

CHIEF EXECUTIVE'S REPORT

THIS MONTH:

3 New Initiatives for 2016 to combat homelessness

92 new houses and apartments under construction under the Regeneration project

Over 100 tonnes of litter collected during Team Limerick Clean Up 2

1300 primary school children completed the School's Sports Hall Athletics programme

Limerick receives European City of the Future Award

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1. Financial Matters

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Empowering the Citizen

1. Home and Community

Waiting List

Housing Waiting List	4,323
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Allocations

	Metropolitan District	Newcastle West	Adare – Rathkeale	Cappamore – Kilmallock	Total
No of Units March 2016	9	1	8	1	19
Year to Date	30	6	16	10	62

Rental Accommodation Scheme (RAS)

There are currently 1,130 RAS tenancies (862 private and 268 Approved Housing Bodies) being sustained by the RAS unit.

During the period to the 31st March 2016 there were 27 contracts completed with RAS landlords to facilitate RAS contract renewals or alternative RAS accommodation provision.

57 full inspections were carried out during the period January – March 2016 for renewal contracts and new properties were fulfilled.

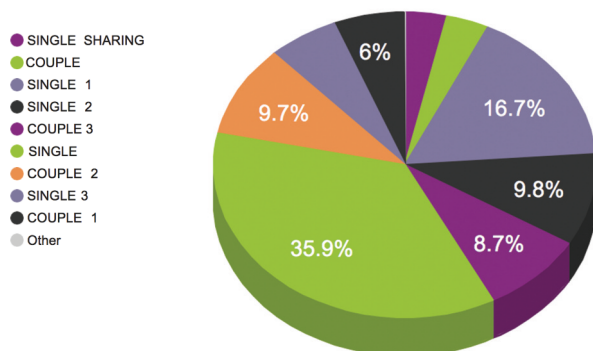
187 HAP inspections were completed in the first quarter.

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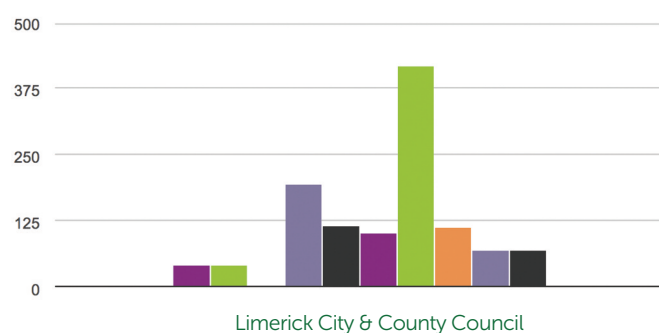
Housing Assistance Payment Limerick Hap

Limerick City & County Council has set up a total of 1156 tenancies to date and is averaging 7 tenancies a week. The following is a split by Household Type and Municipal District.

Limerick - Analysis of HAP Households by Family Type



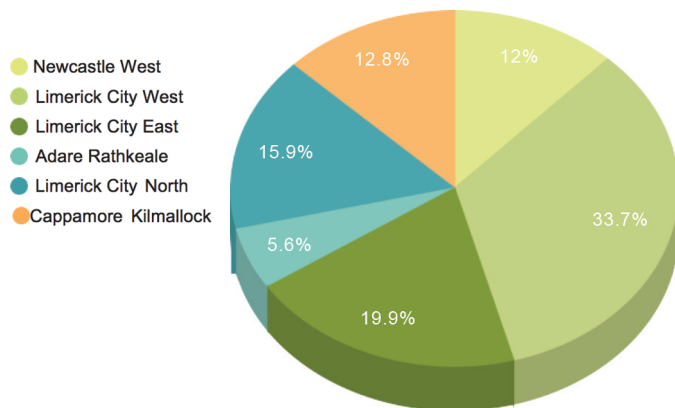
Analysis HAP Households By Family Type by Local Authority



