Presidential Election Electoral Event • Dublin City Council Project Lead: Migration to National System Voter.ie. <p>Tasks will focus on:</p> <p>Data Completeness</p> <ul style="list-style-type: none"> •Townlands (full geographical English & Irish address) •Polling Stations (full English & Irish address) •Reference Data (English & Irish) 	<p>Q3/Q4 2025</p> <p>Q1 – Q3 2025</p>	-	5, 10, 16, 17	<p>Before November 2025</p> <p>100 % completion of tasks within the timeframe as set out by the Project Lead</p>

		Data Accuracy <ul style="list-style-type: none"> •Duplicate Reference Data (identified & removed) •Unused Reference Data (identified & removed) • Annual Report to Electoral Commission 	Q1 2025			Q1 2025
Democracy and Council Leadership	Provide assistance to the elected members through cohesive efforts between Members, Management and Staff, in relation to their Reserved Functions.	Develop Annual Training Plan for members Compliance with Regulations in accordance with Section 142 of Local Government Act and Associated Regulations having regard to the Public Sector Duty	Q1 2025	-	4, 10, 8, 16	March 2025
Democracy and Council Leadership	Provide assistance to the elected members through cohesive efforts between Members, Management and Staff, in relation to their Reserved Functions.	Consistent compliance with Statutory Regulations for Plenary Council Meetings and Corporate Policy Group Committee (CPG) having regard to the Public Sector Duty	Monthly	-	16	11 CPG 11 Plenary 1 AGM 1 Budget Meeting
City and County Libraries						
STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Business Transformation through Enhanced Customer Service	The library service will enhance accessibility and availability of services and programming.	<ul style="list-style-type: none"> • It will address the needs of identified groups under the Public Sector Equality and Human Rights Duty through extensive community mapping and community demographic profiling. • Programme development is informed by the data collection process and communities are supported through national programmes with particular focus on: • (Age Friendly, Healthy Ireland at Your Library, Sensory Service programming, mobility aids and adaptive technology. 	Ongoing	L1	3, 4, 10, 11, 16	Annually

Business Transformation through Enhanced Customer Service	Conduct a strategic review of the library service and in conjunction with the findings compile the Galway Public Library Strategic plan 2025-2029, having regard to the Public Sector Equality and Human Rights Duty	<p>Multifaceted approach utilizing the following methodologies:</p> <ul style="list-style-type: none"> • Extensive public engagement utilizing the UX Design principles ensuring that public needs are central to the strategic plan. Questionnaires, focus groups, non-user engagement, feedback initiatives. • Staff survey and focus group participation with a focus on the strategic themes of GCC. • Senior Management focus group participation. • Engagement with Elected Members. • Stakeholder focus group engagement. • Branch and Service review utilizing the UX Design principles with a particular focus on accessibility and inclusion. 	Q1 2025 Q2 2025			<p>Literature review and Industry Standard collation Q1 2025</p> <p>Staff, stakeholder, senior management and elected members engagement Q1 and Q2 2025</p> <p>Public Engagement Q2 2025</p> <p>Publication of Strategic Plan Q3 2025</p>
Business Transformation through Enhanced Customer Service	Develop and improve access, use and visibility of our public library service as an essential community tool with reference to the new National Library Strategy 2023-2027 having regard to the Public Sector Equality and Human Rights Duty	<ul style="list-style-type: none"> • To ensure where possible that all branch libraries organise/host a range of activities including exhibitions, readings, bookclubs, lectures and cultural events for their community. • To ensure the provision of library services in all areas of the County through the extensive mobile library network and to support Island populations with branch support and relevant resources. • To ensure that all communities are aware of their local library service and what each library as to offer. 	Ongoing	L1	3, 4, 10, 11, 16	<p>Number of library visitors as a % of the local population.</p> <p>*Number of books issued per annum.</p> <p>*Number of active memberships.</p> <p>*Number of events held.</p> <p>*Numbers of members on the mobile library.</p>

		<ul style="list-style-type: none"> The library service will participate in national promotional campaigns including, but not limited to: <ul style="list-style-type: none"> ✓ Spring Into Storytime ✓ Bealtaine ✓ Summer Stars: reading programme ✓ Cruinniu nOg ✓ Heritage Week ✓ Children’s Book Festival ✓ Family Time at Your Library To ensure that library services are showcased using mixed media channels including social media, local press and radio, community partnerships and mailing lists. 				<p>*Number of outreach events where staff are in attendance.</p> <p>*TARGET 0.25% increase quarterly in all the above</p>
Business transformation through enhanced customer service	<p>To develop and promote a library service to enable lifelong learning, information provision and literacy development</p> <p>To develop and establish an Early Years Strategy utilizing a multifaceted approach to collaboration</p>	<ul style="list-style-type: none"> Encourage library usage by children and Young Adults by building on previous successful programmes and campaigns in collaboration with Youth Services and Youth Engagement Officers. To actively support schools and teachers with relevant material, class sets and school library materials and to continue outreach programming across our library service encouraging class visits to libraries throughout the year Working with the HSE and the Maternity Department of University Hospital Galway to develop a strategic alliance to promote and deliver public library services that support and enhance the literacy development of early years children from birth to 4 years. 	<p>Ongoing</p> <p>January to May 2025. September to December 2025</p> <p>Q2 2025</p>		<p>3, 4, 10, 11, 16</p>	<p>Number who participated in the Summer Stars National Reading Campaign.</p> <p>Number of events organised for children and Young Adults throughout the year. Number of Organised Events for Children’s Book Festival. *TARGET 0.25% increase quarterly in all the above</p> <p>Work ongoing for 2025.</p>

Business transformation through enhanced customer service	Plan and provide for the provision of new infrastructure to enable the improved access for patrons across all platforms.	<ul style="list-style-type: none"> Optimizing the use of desktop PC's and WIFI services To ensure that our library resources are available online 24/7 and that communities are aware of the extensive collections. Analysis of community need to determine increase in online services and the provision of virtual learning supports 	Quarterly review		3, 4, 10, 11, 16	Quarterly review of online service usage Use of ICT equipment including Age Friendly technology such as Tovertafel interactive tables. Annual review of sensory equipment and associated resources
Business transformation through enhanced customer service	Ensuring that library opening hours are maximised through the use of MOL (My Open Library) technologies	<ul style="list-style-type: none"> Supporting and assisting the ongoing utilization of MOL technology in the Ballinasloe Library. Plan and develop the implementation of MOL technology in Clifden Library. Preliminary engagement and consideration for the development of one other County location for the implementation of MOL technology. 	Ongoing review			Data review of MOL usage in Ballinasloe Library Works ongoing to implement MOL infrastructure.
Business transformation through enhanced customer service	Ensuring that the library service is a focal point for the provision of information on our local history and culture by acquiring, preserving and managing local records and Archives. To ensure that the library services preserve and develops its rich Irish language collection. Develop and improve access, use and visibility of our Book Collections having regard to the Public Sector Equality and Human Rights Duty	<ul style="list-style-type: none"> To acquire, catalogue and collate Local History material to ensure its accessibility for all citizens. To acquire, catalogue and collate Irish Language material and to provide programming and staff support to those who wish to avail of services in the Irish language. 	Quarterly Review		3, 4, 10, 11, 16	Review of Collections Development process Q3 2025. Conduct a diversity and inclusion audit on current collections to capture community demographics. *Completion by end of Q4 2025.

Sustainable Galway	<p>Deliver initiatives that create awareness of climate change and help reduce climate impact.</p> <p>Participate and promote national environmental campaigns.</p> <p>Provide the public with information on climate change and the environment.</p>	<ul style="list-style-type: none"> • Continue to develop series of workshops, programmes and outreach initiatives for children and Young People to create awareness of climate impact. • Proactively work with organisations and groups to showcase national environmental campaigns • Create opportunities for public engagement on climate change and the environment through enhanced book collections, online resources and in-house programming 	Quarterly Review		3, 4, 10, 11, 16	Utilizing a thematic approach to programme development with review of implementation in Q3 2025.
--------------------	---	---	------------------	--	------------------	--

Rural and Community Development and Integration and Environment

Rural, Community Development and Integration

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan.	Develop and Finalise Annual Arts Council/Galway County Council Partnership Funding Application	Q 4 2025 Q2 2025 Q1 2026	-	7,13, 14,1 5	Annual application Bi-annual drawdown
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan.	Supporting Artists to create and develop Sustainable careers through key programmes to include: <ul style="list-style-type: none"> Artists Support Scheme National and International Residencies & CPD Programmes Developing Strategic Partnerships for targeted artist supports (EDI/Minority/Artform specific) 	Q1 2025 Q2 2025 Q4 2025	-	7,13, 14,1 5	12-15 Awards 5 Residencies 3 Programmes of CPD
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan.	Arts and Young People: Directly programme and deliver a wide range of arts programmes for specific (0-15 years) and (aged 15+) <ul style="list-style-type: none"> Artist in Schools. Youth led initiatives in collaboration with Professional Arts Organisations. 	Ongoing	-	7,13, 14,1 5	No of Schools programme (7) No of Direct Programmes
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through	Support Galway County Music Generation Programme and participate on LMEP	Ongoing	-	7,13, 14,1 5	Deliver on SLA

	implementation of the objectives of the Arts Plan.					
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan. Having regard to the Public Sector Duty	Arts Participation: Build Capacity in the Arts Sector for Communities and Participations Arts in Older Years: Develop arts programme for older audiences in different settings. Arts in Disability: Research, develop and design a scalable arts and disability pilot programme that fosters creativity within the collaborators, and the growth of Artists embedded in the area and within this practice.	Q4 Q1 2025 – Q3 2026	-	7,13,14,15	No of Programmes and groups reached No of New partnerships created
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan having regard to the Public Sector Duty.	Arts Programme - Reaching broader communities: <ul style="list-style-type: none"> • Deliver Culture Night Programme including Culture Night Late • Support and develop Galway County Art Festivals • Support Creative Places Tuam programme 2025-2026 • Support Arts programmes working with diverse and marginalised communities 	Ongoing	-	7,13,14,15	No of Participants % of Accessible Events No of Community partnerships % Diversity of Participants
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan.	Arts Plan 2025-2030 <ul style="list-style-type: none"> • Review current Arts Plan having regard to the Public Sector Duty • Engage in evaluation and consultation for new Arts Plan. 	Q3 2025	-	7,13,14,15	Completed by Q2 2026
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan.	Direct and Support professional arts organisations: <ul style="list-style-type: none"> • Arts Centres and Visual Arts Studios (Aras Éanna/Interface) • UNESCO City of Film Designation (Ardán) & Screenwest 	Ongoing	-	7,13,14,15	Deliver on SLA

Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan.	Arts Grant Funding 2025 Design, Deliver and administer Community Support Scheme – Arts Grants & Festival Grants.	Q1	-	7,13,14,15	No of groups/organisations supported
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan.	Public Art Programme 2025 Deliver and Advise on Public Art Programme (Per cent for Art) in consultation with Public Art Management Group. Revise Galway County Council’s Public Art Policy 2020-2024 in line with new national guidelines and Public policy.		-	7,13,14,15	No of artists commissioned No of projects commenced No of Meetings of PAMG
Sustainable Galway	Promote, develop and sustain the diverse heritage, arts and culture of Co. Galway through collaboration and participation and through implementation of the objectives of the Arts Plan.	Creative Ireland Programme: Design, plan and deliver annual Creative Ireland programme to include: <ul style="list-style-type: none"> • Culture Team Projects. • Cruinniú na nÓg. • Creative Ireland Open Call. • Ongoing additional national funding call outs. 		-	7,13,14,15	Deliver on SLA
Performance, Transparency, Equality, Human Rights and Accountability	Prepare and deliver settlement and integration programmes for new communities. Develop Migrant Integration Strategy.	Ensure equitable, inclusive and engaged communities (Goal 2 Galway County LECP 2024 – 2030) Enable target groups to live independently in the community Maintain an integration coordination model for the County Develop and implement Migrant Integration Strategy	Ongoing Ongoing Ongoing 2025 - 2031	Y1 & Y2	Goals 1, 3, 4, 5, 8, 10, 16	No. of clinics / information sessions delivered No. of community events delivered No. of stakeholder events delivered Monthly meeting of Community Integration Forum

						Strategy to be prepared for end of Q4 2025
Performance, Transparency, Equality, Human Rights and Accountability	Prepare and deliver settlement and integration programmes for new communities. Develop Migrant Integration Strategy.	Administer the Local Authority Ukraine Response Programme.	Ongoing	-	Goals 4 & 10	All OAH / Ukraine Response enquiries responded to within 1 week of receipt.
Performance, Transparency, Equality, Human Rights and Accountability	Manage the introduction of the Community Safety Partnership as replacement forum for the JPC in line with legislation and guidance	Co-ordinate and support the development of the Galway County Local Community Safety Partnership Support, encourage and promote community safety Address safety and security issues and concerns for communities Commence development of a Local Community Safety Plan for County Galway Participate in effective crime prevention partnerships with communities and state agencies	Ongoing	-	-	Set Up CSP in line with National Guidelines
Sustainable Galway	Support and manage the Local Community Development Committee (LCDC) in its programmes and manage and monitor Programme Implementors for the delivery of the Social Inclusion Community Activation Programme (SICAP) 2024-2028, addressing specific needs of identified groups.	Monitor and manage the SICAP Programme <ul style="list-style-type: none"> • Healthy Ireland Fund • Empowering Communities • Social Inclusion Events • Community Support Fund Deliver the sustainable community objectives as set out in the Galway County Local Economic Community Plan 2024-2030 with particular reference to the following Goals: Goal 1 - Active, healthy and safe communities Goal 2 - Equal, inclusive and engaged communities	Ongoing	-	Goals 1, 3, 4, 8, 9, 10, 11, 12	6 LCDC meetings a year Ensure Drawdown of SICAP Funding Monitor and report LECP Strategic Community Objectives (SCOs) No. of Grants approved under LEP Quarterly Healthy Galway County Subcommittee Meetings

Sustainable Galway	Progress a programme of quality funding bids to maximise capital investment from Town and Village Renewal Programme and CLÁR, ORIS, CRF & DRCD and national, EU Funding Schemes for rural development. (ORIS – Outdoor Recreation – CRF Community Recognition Funding) Administer and Monitor Delivery of Approved Projects in line with DRCD Contracts and Audit Requirements.	Advertise and administer Expression of Interest (EOI) processes – using Council and PPN communications, webinars, in line with DRCD Deadlines	Qt 1	-	UN SDGs, 9, 11	No of Expressions of interest received by MD. No. of applications submitted to DRCD No of Grants approved by DRCD No of Projects delivered & % of funding Recouped at year end per programme
		Provision of Webinars, Advice Events, Site Visits to Potential Applicants	Qt2			
		Advance funding bids renovation of Courthouses (Headford & Woodford) in partnership with Corporate and Community and Voluntary Sectors				
		Advance 15 bids for CLAR Funding for Outdoor Amenity & Community Facilities up to value of 750k.	Qt3			
		Advance 4 – 6 bids for Town and Village Renewal Programme up to value of 750k	Qt4			
		Administer current approved projects under CLAR, TVRS (31 Live Projects) to value of 1.1m	Qt1-Qt 3			
	Quarterly Monitoring and Data Mapping of Investments	Ongoing				
Sustainable Galway	Examine the development of a strategy to create ‘Anchor’ Community Hubs and maintain engagement with Community Response Forum	Review Community Hub response and examine the development of a strategy to create Anchor Hubs to become operational during Severe Weather Events. Continued engagement with Community Response Forum.	Q2 2025 Q2 & Q4	-	11, 17	Strategy developed Q3 2 meetings per annum (and as required)
Sustainable Galway	Support community development, promoting an inclusive, creative and sustainable environment.	Deliver Cathaoirleach Awards, Pride of Place and other initiatives such as a Grants Booklet to showcase best practice in community projects.	Ongoing	Y1	10, 11, 17	Cathaoirleach Awards and Grants Booklet delivered in partnership with PPN. No. of Steering Group Meetings.

		Facilitate the continued delivery of Comhairle na nÓg as a consultative voice for youth.				No. of consultations.
Sustainable Galway	Support the work of the Galway Public Participation Network and facilitate the involvement of its members in the policymaking process, having particular regard to the identified groups of the Public Sector Equality and Human Rights Duty.	Develop an Annual Workplan and Budget which prioritises the aims of the PPN, i.e., promoting representation; capacity-building of members; acting as an information hub between communities and the local authority.	Ongoing	Y2	10, 11, 17	MOU/SLA in place. 2 Plenary Meetings. No. of Reps vacancies filled. Annual Report to DRCD submitted.
Sustainable Galway	To educate and raise public awareness of environmental, sustainable, climate and biodiversity issues.	Continue to support the vital work of Tidy Towns Groups and build their capacity to improve performance in the National Tidy Towns Competition and linkages in their communities.	Ongoing	E3 E4	13	No. of CSS grants. Network Meeting facilitated. National Tidy Towns Results
Sustainable Galway	Review and develop a new Age Friendly Strategy having regard to the Public Sector Equality and Human Rights Duty.	Develop an Age Friendly Strategy to guide inter-departmental and interagency progress towards an age friendly county.	Ongoing	-	3, 4, 10, 11, 16	Strategy adopted. No. of OPC Meetings + AGM, Alliance Meetings & Interdepartmental Team. Host National Age Friendly Awards.
Sustainable Galway	The development and implementation of a Disability Strategy, having regard to the Public Sector Equality and Human Rights Duty.	The development and implementation of a Disability Strategy, having regard to the Public Sector Equality and Human Rights Duty, which aligns fully with the National Strategy. Ensure a whole of organisation approach to the development of the Disability Strategy.	September 2025	-	1, 3, 4, 5, 8, 10, 11, 16	Develop Strategy and set up Team
Sustainable Galway	Continue to implement the Galway Tourism Strategy. Launch Destination Brand for Galway and implement this destination marketing plan.	Advance the implementation of the County Galway Tourism Strategy. Foster and manage key strategic tourism development partnerships between Galway County Council and organizations such as Fáilte Ireland, OPW, NPWS, and Waterways Ireland.	Ongoing Ongoing	J4 J4	-	Establish tourism networks in East Galway Initiate destination experience plan with key strategic partners Progress key tourism projects aligned with zoned

