

Dublin City Council was first established under the Municipal Corporation Reform (Ireland) Act which was passed in 1840. Today Dublin City Council is the largest Local Authority in Ireland serving a population in the Greater Dublin area of just under 1.5 million. It employs 6,500 staff directly and at least as many through contract arrangements, and it is accountable for expenditure of 1.5 billion Euros each year between capital and revenue.

City of Dublin is responsible for providing an estimated 500 services for people living and working in the City including the main environmental services of water, drainage and waste collection as well as the emergency fire and ambulance services as well as providing housing for 26,000 households.

City of Dublin Improved Performance and Communication with QPR ScoreCard

CUSTOMER CASE:



Mission statement

To foster a vibrant, attractive, safe and environmentally sustainable capital city with a strong human focus and to advance and promote the physical, social, cultural and economic environment of the city, through effective civic leadership and through the active democratic participation of our citizens.

“External hosting and speedy implementation of QPR ScoreCard has allowed us to concentrate on establishing the measures to support a corporate performance management framework”

*Tom Leahy
Deputy City Engineer*

In recent years Dublin City Council has experienced significant growth in size, population and economic activity with commensurately increasing demands on the infrastructure and the environment. Dublin City Council has responded by undertaking an extensive development program aimed at improving the living experience in the City.

It has also taken a strategic management approach to identifying, defining and measuring key performance criteria.

The Project

City of Dublin has implemented QPR ScoreCard from QPR Software Plc as part of the initial implementation of Balanced Scorecard in the Engineering and Fire Brigade Division with the assistance of Petrus Consulting, QPR Partner in Ireland.



The initial implementation program covers the Waste Management, Water, Drainage and Fire Brigade divisions within the Engineering Department, which in total employ over 2,500 staff.



The Balanced Scorecard project allows managers to see at a glance the key measures for which they are responsible.

A feature of the QPR pilot project has been the speed of development.

The pilot scorecard is hosted in Finland by QPR Software and accessed by Dublin City employees through the Web.

The key performance indicators were developed by the senior managers using interactive sessions to identify the critical measures for their areas.

Deputy City Engineer, Tom Leahy said

"Scorecard is now used by the leading strategy driven organizations and will allow Dublin City Council to adopt the best international template and lead the way as a strategy focused organization."

Proper planning is key to best value. Setting out our priorities, and backing that up with objectives and strategies, allows us to concentrate our efforts and resources where they can best serve the good of the City.



Achieved Benefits

As a result of the implementation of QPR ScoreCard, Dublin City Council improved dramatically its performance.

Communications within and between units was rapidly improved, and consistency in reporting was increased.

A flexible and adaptable approach was one of the key success factors combined with easy to use characteristics of QPR ScoreCard.

The fast implementation due to the external hosting possibilities, and the low management overhead were also benefits of the project.

City of Dublin valued the fact that the software could be built on existing systems instead of adding complexity.

One of the important goals was achieved congruence with the defined mission and strategy.

In the Future...

As the role of Local Government in Ireland continues to expand, it is imperative that Local Authorities have clear and focused views of what they wish to achieve.

QPR ScoreCard will help City of Dublin to stay on the right track.