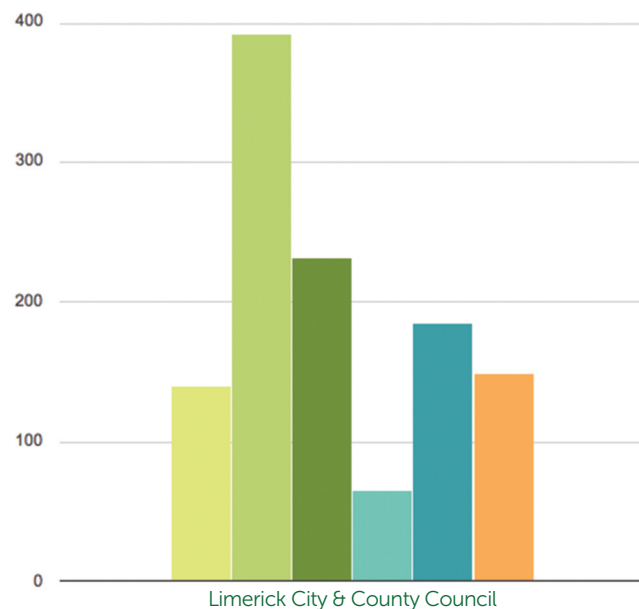
Family Size/Type	Pivot Data	
	Limerick City & County Council	Total
Single Sharing	41	41
Couple	42	42
Couple Shared	1	1
Single +1	193	193
Single +2	113	113
Couple 3+	101	101
Single	415	415
Couple +2	112	112
Single 3+	69	69
Couple +1	69	69
Total	1156	1156

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HAP Households by Municipal District



HAP Households by Municipal District within Local Authority



Name	Pivot Data	
	Limerick City & County Council	Total
Newcastle West	139	139
Limerick City West	390	390
Limerick City East	230	230
Adare Rathkeale	65	65
Limerick City North	184	184
Cappamore Kilmallock	148	148
Total	1156	1156

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Home Improvement Schemes

Private Housing Grant Aid	Number of Grants paid at March 2016	Euro Amount
MAGS (Mobility Adaptation Grant Scheme)	27	€110,803.96
HAGS (Housing Adaptation Grant Scheme)	15	€142,155.31
HOPS (Housing Aid for Older Persons Grant Scheme)	35	€108,512.04

Total of 77 grants paid to date totalling €361,471.31.

Rent Collection

Rent Collection Limerick City & County Council

Opening Balance 01/01/2016 €	Accrued Income €	Total for collection €	Receipts €	Closing balance 31/03/2016 €	% Collection
2,035,821	3,128,210.50	5,164,032	2,936,028	2,228,004	57%

Homeless Action Team

Three new initiatives for 2016 approved by the Mid West Regional Homelessness Management Group, supported by the Council and directed through the Limerick Homeless Action Team, with the aim of securing long term solutions to homelessness for individuals and families in Limerick:

- Novas Initiatives are supported by the Council to provide a Housing Led Pilot Project targeting 20 individuals experiencing homelessness.
- Mid West Simon Community is supported by the Council to provide a Housing First Pilot Project aiming to bring 24 individuals out of homelessness.
- Focus Ireland is supported by the Council to expand the Social Leasing Model Initiative to provide homelessness solutions for 15 families. Thus far, 5 households with 16 children have been supported into long-term accommodation through this expansion.

Capital Status Q1 2016

The current active Housing Projects across Limerick will deliver 744 housing units. These projects cover General Housing and Regeneration and include the activities of the Council and the Approved Housing Bodies. The project stages range from Inception to Construction Stage.

There are currently 92 new houses and apartments under construction in Limerick City under the Regeneration project. The number of houses and apartments completed now stands at 108. An additional 50 houses and apartments are due to commence on site in the short term (Q2 of 2016). The number of vacant houses in each area continues to reduce due to the major refurbishment programme.