		Develop and execute targeted tourism development plans based on the zones identified in the County Galway Tourism Strategy.	Ongoing	J4		development priorities with Fáilte Ireland, OPW, NPWS, and Waterways Ireland.
Sustainable Galway	Establishment of a Designated Activity Company (DAC) with a specific focus on economic and tourism development across the County and ensuring regard for the Public Sector Equality and Human Rights Duty	Establish a Designated Activity Company (DAC) with a specific focus on economic and tourism development across County Galway	Q3 2025	J4	-	DAC Established
Sustainable Galway	Support community development, promoting an inclusive, creative and sustainable environment.	Provide and support community based physical activity programmes.	Ongoing	-	SDG 3,4,5	GSP Operational Plan – prepared Q4 Mid and End Year Review. No of Programmes Delivered. No of Participants as per target demographic
Sustainable Galway	Support community development, promoting an inclusive, creative and sustainable environment.	Prepare and deliver the Local Sports Plan and through this Galway Sports Partnership Strategy Prepare and deliver the Outdoor Recreation Strategy	Other please specify End of 2025	-	SDG 3,4,9,11	Local Sports Plan Consultations Q3 of 2025 Plan developed and approved by end of 2025 GSP Strategy developed and approved end of 2025 Outdoor Recreation Consultations Q3 of 2025 Plan developed and approved by end of 2025
Environment						
STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Sustainable Galway	Develop and implement the RMCEI (Recommended Minimum Criteria for	Implementation of all actions outlined in the RMCEI Plan	Q4	P1 E2, E3	7,13, 14,1 5	Ensuring a high-quality environment and take early action to protect it

	Environmental Inspections) plan for to detail inspections required across all areas of protection incorporating revised requirements for agricultural inspections.					
Sustainable Galway	Protect public health by continuing to monitor bathing water quality at our beaches and implementing non-compliance protocols (26 bathing water areas).	Implement monitoring programme.	June to Sept	-	3,7,13,14,15	Periodically review and update monitoring and compliance protocols to incorporate the latest scientific findings and best practice
Sustainable Galway	Implementation of inspections in relation to litter black spots in accordance with our Waste Presentation byelaws.	Increase the number of inspections across the county and review and improve inspection methodology where necessary.	Q3	P1, E3	7,13,14,15	Use data from previous inspections, community reports to identify areas with high litter levels
Sustainable Galway	To continue to provide and expand recycling services for the public including at civic amenity and bottle banks facilities.	Ensure contracts are in place to sustain these services which will have significant environmental benefits. Go to tender for new civic amenity site in Gort.	Ongoing Q1	P1 E2	7,13,14,15	Sufficient services and facilities in place
Sustainable Galway	Acquire new sites for burial grounds in the identified areas and progress works on extensions to existing burial grounds, with measures to address specific needs of identified groups under the Public Sector Equality and Human Rights Duty.	Advertise expression of Interest for new sites. Progress works on extensions to burials grounds.	Ongoing Ongoing	-	-	Measure the inclusiveness of burial grounds
Sustainable Galway	To educate and raise awareness of environmental, sustainable, climate and biodiversity issues.	Review of Litter Management Plan 2025 having regard to the Public Sector Duty	Q4	P1 E4	13	Measure the increase in awareness through surveys, feedback forms and statistics from programmes

		Green Schools Programme	Q4			Measure the participation of schools
		Anti-Litter Poster Competition for all Schools	Q2			Measure the inclusivity of all schools
Sustainable Galway	Continue to support and work with AthChursail in the efficient management of waste streams for the islands.	Provide management and financial support to ensure continuity of service.	2025	E1	-	Quarterly meetings 4 per annum
Sustainable Galway	Progress amenity development projects at closed Kilconnell and Pollboy closed landfill sites having regard to universal design principles.	Progress developments through the planning process. Procure consultants to progress to preliminary design stage (Poolboy) Procure consultants to progress to detailed design stage (Kilconnell)	Q3	-	3, 9	Planning process complete and consultants appointed (Kilconnell) Q2 2025 Consultants appointed Q3 (Poolboy)
Sustainable Galway	Promote responsible dog ownership having regard to the provisions of the Control of dogs Act, Microchipping of Dogs Regulations and Dog Breeding Establishment legislation.	Oversee the operation and management of the Council's dog shelter. Increase level of dog licencing and microchipping compliance of dogs in the county. Implement the DBE Act through inspections and risk analysis of registered DBE premises. All complaints of DBE's to be followed up. Continue to promote and support initiatives which assist in ensuring responsible dog ownership across the county. Consult with multiple rescue agencies in seeking places for large volumes of stray and unwanted dogs entering the care.	Q4 Q4 Q4 Q4 Q4	-	-	Monitor collated data. Collaborate with local rescue organisations for educational programmes

Finance, Motor Tax, ICT, Digital Transformation

Finance

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Business Transformation through Enhanced Customer Service	Provide excellent, accessible, and responsive customer service to underpin customer satisfaction and deliver on the objectives of our Customer Charter.	<p>We will provide clear, accurate and up-to-date information about our services at all our office locations and on our website. Also, we will continually work to make our forms easy to understand.</p> <p>We will review and update the content on our website and intranet.</p>	2025	M1 M2 M3 M4	9	By Q2 and Q4
Sustainable Galway	Prioritise income sources for this Council and enhance the database and effective collection and enforcement systems across all revenue streams.	<p>We will continue to review our income sources from the department through grants and subsidies.</p> <p>Allocation of the LPT to each MD with the objective to maximise match funding.</p>	Quarterly	M1 M2 M3 M4	8, 9	4 reviews per annum Q1 2025
Performance, Transparency, Equality, Human Rights and Accountability	Monitor and strive to continuously improve Financial Management, to include best in class cash flow maintenance, liquidity management, resource utilisation, reduce business risks.	<p>We have tight internal controls on our Financial Management Systems.</p> <p>We continuously monitor our cashflows to ensure we invest at the appropriate levels to earn maximum interest levels to ensure good cash flows.</p> <p>We have our rate collectors actively engaging with customers to ensure that we are maximizing collection rates.</p>	Ongoing	M1 M2 M3 M4	8, 9	Q1 Maximise the amount we have in investments to ensure good cash flow management.

		We will monitor our collection percentages for commercial rates, rents and loans issued and compare to the prior periods and ultimately year on year review.				Throughout the year and then at the year-end for Q4. Increase in collectability rates by a further percentage.
Performance, Transparency, Equality, Human Rights and Accountability	Compliance with Statutory Regulations. Continue to support strong audit, financial, risk, data and corporate governance and reporting systems to build public confidence, maximise efficiency and ensure compliance with our obligations.	<p>We have a number of statutory obligations; we ensure that we are abiding by these corporate governance and statutory requirements.</p> <p>We have strong internal controls to support efficiency and ensure compliance with our obligations.</p> <p>We are presently updating the documentation on our processes and procedures in the finance department.</p>	Ongoing	M1 M2 M3 M4	8, 9	Q3
Sustainable Galway	Support capital project management across all directorates agreeing procedures and supporting the project planning assessment, procurement, and funding mechanism.	<p>We have strong internal controls to support efficiency and ensure compliance with our obligations on the capital account and the draw down of funding relating to capital projects.</p> <p>Review of the Public Spending Code.</p>		M1 M2 M3 M4	8, 9	Completed by Q2 2025

Motor Taxation

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Democracy and Council Leadership	Compliance with Statutory Regulations. Continue to support strong audit, financial, risk, data and corporate governance and reporting systems to build public confidence, maximise efficiency and ensure compliance with our obligations	<p>We continue to have strong checks and controls in our taxation offices. While we promote the online services, we strive to meet the needs of all our customers, hence we continue to have three motor tax offices, supporting the city and council.</p> <p>We will review and compare the number of online services for Motor Tax, with the view to maximise the number of online applications.</p>	Quarterly & year end	M1, M2, M3, M4	8,9	<p>4 reviews per annum</p> <p>1 year on year review</p> <p>We are striving for a further 5% increase in the number of online applications</p>

Information & Communication Technology

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Business Transformation through Enhanced Customer Service	Support and deliver a significant amount of Council services digitally and improve access to members of the public and local businesses, having regard to the implementation of the Public Sector Equality and Human Rights Duty for all elements	<p>We are working to increase the number of services online to our customers.</p> <p>We will also review the feasibility of the implementation of an online BOT to support customers and ultimately reduce the number of calls into our customer services</p>	Ongoing	C3	8, 9, 11	<p>At the end of Q4 2025 we will compare to those of the prior period with the target of increasing online services by 10%.</p> <p>By the end of Q4.</p>
Sustainable Galway	Redevelopment of the Council's Website to be completed and the expanded use of social	We presently have a team updating the website and we are working with a third party to support on ensuring a positive and fulfilled end user experience.	Q2 2025	C3	8, 9, 11	We will have an updated website by the end of Q3, which is supported by the server of GCC.

	media and other communication channels as a source of public information.	Further we are also working on updating the intranet as part of this project				To be completed by the end of Q4.
Democracy and Council Leadership	Support the roll out of the National Local Government Sector Digital Strategy	<p>We are working with the LGMA to roll out our Local Prioritisation Plans for LG Digital & ICT Strategy.</p> <p>As part of this, we set up a digitilisation team, whose early objectives include setting up an innovation team and innovation projects.</p>	Ongoing	C3	8, 9, 11	By Q4. Q1

Economic Development, Planning and Project Management Office

Local Enterprise Office

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Business Transformation through Enhanced Customer Service	Be the lead agency for Economic Development and be recognised as the first point of contact for Economic Development for County Galway.	Develop programmes & work to the Enterprise Ireland (EI) Service Level Agreement (SLA) and Metrics	Ongoing	J1, J2, J3	8,9	SLA & NOAC PI
Business Transformation through Enhanced Customer Service	Provide LEO clinics at Municipal District offices.	To engage at MD level on LEO issues and have a visible presence in LEO offices	Q1 2025	-	8/9	Supports offered
Performance, Transparency, Equality, Human Rights and Accountability	Local Enterprise Office (LEO) to continue to support and enable enterprise driven development including provision of support for implementation of the Public Service Duty on Equality and Human Rights.	Deliver training, management projects and work to the EI SLA	Ongoing	-	7, 8, 9	SLA delivery
Democracy and Council Leadership	Establishment of a Designated Activity Company (DAC) with a specific focus on economic and tourism development across the County and ensuring regard for the Public Sector Equality and Human Rights Duty.	To provide input and sit on committees of the new DAC	Q2 2025	-	8/9	DAC established