The construction of over 80 new units at Lord Edward Street commenced on site in February 2016. Construction of a Primary Care Centre has also commenced on an adjoining site. Taken together, these developments will transform this area of the city in addition to the employment generated in the shorter term. In recognition of the importance of the Lord Edward Street site (former site of the Limerick Clothing Factory), the Council has commissioned a book under the Percent for Art Scheme, which will focus on the social, economic, architectural and industrial archaeological aspects of this enterprise. A copy of this book will be presented to each new resident, and will also be available more generally.

The development of 10 units at Cliona Park Phase 2, Moyross commenced in December 2015, and is due for completion in December 2016. The construction of new drainage infrastructure to service Southill from Childers

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Road to O'Malley Park is nearing completion. The objective of this project is to facilitate Phase 1 of the Churchfield Development (42 units), and enhance infrastructure in the area. Approval has been received from the Department of the Environment, Community and Local Government (DoECLG) to progress construction of the Churchfield Development. The construction of the Sheep Street/Athlunkard Street project (8 units) and the refurbishment of 3 houses at 8-10 Gaol Lane are also due to commence in the short term.

The proposed Palm Court development, Southill (27 units), St Mary's Park Infill Housing project (20 units) and 45A & 46A Cliona Park, Moyross (2 units) are being prepared for Part 8 Planning at present.

In line with the objective for continuous monitoring and evaluation of the Limerick Regeneration Framework Implementation Plan (LRFIP), a review of the Retention and Demolition Strategy took place in 2015. A number of houses previously scheduled for demolition have been re-examined and reclassified for retention. The demolition classification has been refined into two categories as follows:

- Short-to-medium term demolition (0-6 years)
- Long-term demolitions (7+ years)

Homes classified for long-term demolition now qualify for improvement works under the Thermal Upgrade Programme. The greater level of house retention has increased with the result that the requirement for new home construction has decreased.

The Thermal Upgrade Project continues with 276 no. units currently at Planning/Tender Stage, 162 no. units at Construction Stage and 43 no. houses completed to date in 2016.

Thomond Weir was recently acquired by the Council. Utilising the weir structure to provide a bridge link between Kings Island and the wider city is a key objective of the LRFIP, which has taken a major step forward with this purchase.

Two of the Council Regeneration projects have been awarded Highly Commended at the Irish Planning Institute National Planning Awards. These are

- The Limerick Regeneration Framework Implementation

Plan; and

- The Design and Public Realm Code for the Limerick Regeneration Areas.

The National Planning Awards recognise successful and innovative planning strategies, schemes or developments, which make an outstanding contribution to the quality of life in urban and rural parts of Ireland. In particular the award for the LRFIP recognises the contribution of the communities to the planning process.

The Capital team continues to work closely with the Approved Housing Body sector in order to meet the ambitious targets set out in the Social Housing Strategy 2020. The sector continues to advance projects approved under the Capital Assistance Scheme (CAS) 2015. Additional units are being progressed under the Capital Advanced Leasing Facility (CALF).

During 2015, Home & Community received approval under the House Acquisition Programme 2015 to purchase 22 units at a cost of €3.9m. Given favourable market conditions, the team purchased 36 units within the allocated budget. The Council has received keys for 17 of these properties. It is envisaged that the remainder of the properties will complete in early 2016. The House Acquisition Programme 2016 has commenced with a number of suitable properties identified.

The Capital Team continue to promote the long-term leasing facility to the owners of private rented accommodation. Where there is a demand for the property, the owner is paid 80% of the market rent for that property, with maintenance of the property transferring to the Local Authority for the duration of the lease (10 years). The Council has signed 8 long-term leases for 2016 and is currently pursuing a further 12 long-term leases.

The Social Intervention Fund is available to support community-based projects that are aligned to the strategic objectives of the Limerick Regeneration Framework Implementation Plan. 121 applications that were received by the February 2016 deadline will be assessed by an independent assessment panel. The grant applications will be assessed under 5 themes; Education and Learning, Health and Well-being, Ageing Well, Employability and Work, Families and Youth at Risk and Community.

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The Council has commenced a project that will deliver a fibre network connecting the Southside Regeneration area and the Northside Regeneration area CCTV Monitoring Centres with Henry Street Garda Station, in order to support the Limerick Regeneration Framework Implementation Plan's objective of developing safer communities through the use of CCTV.

During the recent Team Limerick Cleanup event, the Moyross Community Enterprise Centre Environment Team, together with Limerick City & County Council and the Garda Síochána, were successful in engaging over 100 Moyross residents to clean 12 parks in Moyross and the main Knockalisheen Road. Moyross Residents Forum made a presentation to Paul O'Connell, and JP McManus planted a strawberry tree in the wildflower garden in the Moyross playground in recognition of the Moyross Tidy Towns 2015 national win for their Food Waste Management Project. In Southill, Tait House coordinated, together with the Council and the Gardai, 417 volunteers who removed four truckloads of handpicked refuse from

the four parks and completed various planting projects. Our Lady of Lourdes coordinated a very successful clean up in Ballinacurra Weston, and Saint Marys Aid organised a robust and effective clean up in Kings Island area.

Given the ambitious Housing Capital Programme recruitment of specialist staff is continuing to enhance the depth and range of skills within the team charged with delivery of this programme. The most recent recruit is an Architectural Technician, which follows on from the previous appointment of a Project Manager, Senior Architectural Technician and Building Inspector. The recruitment for an Executive Architect is currently underway.

The delivery of the Housing and wider Regeneration programme is impacting positively on the Social, Economic and Physical wellbeing of Limerick, and this will continue over the coming years to the betterment of City and County.

Housing Capital (General Housing & Regeneration)

Current Active Projects (LCCC & Approved Housing Bodies (AHBs))	Number of Units
Units at Construction Stage	106
Units at Enabling Works Stage	70
Units at Detailed Design Stage	29
Units at Design Stage	261
Units with DoECLG Approval	167
Units with Preliminary DoECLG Approval	42
Capital Assistance Scheme (CAS) Units	69
TOTAL	744

Housing Capital (General Housing & Regeneration)

Regeneration Schemes Current Status	Number of Units
Schemes with Departmental Approval	90
Schemes at Design Stage / Part 8 Planning	141
Schemes at Detailed Design Stage	141
Thermal Upgrade Project (Planning/Tender stage)	276
Schemes at Construction Stage (incl. Thermal Upgrades)	281
Schemes Completed in 2014 (incl. Thermal Upgrades)	140
Schemes Completed in 2015 (incl. Thermal Upgrades)	202
Schemes Completed in 2016 (incl. Thermal Upgrades)	47
TOTAL	1318

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2. HAP HUB Update

- Under the Government's HAP statutory pilot Limerick City & County Council is providing a transactional shared service HUB for all local authorities operating HAP during the pilot phase.
- At the end of March, the HAP Hub team was successful in its bid to the LGMA board to be designated as the lead local authority providing financial shared services for the HAP initiative nationally.
- Securing this designation, means that the HAP Hub – based in the Granary in Michael St. – will now move from pilot role status to full implementation of the project. This will result in 111 jobs based in the city centre of Limerick, adding over 90 new jobs to the current number of staff in the HAP Hub, over the next two to three years. There will also be a renovation of the remainder of the 2nd floor and the full 3rd floor of the Granary to accommodate these numbers. By 2020, the HAP Hub will be managing approximately €450m per annum in payments on behalf of all 31 Local Authorities and the Dublin Homeless Executive.
- A total of 8,739 HAP tenancies have been set-up by the HAP Hub to date, of which 8,048 are active HAP tenancies.
- Including Galway City Council who joined HAP on 1st February 2016, the HAP Hub currently manages HAP payments for twenty Local Authorities, including the Dublin Homeless Pilot. The remaining Local Authorities will come under HAP in 2016.