Planning						
STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Business Transformation through Enhanced Customer Service	Delivery of statutory plans including Local Area Plans (LAPs) – Gort (remaining LAP to be completed), having regard to the Public Sector Equality and Human Rights Duty.	Municipal District Approval	Q3 2025	-	7, 8, 9, 11	LAP Adopted
Democracy and Council Leadership	Prepare and publish a new Development Contribution Scheme.	Present Draft Scheme to Plenary	Q2 2025	-	8, 9, 11	Scheme Adopted
Sustainable Galway	Prepare a Masterplan for the former Galway Airport site at An Carn Mór (Carnmore) and pursue future development options for the site.	Masterplan underway with Partners	Q4 2025	-	7, 8, 9	1. Masterplan Adopted 2. Develop future Options 3. Seek Site Valuation
Democracy and Council Leadership	Provide planning services clinics at Municipal District Level	Pre-planning meeting per Municipal district held monthly Planning workshop held with Agents	Ongoing	-	7, 8, 9, 11	No. and location by MD of preplanning meetings held 1 per annum
Sustainable Galway	In partnership with Irish Rail and the Department of Housing, Local Government and	URDF supported New Train Station and Car Park at Oranmore under construction Design work on Car park underway	Q4 2026	-	7, 8, 9, 11	Q4 2025

	Heritage (DHLGH) to deliver the Oranmore train station and Urban Regeneration Development Project, having regard to universal design principles.	What work in 2025 will lead us to end result in 2026				Q4 2025
Sustainable Galway	Planning Department input to Sceirde Rocks Offshore Wind Farm and other large scale energy projects.	Sceird Rocks Offshore Windfarm Strategic Infrastructure Development (SID) reports to MD and Council	Q1 2025	-	7, 14	CE Reports to ABP within prescribed period
Business Transformation through Enhanced Customer Service	Ensure public participation with respect to all statutory Plans and associated emerging Projects.	Consultations held regularly	Ongoing	-	11	Events/ Workshops etc held
Sustainable Galway	Delivery of Heritage, Conservation and Biodiversity initiatives across the County having regard to the Public Sector Duty	Grants delivery	Ongoing	-	11, 13	No of Events/ Grants etc
Business Transformation through Enhanced Customer Service	Promotion of National Heritage Week and National Biodiversity week	Events and Exhibitions supported	Q3 2025	-	11, 13	Events held

Sustainable Galway	To support and develop the Strategic Economic Corridor identified in the County Development Plan 2022-28 from Oranmore to Athenry.	Plan in place for delivery	Ongoing	-	6, 7,8, 9, 11	Economic Strategy Developed with Galway City Council & Statutory Agency Support.
Democracy and Council Leadership	To implement the new Planning & Development Act 2024 including the required review of the County Development Plan and associated LAPS etc.	Legislation to policy underway	Ongoing	-	6, 7,8, 9, 11	Implementation
Sustainable Galway	Ensure that there are adequate residential zoned lands in relevant Towns, Metropolitan Area Strategic Plan (MASP) area etc. to support economic development and housing need.	Ongoing review of lands Statutory CDP Review ongoing with OPR/Dept and Council	Ongoing	-	6, 7,8, 9, 11	County Development Plan review
Sustainable Galway	Ensure the ongoing Management of Planning permissions in accordance with statutory requirement	Report developed by MD on Development Management stats	Ongoing	-	6 to 17	No. of Planning Permissions granted No. of Preplanning meetings held
Sustainable Galway	Ensure compliance with planning permission grant	Compliance documentation received reviewed and agreed by Building Compliance officers Planning Enforcement followed up on	Ongoing	-	6 to 17	Statutory Timeframes No of Warning letters issued No of Enforcement letters issued

Sustainable Galway	Ensure compliance with Building Control Regulation (BC)	Building Control documentation received reviewed and validated by Building Control Officer	Ongoing	P1		No. of Building Control completed No. of Certs issued
Urban and Rural Regeneration Team						
STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Sustainable Galway	Secure additional BIA capital funding and continue to support the development of BIA as a national food innovation and agri-technology hub and Agricultural Technology (AgTech) opportunities.	DCRD Engagement BIA Board and Subgroup Engagement	Q1 2025	-	9, 17	BIA Capital Project funded and completed
Democracy and Council Leadership	Establishment of a Designated Activity Company (DAC) with a specific focus on economic and tourism development across the County and ensuring regard for the Public Sector Equality and Human Rights Duty.	Subcommittees Created of DAC Engage with DAC on projects	Q2 2025	-	8, 9, 11	DAC established Work plan completed

Business Transformation through Enhanced Customer Service	Establish a project management office (PMO) to ensure effective delivery of strategic infrastructure and capital projects. Ensure appropriate structures are in place to enable the Council to deliver essential projects for the County's development.	Recruit Staff Develop Work Plan	Q2 2025 Q4 2025	-	11, 13	PMO set up Work Plan devised for actioning in 2026
Performance, Transparency, Equality, Human Rights and Accountability	Ensure public participation with respect to all statutory Plans and associated emerging Projects.	Community Consultations Town Team developments Part 8 projects	Ongoing	-	11	Plans devised
Sustainable Galway	The Regeneration Team to continue working with the Irish Rail, CIE and the Northwest Regional Assembly (NWRA) to deliver on the regeneration of the Tuam Station Quarter in preparation for the reinstatement of the Rail network.	Planning Permission delivery EU Funding application Manage relationship with: Irish Rail, Action Tuam	Q3 2025	-	11	Part8 lodged Q2 Part8 Grant Q2 THRIVE funding applied for Q3 Funding awarded Q4
Performance, Transparency, Equality, Human	Continue to deliver Town Centre First plans in collaboration with established Town Teams	Ongoing community engagement Plans devised Part 8 approvals	Ongoing	-	11	Athenry Town Centre Plan under development Headford & Oranmore started

Rights and Accountability	identifying funding priorities from a bottom-up level with high levels of community engagement and ownership in line with National Policy.					
Sustainable Galway	Implement and progress projects funded through RRDF, URDF, ERDF, besides other funding streams, in line with Galway County Development Plan objectives, National Policy, and support for Tourism, Economic, Sustainability, Biodiversity, and Climate Action.	Ongoing project management Reporting to MD structures Assign to PMO as needed	Ongoing	-	8, 9, 11	Projects delivered Portumna Courthouse finished Loughrea Townhall under construction
Sustainable Galway	Ongoing RRDF and URDF project delivery: Portumna, Gort, Loughrea Long Point, Athenry, Clifden Public Realm Enhancements, Somers House redevelopment, Portumna Courthouse, Loughrea and Tuam Town Halls, adhering to	Finish construction projects on budget Engage with relevant Agencies Run tenders in a proper manner	Ongoing	-	8, 9, 11	Capital projects ongoing Portumna Open Loughrea under construction Long Point P10 granted

	universal design principles.					
Sustainable Galway	Facilitate the continued development of Town Teams and wider under Town Centre First programme having regard to the Council's commitment to universal design principles.	Engage with Communities Liaise with Town Teams Develop Town Plans	Ongoing	-	11	Town Plans devised Athenry Oranmore Headford An Cheathru Rua (Udaras)
Sustainable Galway	To support and develop the Strategic Economic Corridor (SEC) identified in the County Development Plan 2022-28 from Oranmore to Athenry.	Work on Athenry Town Team Oranmore opportunities to be explored	Ongoing	-	11	SEC delivery

Housing (incl Housing Capital)

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Sustainable Galway	Support the Galway Housing Delivery Taskforce.	Work to create and extend opportunities for the delivery of private, social and affordable housing, meet Traveller accommodation needs and address homelessness, in line with the Taskforce's Terms of Reference.	Q1 – Q4 2025		6, 10, 11, 12	4 Meetings of the Galway Housing Delivery Taskforce – Q1, Q2, Q3 and Q4 2025. Delivery on the actions agreed by the Taskforce.

Sustainable Galway	Progress opportunities to deliver Affordable Housing.	<p>Provide schemes of Affordable Housing for the county.</p> <p>Support the work of the Galway Housing Delivery Taskforce sub-group on Affordable Housing.</p>	Q1 – Q4 2025	H1	10 11 12	<p>Complete sales of 17 units in Phase 1, Garraí Na Gaoithe.</p> <p>Complete sales of 44 units in Phases 2 & 3.</p> <p>Obtain Dept approval of AHF funding for 66 affordable units (affordable purchase and affordable rental) at Droim Na Gaoithe.</p> <p>Obtain approval of AHF funding for Part V properties, as appropriate.</p> <p>Prepare tendering documents for the design phase of 28 units in Raheen and 16 units in Pairc na hAbhainn, Athenry with delivery anticipated in Q4 2026.</p>
Sustainable Galway	Implementation of the Traveller Accommodation Programme 2025 – 2029 having regard to the Public Sector Equality and Human Rights Duty.	<p>Continue major refurbishment of Traveller Specific housing, to include extensions and adaptations where need arises, subject to funding from Traveller Accommodation Unit, including:</p> <ul style="list-style-type: none"> • Ballydavid – 6 houses • Gortbride – 7 houses • Castleblakeney – 2 houses • Cartron, Ballygar – 1 house • Kingsland, Athenry – 1 house • Gort – 1 house 	Q1 – Q4 2025	-	6, 10 11	Refurbishment underway on all properties, to be completed by end 2026.
Sustainable Galway	Review the requirement and potential for the redevelopment of Tuam	Present completed feasibility study for consideration of LTACC.	Q4 2025	-	6, 10 11	Feasibility study to be agreed and presented to LTACC Q4 2025.