3. Environment

Green Schools Assessments

- 11 Green Schools Assessments took place

Organising for Team Limerick Clean Up (TLC) 2 continued

- Over 13,600 volunteers registered to participate in TLC2 on Good Friday, 25th March 2016
<http://www.teamlimerickcleanup.ie>
- Over 100 tonnes of litter was collected for recycling, energy recovery and disposal at landfill
- A total of 6 Health and Safety Briefings took place (Kilmallock, Adare, Ardagh and Dooradoyle)
- The TLC Steering Group, (McManus Benevolent Fund, Mr Binman, DMC Communications and Limerick City and County Council) are grateful for the ongoing support of the Councillors for this initiative.

Fairtrade Fortnight Launch in Council Chamber Dooradoyle

- Fairtrade Banana Farmer, Maria Genao from the Dominican Republic was among the special guests in attendance at the launch of Fairtrade Fortnight in Limerick on Wednesday 2 March 2016.
- Over 100 guests (councillors, students, teachers and parents) attended the event which also hosted a schools Fairtrade Poster Competition.

All Ireland Environmental Colloquium in University of Limerick

- The Council sponsored and hosted a stand at the All Ireland Environmental Colloquium in University Limerick.

Cemeteries

- Works are ongoing on Extension to Ballingaddy Cemetery and car-parking.

The Waste Management (Collection Permit) (Amendment) Regulations 2016

- The Waste Management (Collection Permit) (Amendment) Regulations 2016 were put in place on 16th January 2016 and will apply from 1st July 2016.
- The Regulations provide for the following for household kerbside waste collection;
 - the weighing of household waste collected
 - the provision of information to the local authority
 - the phasing out of the collection of non-reusable waste receptacles such as bags (with the exception of areas specifically identified as only being suitable for bag collections).

4. Water Services

Major Capital Works

- The City Mains Rehabilitation Work Package 2 Contract is progressing with both mains and lead service connection replacement in several areas of the City.
- The Rural Mains Rehabilitation Contract 4 that provided for the replacement of defective water mains in several locations throughout the County has just finished with the completion of works in Kildimo and Tournafulla in March.
- The initial Limerick City Southern Trunk Main commissioning contract was completed in March. Irish Water has now approved an extension of the contract to commission the Adare/Patrickswell trunk main.

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Minor Capital Works

- Irish Water has approved funding for mains and lead service replacement at Donnellan's Buildings, Prospect Hill and at Lenihan Avenue covering a total of 65 houses.
- A mains extension to improve supply on the Mill Road has also been approved.
- Plant upgrades are underway at the Shannon Estuary Water Treatment Plant.
- Upgrade works at Castletroy Waste Water Treatment Plant have just been completed.
- Planning is also underway for waste water treatment plant upgrades at Croom, Adare, Banogue, Oola and Pallasgreen.
- Detailed design work is underway for a new waste water treatment plant at Athea.

5. Community and Leisure

Local Community Development Committee

- The LCDC held 1 meeting in March.

Local Economic and Community Plan (LECP)

- Draft LECP prepared for consideration by relevant committees and external bodies.

Leisure Facilities

- Rathbane Golf Course - tender documents issued mid-March 2016. Closing date for tenders 19 April, 2016.

Lifelong Learning Festival

A Networking Event for all event hosters of Limerick Lifelong Learning Festival was held in the Southcourt Hotel on Wednesday, 10th February, 2016. There was great collaboration among various community groups / organisations who will be holding events during the festival, which will run from 16th April to 22nd April, 2016 in various venues throughout Limerick City and County. A large number of events have been received to date for the festival and will be available at a later date on www.limerick.ie/lovelearning.

6. Library Service

- Michael Moylan's interactive Irish History Live Programme visited Watch House Cross Library on 2nd March. Children from Corpus Christi, J.F.K., Thomond and Caherdavin Boys primary schools participated in a

lively event which included them dressing in the uniforms and clothing of the period.

- Watch House Cross Library's Parent & Toddler Group enjoyed an Easter-themed craft session on 18th March with two further sessions on 23rd March. The children enjoyed making Easter baskets and bunny face masks.
- The Doodle Den literacy programme is currently running in six city primary schools. The senior infants' class from St Michael's Infant School visited Watch House Cross Library in March as part of this programme. Story time was organised for the children and parents. The class plans to visit on a monthly basis from now on.
- Moyross Threads held a craft fair displaying needlework, knitting, crochet and card making etc. in Watch House Cross Library on the 18th & 19th of March.
- The Granary Library hosted the book launch of *The Chaos Within*, the debut collection of poems by poet Deirdre Grimes on 22nd March.

7. 1916 Commemoration

- The Granary Library hosted the launch of the 1916 commemorative edition of The Old Limerick Journal on 1st March.
- Dr. John O'Callaghan presented a 1916 commemorative lecture entitled "*The 1916 Rising - A Lost Ireland?*" in the Granary Library on 29th March.
- Newcastle West Library in association with Limerick Genealogy hosted a lecture and exhibition to commemorate Con Colbert. "*Roots of the Rising - the Family History of Con Colbert*" on Thursday 10th March.
- An exhibition of photographs, "*Revolution: a Photographic History of Revolutionary Ireland 1913-23*", opened on the 24th of March in Watch House Cross Library. Dr. Pádraig Ó Ruairc, author and historian of the period, delivered a comprehensive introduction after which the photographs went on public view. The exhibition will be open to the public until the 12th of May.
- Dr. Róisín Ní Ghairbhaí presented a 1916 commemorative lecture entitled "*Back to the future: Patrick Pearse's vision for Twenty First Century Ireland*" in Rathkeale Library & Area Office on 11th March.

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8. Arts

Limerick Arts Office, invited the arts and culture community and members of the public to play their part in the formation of a comprehensive new Cultural Strategy. Limerick Arts Office is working in partnership with Limerick Arts and Culture Exchange (LACE) and Professional Limerick Arts Network (PLAN) to develop the strategy for the purpose of the Limerick 2020 bid.

Limerick Arts Office and Limerick 2020 secured and promoted a Failte Ireland Workshop for Festivals in Limerick, Developing and Growing your 2016 Festival. This was hosted at Culture House on Tuesday 22nd March and was well attended.

Following the submission of Grants under the Arts Act funding applications, processing and assessment by an expert panel, the schedule for recommended Grants under the Arts Act funding applications was submitted to Council for approval and approved. There were 85 applications, 50 of which were successful, with a total grant allocation of €20,000.

A third concert RTÉ Contempo Quartet 20/20 Experience took place at Limerick City Gallery of Art, Thursday 24th March.

9. Limerick Museum & Archives

"They Dreamed and are Dead- Limerick 1916" exhibition commemorating Limerick's role in all the events of 1916 opened on the 15th March. This major exhibition covers the 1916 Rising, World War 1, as well as everyday life in Limerick City and County in 1916. The exhibition features a flag of the Limerick city arms which was taken from Roger Casement on Banna Strand in 1916 which has been held in the UK since. The flag is on loan from the Imperial War Museum in London for the duration of the exhibition. A book with the same title as the exhibition was also launched on the same evening.

10. Limerick Sports Partnership (LSP)

- Sports Partnership Secured €314,000 in Core and Programme funding from Sport Ireland for 2016
- This was the 2nd highest funded LSP nationally
- The LSP hosted very successful Swim Teachers training

- and Free Swim lessons for 100 participants over Easter
- 1300 primary school children completed the Schools Sports Hall Athletics programme with 400 attending the Limerick finals and 50 attending the National finals in Athlone
- 500 participants completed parkrun events in UL Sport Boathouse
- Newcastle West parkrun will be launched on 23rd April.

11. Estate & Tenancy Support

- Pre-Tenancy Training Meetings held: 27
- Intensive one to one support given to tenants who may have been identified as being vulnerable or in need of such support for any other reason.

Meetings held with and support given to a wide variety of estate residents associations.