	Halting Site to provide required accommodation, dependent on planning approval and funding being made available, in collaboration with CENA.					
Sustainable Galway	Deliver enhanced Homeless Services by adopting and implementing regional and county action plans. Focus on preventing and reducing homelessness, minimizing reliance on private temporary emergency accommodation, and addressing the needs of identified groups	Delivery and management of homeless services in line with the West Region Homeless Action Plan and with the support of Galway City Council as West Regional Lead for Homeless Services.	Q1 – Q4 2025	H6	6, 10 11	Adoption of West Regional Homeless Action Plan 2025 – 2027 – Q1 2025 Adoption of Galway County Council Homeless Action Plan by Q4 2025. Increased provision of homeless services facilities – Community Based Housing & Youth Housing Programmes
Sustainable Galway	Progress provision of emergency short-term homeless accommodation and medium-term supported housing to design and planning in consultation with the Dept of Housing.	Collaborate with Dept of Housing and NGOs and Housing Capital team to progress plan to Part 8 planning.	Q3 2025	H6	6,10,1 1	Appoint Design Team and advance Part 8.
	Support the provision of domestic abuse refuge in Galway County (emergency response):	Collaborate with Dept of Housing and NGOs to provide medium-term accommodation in 2026.	Q4 2025	H6	6,10,1 1	Agreement in place with NGO regarding provision of supported medium-term housing for families leaving domestic violence refuge.

	Review requirement and potential location for domestic violence refuge in consultation with CUAN.	Engage with domestic violence response service providers to progress refuge in County Galway	Q2 2025			Engage with CUAN to determine a timeline for the funding and delivery of a domestic violence refuge in County Galway.
Sustainable Galway	Establish a dedicated team to facilitate a rolling annual differential rent review of all Council and HAP/RAS and Lease tenancies.	County-wide rent review of 1,500 Council tenants and tenants in private rented accommodation in receipt of HAP or RAS supports.	Q1 – Q4 2025	-	10 11	County-wide rent review of 1,500 Council tenants and tenants in private rented accommodation in receipt of HAP or RAS supports completed by Q4 2025 with the balance of rent reviews to be completed in 2026.
Sustainable Galway	Progress a scheme of works to improve energy efficiency in the Council’s stock and to contribute to efforts against climate change.	Prepare and implement a programme of energy efficiency works in 67 Council properties, based on funding allocation.	Q4 2025	H7	11	Energy efficiency upgrades completed on 67 Council owned properties by Q4 2025.
Sustainable Galway	Effective Management of Housing Vacancies. Reduce level and duration of vacancies in Housing Stock:	Plan in place to have properties overturned efficiently and economically to facilitate re-letting.	Q1 – Q4 2025	H3 H4	11	Aim to achieve a reduction in the average re-let period in 2025 v 2024. Target of 20 weeks. Average Time Taken from Date of Vacation of Dwelling to the Date in 2025 When a New Tenancy had Commenced (Weeks) that don’t have energy retrofits attached (KPI H3A), 40 weeks.
Sustainable Galway	Support the regulation and implementation of minimum standards in the rented sector	Proceed with the inspections of private rented properties (RTB, HAP, RAS).	Q1 – Q4 2025	H5	10 11	No. of Inspections carried out (KPI H5B). Achieve annual target of 1,584 inspections of private rental

						properties, as determined by the DHLGH, by the end of Q4. Report quarterly on performance to the DHLGH.
Sustainable Galway	Deliver housing in Galway under Housing for All by planning and implementing new builds, increasing social and voluntary housing, eliminating discrimination, and addressing the needs of identified groups per the Public Sector Equality and Human Rights Duty	<p>Housing Supply</p> <p>Advance the Housing for All - delivering units under the construction, acquisition, advance purchase, Part V, CAS, CALF, Buy & Renew, Repair & Leasing, Long Term Leasing and Voids.</p> <p>Work in close partnership with Approved Housing bodies (AHBs) to assist in progressing their Capital & SHCEP project to aid increased delivery of units as their figures contribute to 40% of the overall targets.</p>	Q1 – Q4 2025	H1	10 11 12	Targets in accordance with the HDAP and Housing for All targets
Sustainable Galway	Prepare and implement a land acquisition program to support mixed tenure housing for sustainable communities. Advance maintenance and improvement of existing social housing.	<p>Acquire a land bank for housing construction that will provide housing supply in the medium term, beyond Housing for All.</p> <p>Implement Preventative Maintenance Programme for Housing Stock.</p>	Q1 – Q4 2025	H2, H3, H4	11	<p>Extent of additional residential land acquired during 2025.</p> <p>Review and update Planned Maintenance Programme by Q2 2025.</p> <p>Advance Energy Retrofit Programme in accordance with targets identified and funding made available.</p>

		<p>Monitor and enhance the efficiency of housing stock maintenance by tracking the number of repairs completed, ensure timely response.</p> <p>Reduce level and duration of vacancies in Housing Stock:</p> <p>Continued use of the RED list system to ensure voids vacancies are minimised. Maximise use of technology.</p> <p>Maintenance repair requests managed and logged in a timely manner via ihouse</p>				<p>Number of repairs completed as a % of valid repair requests received by end Q4 with a target set at 95% of Emergency Repairs (I House category).</p> <p>Aim to maintain the % of housing vacancies at end of Q4 2025 versus % of housing vacancies at end Q4 2024 (KPI H2A). Aim to achieve a reduction in the average re-let period in 2025 v 2024. Target of 20 weeks. Average Time Taken from Date of Vacation of Dwelling to the Date in 2025 When a New Tenancy had Commenced (Weeks) that don't have energy retrofits attached (KPI H3A), 40 weeks.</p> <p>Review and establish: (1) Properties to sell (2) Major Refurb Applications (no. 8) (3) Derelict Units (no. 24)</p> <p>Repairs to be carried out as requested subject to resources being available.</p>
Sustainable Galway	Tackle residential vacancy through grant schemes and activation including the commencement of a Compulsory Purchase of Property (CPO) activation programme.	<p>Continue to implement the Vacant Homes Action Plan throughout 2025 and CPO Activation Programme</p> <p>Re-visit vacant/derelict properties identified through the Geo Directory Vacancy Data Survey, to update the</p>	Q1 – Q4 2025		10 11	<p>In line with Activation Targets to be set by the DHLGH for 2025. A target of 150 properties to enter the activation programme by the end of 2025.</p>

		<p>vacancy status, with the aim of bringing the vacant properties back into use through the Activation Programme or CPO Vacancy/Dereliction Activation Programme</p> <p>Manage the Croi Conaithe (Vacant Homes) grant scheme in a timely manner and track and maintain all records</p> <p>Ensure inspections for the Croi Conaithe Scheme are carried out in a timely manner.</p> <p>Implement all other Schemes under the Vacant Homes Action Plan including Buy and Renew, Repair and Lease. Record all EOIs received under Buy and Renew and repair and lease, referring any properties for consideration under buy and renew to Capital for acquisitions.</p> <p>CPO Activation Programme Implement and progress the CPO activation scheme by identifying and</p>			<p>Re-visit the 817 vacant/derelict properties identified through the Survey, to update the vacancy status, by the end of 2025. GCC has set a target of 80 of the 817 to be privately activated by the end of Q4 2025.</p> <p>Ensure initial applications for VPRGs are acknowledged within two weeks of receipt and a substantive reply with FI request sent within two weeks. 10% of applications/vacant properties which have received initial approval to be visited.</p> <p>Ensure initial and final inspections are carried out within 3 weeks of referral date, with inspection reports returned within 4 weeks of referral date.</p> <p>All Expressions of Interest to be addressed in 10 days.</p> <p>Progress the Purchase of properties as per the target set by the DHLGH in 2025 under the CPO Vacancy/Dereliction Activation Programme</p> <p>1 LTL (1 unit) to be complete by end of Q1 2025 1 LTL (11 units) to be complete by end of Q3 2025</p>
--	--	---	--	--	---

		<p>prioritising vacant and derelict properties.</p> <p>Long Term Leasing Advance Long term leasing programme by identifying suitable properties and engaging with property owners and securing lease agreements.</p> <p>Manage existing long-term leases</p>				Respond to queries as they arise, and process Rent increases in line with the Lease and HICP index.
Sustainable Galway	Provide professional, timely and quality Tenancy and Estate Management Services to all local authority residents, addressing the needs of identified groups. support vibrant, integrated, mixed tenure, self-reliant communities in line with legal requirements	<p>Tenancy Sustainment Strategy Implementation of the Tenancy Sustainment & Estate Management Strategy.</p> <p>Review and update the Anti-Social Behaviour Strategy.</p> <p>Digitization of all TEM files for increased efficiencies.</p> <p>Develop online Case Tracker onboarding.</p> <p>Individual Tenancy sustainment review for transition properties.</p> <p>Rent a Room to Students Programme. Roll out the rent a room to a student initiative, where local authority tenants can apply to rent a room in their accommodation to students.</p>	Q1 – Q4 2025		10 11	<p>No. of Tenancy Sustainment Home Visits carried out. (Measure at the end of each quarter).</p> <p>No. of coordinated multiagency initiatives/site visits taken to promote sustainable communities (Target No. 11).</p> <p>By Q4 2025</p> <p>100% of TEM files digitized. To complete by Q4</p> <p>No. of support plans in place for LA tenancies.</p> <p>Support the Rent a Room Programme as per guidance from the DHLGH.</p>

		<p>Period Poverty Project. Expansion of the current programme which has provided free period poverty products in all our libraries, funded by Health Ireland, to also include HQ and M.D. buildings.</p> <p>Community CCTV systems Procure, operate and manage Community based CCTV Systems in accordance with Data Protection Impact Assessment and Data Protection Officer</p> <p>To deliver a professional, practice-based Social Work service to referred clients.</p> <p>Implementation of Referrals process and Case allocations</p> <p>SOLO (Sexual Offences Liaison Officer) role (SSW)</p> <p>Child Protection Officer (SSW)</p>				<p>Expanded Programme by Q4 2025</p> <p>Compliance with GDPR requirements.</p> <p>Tracking on Caseload management System. Review at Social Work Team Meetings – reprioritise cases, close cases, allocate new cases etc. Updates on Actions / interventions – Outcomes - noted in Social Work Case notes.</p> <p>Reporting and screening within the timelines as outlined in the National Safeguarding Policy 2014.</p> <p>Case management of SOLO clients</p>
--	--	---	--	--	--	--

		<p>Improved communication with stakeholders</p> <p>Adherence to Children's First legislation</p> <p>Respond to and support staff re concerns for child welfare</p> <p>CORU obligations</p> <p>Referrals to external agencies as required Case closures.</p>				<p>Changes to Sex Offenders legislation, implications for SOLO and LA.</p> <p>Responding to referrals appropriately and timely. Liaison with Tusla on behalf of Galway County Council.</p> <p>Tusla (Child Protection), Aftercare (Tusla), HSE, Mental Health, Disability services → leading to earlier intervention on mutual cases → positive outcomes.</p> <p>Clinical Supervision. Training of Social Workers from University of Galway on placement with Galway County Council.</p> <p>CPD – CORU registration. Implementation of caseload and referrals management.</p> <p>Prioritisation System in place. P1, P2, P3. Accountability of casework, follow up etc. Progression of cases.</p>
Sustainable Galway	Provide housing loans and grants to support individuals and families in meeting their housing needs. Address	Implementation of Local Authority Housing Loan Scheme in accordance with Department guidelines.	Q1 – Q4 2025		10, 11	Housing Loan applications processed, and returns submitted as per Department guidelines and allocation for 2025.

	<p>specific needs arising from diversity and help adapt accommodations to meet changing household needs.</p>	<p>Implement the HAG/MAG & HAOP Grant Schemes as per Department guidelines:</p> <p>Progress IT system to facilitate online grant applications in collaboration with IT development team.</p> <p>Implementation of Tenant Purchase scheme in accordance with revised Tenant (Incremental) Purchase Scheme 2016 as updated by Circular 48-2023 in December 2023.</p>				<p>Number of applications and length of time on hand Q1, Q2, Q3 and Q4. Applications processed in an efficient and timely manner – within 3 months of receipt, as resources allow.</p> <p>Develop of online system as option for applicants in 2025, in collaboration with IT development staff, as resources allow.</p> <p>Applications for Tenant Purchase progressed in an efficient and timely manner.</p>
Sustainable Galway	<p>Provide high-quality, efficient and customer-focused service in assessing housing needs and meeting accommodation needs of eligible households through social housing allocation, voluntary housing and Housing Assistance Payment, Rental Accommodation Scheme.</p>	<p>Ongoing processing housing applications and engaging with housing applicants.</p> <p>Delivery of Rental Accommodation Scheme (RAS) & Housing Assistance Payment (HAP)</p> <p>Acquisitions Progress the acquisition of properties to provide housing for Clients in long term emergency accommodation.</p> <p>Progress the acquisition of properties through the Tenant in Situ Scheme</p>	Ongoing - statutory timeframes	H3		<p>Process valid applications for Social Housing and engage with applicants within 12 weeks of receipt of completed application.</p> <p>Process RAS and HAP payments in a timely manner and ensure drawdown from the Department are up to date.</p> <p>As per Department of Housing, Local Government and Heritage allocation for 2025.</p> <p>As per Department of Housing, Local Government and Heritage allocation for 2025.</p>

Sustainable Galway	The Strategic Plan for Housing People with a disability 2021-2026 will be reviewed regularly to allow for consideration of national disability strategies, regulation or legislation developments.	Strategic Plan for Housing People with a Disability	Ongoing	(H1 to H7)	6,101 1	No of Meetings of Housing Disability Steering Group and Related Subgroups Implementation of the National Housing Strategy and Implementation Plan
--------------------	--	---	---------	------------	------------	--

Physical Infrastructure, Fire and Emergency Services, Climate Change

Water Services

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Sustainable Galway	Work with Uisce Éireann to ensure that key water and wastewater investments are made by UÉ to enable sustainable urban and rural growth in County Galway including the Strategic Economic Corridor. Drive the implementation of the Rural Water Programme with a focus on addressing infrastructure deficits in our towns and villages.	The Capital Team in Water Services assist and input to Uisce Éireann Capital Investment Plan along with colleagues in Planning to ensure that infrastructure investment by Uisce Éireann is aligned with development plans.	Ongoing	W1, W2	6	Work under the targets in the Master Co-operation Agreement (MAC)
Sustainable Galway	Under the Master Co-operation Agreement (MCA), progress the operational handover, workforce transition and financial management of the water services functions to Uisce Eireann	Transfer remaining assets, to UE, workforce transition to UE employment, redeploy staff that wish not to transition to UE.	As per targets in the MCA		6	As per Targets set out in the MCA.
Sustainable Galway	Work with the DHLGH and in partnership with UE, to address wastewater infrastructure deficits in villages of Craughwell and Clarinbridge to support River	Strengthen the resources in the Rural Water Unit to advance the wastewater deficits in partnership with UE. Identify options, business case, funding, planning		W1, W2	6	Q4, 2025 identify preferred option, secure resources & funding, and agreement with UE

	Greenway and the Galway to Oughterard and the Oughterard to Clifden Greenway	Continue the work on the Conamara Greenway through planning and construction	On going			On going
Sustainable Galway	Continue the improvement and maintenance programme of works on coastal piers to support the fishing industry and the islands.	<p>Prepare and deliver routine maintenance & minor improvements programme for Piers, Harbours and yacht moorings - subject to available funding.</p> <p>Progress capital projects on strategic piers Inis Oírr and Inis Meáin through the approvals, permitting and works phases.</p> <p>Develop strategy for future upgrade projects aligned with goals of supporting and developing sustainable coastal communities.</p>	<p>Q4 2025</p> <p>Award contract by Q4 2025</p> <p>Q4 2025</p>	-	14	<p>Q4 2025</p> <p>Complete works as per contractor procurement.</p> <p>Q4 2025</p>
Business Transformation through Enhanced Customer Service	Prepare and implement the multi annual Roads Investment Programme for the national and non-national road network.	<p>Undertake and complete a maintenance and resurfacing programme for national and non-national, and local routes, incorporating ordinary maintenance (verge trimming, drainage and signage provision/renewal), bridge maintenance, winter maintenance and route lighting maintenance within the limits of available funding and as agreed with the Transport Infrastructure Ireland/Department of Transport.</p> <p>Strategic Regional & Local Road Schemes:</p> <ul style="list-style-type: none"> ✓ Athenry Ring Road Sections 3 & 5 ✓ R332 Kilbannon 	Q3/4 2025	P1, R1, R2	9	<p>Completion of the Annual Roads Programme by Nov 2025 in accordance with TII -Chargeability of Expenditure to National Road Grants (CAP-QAW-0100-1) and DTTAS Circular RW 02, 2025 with TII & Dept of Transport 2025 Funding Allocations.</p> <p>S3-5, construction to commence 2025</p> <p>Finalise Tenders, apply for DOT approval. Q4 2025</p>

		<ul style="list-style-type: none"> ✓ R374 Causeways & Bridges ✓ R339 Belville ✓ L52214 Cuan na Loinge 				<p>Q4 2025</p> <p>Q4 2025</p> <p>Q4 2025</p>
Business Transformation through Enhanced Customer Service	Deliver strategic Noise Map/Noise Action Plan for the County and implement the actions in the plan.	Deliver on all actions required within the Noise Action Plan.	2025	-	3	Q4 2025
Business Transformation through Enhanced Customer Service	Undertake and deliver a review of the speed limits across the road network	Fulfill all statutory obligations relating to Speed Limits. Implement nationally mandated changes deriving from the 2023 National Speed Limit Review.	2025	-	3	Q4 2025
Sustainable Galway	Work with the NTA in the updating of the Galway Transport Strategy and publication of the Galway Metropolitan Area Transport Strategy (GMATS).	Draft to public consultation	2025	P1, R1, R2, R3	11	Q4,2025
Sustainable Galway	Support the delivery and implementation of Local Transport plans, Community Based Transport Plans, area-based transport plans having regard to the Council's commitment to universal design principles and by putting measures in place to	<p>A County Transport Modelling Assessment</p> <p>Local Transportation Plans for Tuam, Athenry, Loughrea and Gort</p> <p>East Galway City Suburbs Local Transport Plan to include Oranmore</p>	Ongoing	P1, R1, R2, R3	11	Q4 2025

	address the specific needs of the identified groups.	Community Transport Studies for 6 towns - Headford, Kinvara, Portumna, Oughterard, Maigh Cuillin and Clifden Collaboration with the NTA National Cycle Project Office teams to develop a National Cycle Network - Cycle Connects strategy currently being developed by the NTA				
Sustainable Galway	Continue the preparation and delivery of mobility plans incorporating programmes such as Active Travel measures, Safe Routes to School and Low-cost safety schemes etc. having regard to the Council's commitment to universal design principles	Progress and manage NTA funded Active Travel projects across the county. Prioritise delivery of the Active Travel/Safe Routes to School (SRTS) Programme	Ongoing	P1, R1, R2, R3	11	Complete Design, Planning & Construction by Q4 2025 to Q1 2026 Complete Design, Planning & Construction by Q4 2025 to Q1 2026
Sustainable Galway	Enhance Road Safety in County Galway	Development a Joint Road Safety Plan in partnership with Galway City Council, TII, RSA and An Garda Síochána (AGS) Continue to develop the Road Safety Initiative including Road Safety Schemes Jointly assess fatal and serious accident location with AGS	Q1 2025 On going	R1, R2, R3, R4		Q1 2025
Sustainable Galway	Review and implement a county wide review of speed limits under the Dept Transport Speed Limit Review	Review and implement 30km/h speed limits in towns and villages	Q4 2025			Q4 2025
Business Transformation through	Enhance the Councils Municipal District office' capacities to deliver as many	Strengthen the MD Structures in line with the Workforce Plan objectives	Ongoing	-	11	Q4 2025

Enhanced Customer Service	services as possible closest to our citizens with each district having a bespoke business plan aligned to the Corporate Plan and with full regard to the Public Sector Equality and Human Rights Duty.					
Sustainable Galway	In partnership with the National Transport Authority and Galway City Council, review and update the Galway Transport Strategy, to address and improve transportation infrastructure in the Galway Metropolitan Area to create a sustainable and efficient accessible transport network to meet the regional current and future needs.	Draft to public consultation	Ongoing	P1, R1, R2, R3	11	Q4 2025
Sustainable Galway	Road Safety Promotion	Regional Road Safety Network Meetings Annual Road Safety Week – Awareness Campaign	Ongoing 6th – 13th Oct. 2025	-	3, 11	3 meetings per year October 2025
Performance, Transparency, Equality, Human Rights and Accountability	Enhance the accessibility & comfort of bus stops in Gaeltacht areas	Conduct a needs assessment across the Gaeltacht areas and prioritise Incorporate universal design principles to ensure bus stops are accessible by all	Q1 2025	-	9	Q1 2025

		<p>Orientate shelters to protect users from the prevailing weather conditions</p> <p>Secure funding opportunities and enter a Service Level Agreement with Údarás na Gaeltacht for funding support</p>	Continuous and On-going			Q1 2025
Performance, Transparency, Equality, Human Rights and Accountability	Enhance Public engagement in transport planning	Conduct public consultation including non-statutory consultation on transport projects and ensure they are fully accessible e.g online participation.	During 2025	-	9	6 per annum
Performance, Transparency, Equality, Human Rights and Accountability	Embedding Equality & Human Rights in Transport Infrastructure and Services	<p>Conduct accessibility audits on existing transport infrastructure (incl. bus stops, pedestrian crossings, footpaths, cycleways etc)</p> <p>Implement Universal design principles in all new transport projects ensuring compliance with the Disability Act 2005 and the National Disability Inclusion Strategy</p> <p>Ensure safe pedestrian and wheel-chair accessible routes in towns and villages, prioritising areas with high footfall</p> <p>Improve rural transport accessibility in partnership with the NTA and Local Link to ensure that routes serve disadvantaged and isolated communities</p>	During 2025	-	9	Include on SPC Agenda

Fire Services/Civil Defence

STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Performance, Transparency, Equality, Human Rights and Accountability	<p>Strengthen Fire & Rescue Services for enhanced public safety</p> <p>Ensure that fire services and major emergency management continue to deliver services to a high standard with measures to address specific needs of the identified groups and ensure the implementation of workforce planning and recommendations of the WRC in relation to Retained firefighters and operation of the service.</p>	<p>Maintain and improve response times across all fire stations in County Galway</p> <p>Continue to invest in modern firefighting equipment & vehicles</p> <p>Continue Fire Inspections and fire safety campaigns. Promote fire safety in schools</p> <p>Conduct fire safety assessment in vulnerable community areas</p> <p>Enhance fire recruitment and retention. Review the recommendations of the report "A Review of Recruitment and Retention and the Future Sustainability of Service Delivery" with a view to ensuring greater recruitment and retention of retained fire service personnel</p>	Ongoing	PI F1, F2, F3	3	<p>15 to 20 min from call-out for 80% of incidents</p> <p>Q4, 2025 new fire tenders' delivery from Scotland</p> <p>Continuous and On-going</p> <p>Q2, 2025</p>
Performance, Transparency, Equality, Human Rights and Accountability	<p>Enhance Fire Station infrastructure across the county to improve emergency response times, modernise the facilities and to ensure that the fire service can effectively meet the needs of local communities</p>	<p>Work with the DoHLGH for funding for the construction of a new Galway City Fire Station and Headquarters.</p> <p>Progress construction of a New Fire Station in Loughrea</p> <p>Progress plans for the upgrade of Ballinasloe Fire Station in terms of design drawings and inclusion on the national capital plan for funding</p>	Ongoing	PI F1, F2, F3	3	<p>City Station, identify site Q2, 2025</p> <p>Loughrea, detailed Design and Tender construction Q3, 2025</p>

Climate Change

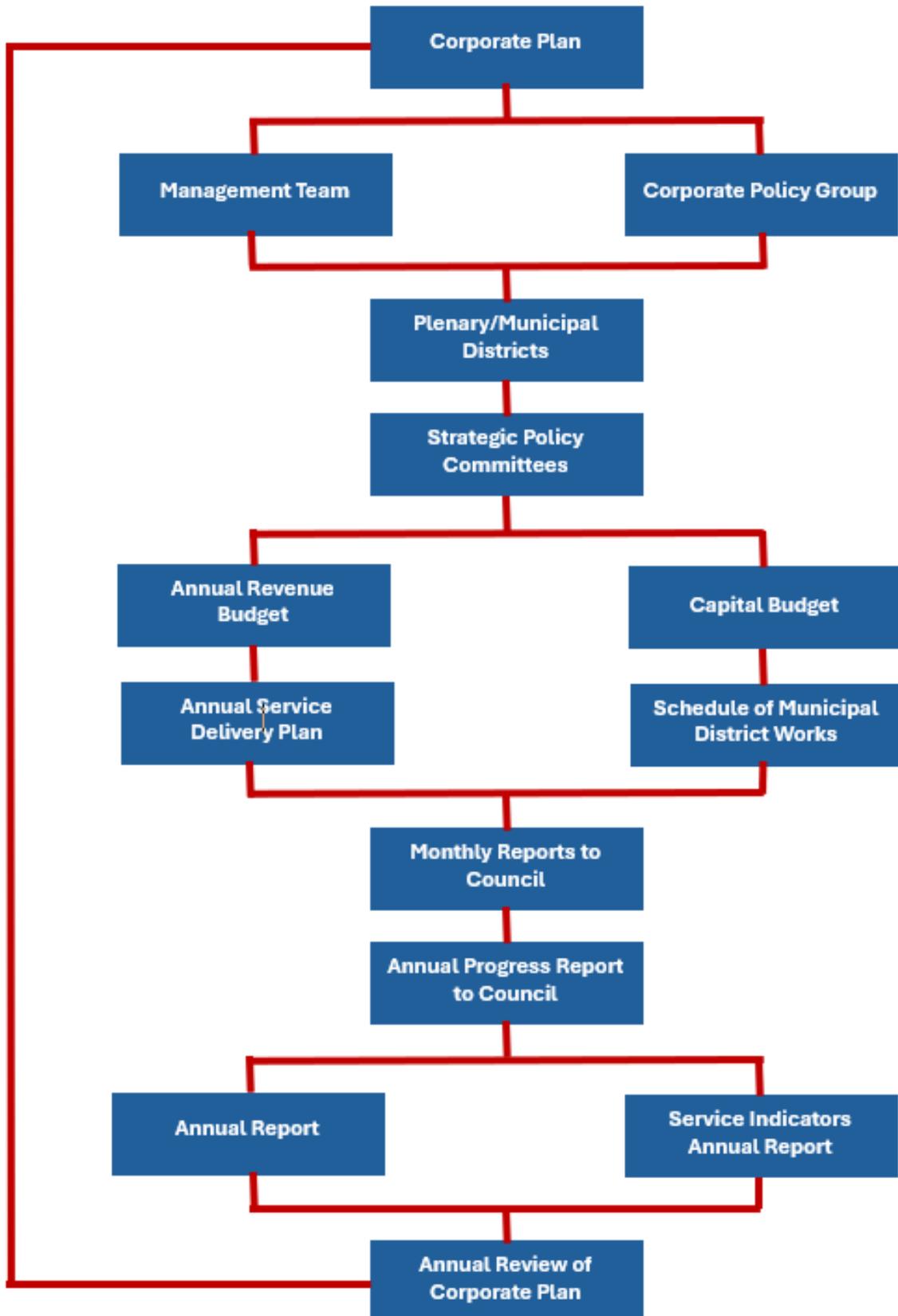
STRATEGIC GOAL	SUPPORTING ACTION	SERVICE PLAN ACTION	TIMELINE	NOAC PI	UN SDGs	LOCAL KPI (Target)
Sustainable Galway	Implement the Galway County Climate Action Plan on a whole of organization basis through the agreed governance structures and reporting progress to Management Team, with measures to address specific needs of the identified groups of the Public Sector Equality and Human Rights Duty.	Enhance Climate Resilience and Adaption by delivering Flood Risk Management solutions in collaboration with OPW. Climate adaptation measures aligned with the strategic goals of the Galway County Council Climate Action Plan. Secure funding and complete the retrofit of the Public Lighting network with LED luminaries.	Ongoing	-	13	Gort Lowlands – enter planning Q3, 2025 Clifden – Consultation Q2, 2025 Ballinasloe - enter planning Q3, 2025 100% LED by end of 2026
Sustainable Galway	Support and Advance the Decarbonisation Zone in County Galway	Work in partnership with the Decarbonisation Zone (DZ) Stakeholder Group in the development and implementation of action plans. Roll-Out dedicated DZ funding opportunities	Quarterly 2025	-	13	4 meetings Q4 2025
Sustainable Galway	Implementation of the Community Action Climate Fund, having regard to the specific needs of the identified groups	Administer 2024 Fund Initiate 2025 Fund	2025 2025	E7	13	Q4 2025 Q4 2025

Sustainable Galway	Implement Galway County Council Energy Efficiency & Carbon Reduction Programme towards meeting national 2030 targets	<ul style="list-style-type: none"> • Support SEAI Sustainable Energy Communities • Advancing energy projects to achieve emissions reductions and energy efficiency targets across Council buildings <ul style="list-style-type: none"> ✓ Deliver design for energy upgrades • Apply for ISO 50001 for Energy Management in respect of Fleet, Public Lighting, 6 Council Buildings 	2025 Q3 2025	-	13	Support 4 communities to develop Energy Master Plans 3 buildings Westside Library Ballinasloe Area Office Tuam Area Office Q4 2025
--------------------	--	--	---------------------	---	----	---

Monitoring and Reporting

Annual Review

An Annual Report will be brought to the members to inform on the delivery of the actions contained within this ASDP.



Compliance and Best Practices

Policy Alignment

To ensure compliance with relevant policies and objectives, the Council has integrated policies from the national, regional, and local policy frameworks within the Corporate Plan 2025-2029. This comprehensive approach ensures alignment and consistency across all levels of governance. The following key policies have been incorporated:

Policy Alignment				
Corporate Plan	Strategic Goal 1: 2025 – 2029: Business Transformation through enhanced customer service	Strategic Goal 2: 2025 – 2029: Performance, equality, human rights, transparency and accountability tasks	Strategic Goal 3: 2025 – 2029: Sustainable Galway	Strategic Goal 4: 2025 – 2029: Democracy and Council Leadership tasks
National Policy				
Renewed National Planning Framework National Development Plan	Yes	Yes	Yes	Yes
Housing for All	Yes	Yes	Yes	Yes
National Action Plan Against Racism Our Rural Future	Yes	Yes	Yes	Yes
National Sector Digital Strategy	Yes	Yes	Yes	Yes
National Guidelines on Green Procurement	Yes	Yes	Yes	Yes
Town Centre First Policy	Yes	Yes	Yes	Yes
Regional Policy				
Regional Spatial and Economic Plan	Yes	Yes	Yes	Yes
Regional Employment Plan	Yes	Yes	Yes	Yes
Local Policy				
County Development Plan	Yes	Yes	Yes	Yes
Local Economic and Community Plan	Yes	Yes	Yes	Yes
Local Climate Action Plan	Yes	Yes	Yes	Yes
Local Area Plans	Yes	Yes	Yes	Yes

By adhering to these policies and incorporating best practices in service delivery, the Council aims to achieve the highest standards of operational effectiveness and public service.

Risk Management

Galway County Council's Risk Management policy complies with statutory, governance, and accountability obligations and is endorsed by the CCMA. The policy provides a practical approach to risk management, aligning with ISO 31000:2018 principles and guidelines.

Galway County Council defines risk as “the possible loss or other adverse consequence that has the potential to impact on a local authority’s ability to achieve its objectives and fulfil its mission.” Our effective Risk Management System identifies and assesses risks, decides on appropriate responses, and provides assurance on the effectiveness of these responses.

Galway County Council is committed to identifying, assessing, and mitigating risks, ensuring ongoing review and improvement through quarterly reviews by the Management Team.

The Corporate (Strategic) Risk Register is the highest-level risk register for Galway County Council and lists the most serious risks affecting the Council, including significant risks from a legal and regulatory perspective that may prevent achieving strategic objectives. Risks identified in the Corporate (Strategic) Risk Register may also be included in unit risk registers to embed a strong corporate governance culture.

The following 11 risks are included in our Corporate (Strategic) Risk Register:

- Safety, Health, and Welfare at Work
- Information Security: Cyber Risk Management
- Data Protection: GDPR Compliance
- Child Safeguarding
- Public Sector Duty
- Budgetary Control, Compliance with Procurement Policy & Fraud Prevention
- Service Provision
- Local Government Funding
- Workforce Planning
- Housing Delivery
- Delivery of the National Development Plan (NDP) & National Planning Framework (NPF)

NOAC Performance Indicators

UNIT	NOAC Code	DESCRIPTION
Housing	H1	Social Housing Stock
	H2	Housing Vacancies
	H3	Average Re-letting Time and Direct Costs
	H4	Housing Maintenance Costs
	H5	Private Rented Sector Inspections
	H6	Long-term Homeless Adults
	H7	Social Housing Retrofit
Roads	R1	Pavement Surface Condition Index (PSCI) Rating
	R2	Roadworks/Expenditure
	R3	Percentage (%) Motor Tax transactions conducted online
Water	W1	Percentage (%) drinking water in private schemes in compliance with statutory requirements
	W2	Percentage of registered schemes monitored
Waste/Environment	E1	Households which availed of a 3 Bin Service
	E2	Environmental Pollution Cases
	E3	Litter Pollution
	E4	% of schools that currently hold and have renewed their green flag status
	E5	Percentage Energy Efficiency Performance
	E6	Public Lighting
	E7	Climate Change
Planning	P1	Building Control Inspections
	P2	No./% of Planning decisions confirmed by An Bord Pleanála
	P3	Planning Enforcement
	P4	Cost per Capita
	P5	Fire Safety Certificate Applications
Fire Services	F1	Cost per Capita of the Fire Service
	F2	Mobilisation Times
	F3	Attendance Times at Scenes
Library Service/Recreation	L1	Library visits and items issued
	L2	Cost of Operating a Library Service (€)
Youth/Community	Y1	Participation in Comhairle nan Óg scheme
	Y2	Groups associated with the Public Participation Network (PPN)
Corporate	C1	Whole Time Equivalent (WTE)
	C2	Sick Leave
	C3	Website and Social Media
	C4	ICT Expenditure: Overall Cost of ICT Provision per WTE
	C5	ICT Expenditure: Total Cost of ICT Provision as a percentage of Revenue Expenditure
Finance	M1	Revenue Account Balance
	M2	Revenue Collection Rates
	M3	Public Liability Claims
	M4	Overheads
Economic Development	J1	Job Creation
	J2	Trading Online Vouchers
	J3	No. of mentoring recipients
	J4	Tourism Strategy
	J5	Economic Development: The annual spend on local economic development (per head of population) by each local authority

UN Sustainable Development Goal's (SDG's)

GOALS	DESCRIPTION
Goal 1	End poverty in all its forms everywhere
Goal 2	End hunger, achieve food security and improved nutrition and promote sustainable agriculture
Goal 3	Ensure healthy lives and promote well-being for all at all ages
Goal 4	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
Goal 5	Achieve gender equality and empower all women and girls
Goal 6	Ensure availability and sustainable management of water and sanitation for all
Goal 7	Ensure access to affordable, reliable, sustainable and modern energy for all
Goal 8	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
Goal 9	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
Goal 10	Reduce inequality within and among countries
Goal 11	Make cities and human settlements inclusive, safe, resilient and sustainable
Goal 12	Ensure sustainable consumption and production patterns
Goal 13	Take urgent action to combat climate change and its impacts
Goal 14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development
Goal 15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
Goal 16	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
Goal 17	Strengthen the means of implementation and revitalize the global partnership for sustainable development

SUSTAINABLE DEVELOPMENT GOALS



Conclusion

In conclusion, Galway County Council's Annual Service Delivery Plan 2025 (ASDP) is a comprehensive and strategic document that aligns with our Corporate Plan 2025-2029. This plan outlines specific strategies, actions, and timelines, demonstrating our commitment to best practices under the NOAC Performance Indicators (PIs) and the Sustainable Development Goals (SDGs). Our dedication to the public sector duty is evident in the development of the Annual Action Plan for the Duty 2025, which will guide our efforts in this area.

We have adhered to the Department Guidelines by utilising the suggested baseline data and measurement methodology to identify actions for inclusion in our ASDP and have developed local measurable KPIs to track our progress. The plan also incorporates Cross-Directorate Governance Actions, including the implementation of the Local Government Code of Governance, to ensure robust oversight and accountability.

Community engagement is a cornerstone of our approach. We will conduct regular public consultations and workshops to ensure that the perspectives and needs of our customers are integral to our service delivery.

Additionally, we are committed to conducting an annual review directed by the Corporate Policy Group. Through these efforts, we aim to build a vibrant, inclusive, and resilient Galway County, where every citizen can thrive.

Mise, le meas,

A handwritten signature in black ink that reads "Liam Conneally". The signature is written in a cursive style and is positioned above a large, stylized arrow pointing downwards and to the right.

**Chief Executive
Galway County Council**

24th March 2025



Comhairle Chontae na Gaillimhe
Galway County Council

Galway County Council Annual Service Delivery Plan 2025