- Watergate Flats: (i) Works undertaken to repair damaged entrance doors to the complex and re-activate electronic access control. (ii) Facilitated meeting between officers of the committee and An Garda Síochána community policing unit.
- Maple Grove/Ascal Inse Ban, Templeglantine: Committee skills training provided for newly-formed residents association.
- Hillview Drive/Cul Na Greine, Killeen: All residents invited to meeting with a view to formation of residents' group. Tenants secured for three vacant houses.
- Canon Lee/ The Grove, Pallasgreen: Discussions held regarding installation of speed control measures and signage. Landscaping plan being developed for discussion with committee. Assisted with general clean-up of both estates.
- Kylefea/Caemore Court, Croom: Attended AGM of residents' association and agreed work plan for the year.
- Sharwood Estate, NCW: Tenants secured for remaining vacant houses.
- Rowan/Oak/Ash/Sycamore Drives NCW: Organised cutting back and shaping of hedgerow. Graffiti at entrance to estate removed.

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12. Tenancy Enforcement

1. Five (5 no.) statutory notices served under provisions of Housing (Miscellaneous Provisions) Act 2014.

2. CCTV

St Mary's Park: Following damage to a number of cameras in St. Marys Park 2 from natural causes and 1 caused maliciously Estate Management in conjunction with Regeneration organised a significant upgrade to the system in the area.

This upgrade consisted of the installation of 5 new state of the art IP cameras in St. Marys Park and 2 further upgraded cameras on New Road, Thomondgate including wireless links to facilitate live monitoring of the new installs. These cameras are currently being installed and should be completed shortly.

This install will cover new areas previously not visible to CCTV and will assist immensely in combating Anti-Social Behaviour (ASB) and crime in the area. An Garda Siochana were consulted and are fully supportive of these new installs.

Thomondgate

In addition to the aforementioned cameras at New Road, Estate Management Unit has arranged for upgrade of the existing camera in Parkview estate to IP in line with all new installs on the Northside of the City and has agreed to upgrade another camera at Thomond Court which should be completed shortly. Both cameras will add greatly to the monitoring capabilities in the area. ASB complaints have fallen dramatically since the upgrade has taken place.

Kilteely

Estate Management Unit has installed a temporary CCTV camera in Kilteely which has also reduced greatly incidents of ASB. Residents are delighted to have this in place.

Kilmallock

The existing temporary CCTV camera has now been replaced by a permanent camera in Riverview Estate and has established a system which can facilitate further installs in the Kilmallock area should the need arise. CCTV in this estate has reduced the issues of ASB dramatically.

Lee Estate

A temporary camera has been installed on 'The Banks' in Lee Estate following a significant criminal incident earlier this year and also due to chronic dumping in the area.

3. Combating Horse Issues Within Council Estates

Efforts are underway to try to address issues of horses within Council estates on the northside of the city. Following discussion with the Environment Section and An Garda Siochana, a circular letter was issued to tenants of the Council in St. Marys Park and Moyross, detailing their obligations and responsibilities.

Following this, numerous warnings have been issued by the Tenancy Enforcement Officer to tenants in both estates, but, in particular, in the Moyross area. CCTV footage was used for most of these cases and forwarded to An Garda Siochana and the Environment Section. The Estate Management Unit has taken the lead role in this. This has resulted in fewer incidents of persons riding horses within the estates. However, there remains a serious issue with loose horses in these areas.

It is hoped that, following the completion of the aforementioned CCTV install in St. Marys Park, a concentrated approach can be taken to address the issue of horses within that estate.

4. Excluding Orders

Three excluding order applications in respect of city estates set for full hearing in May in District Court.

5. Garda Checks

Almost 100 garda check letters issued in Feb/March. Since May 2014, a total of 1077 such checks have been made.

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13. Fire & Rescue Service

1. Statistics

Year	No of Fire Related Calls	No of Non Fire Related Calls	Total
Year to date	231	122	353
1/3/16 – 31/3/16	102	47	149

Year	No of Fire Certificates received	No of Disability Access Certificates received	Total
Year to date	41	22	63
1/3/16 – 31/3/16	15	9	24

2. Transition Year Programme

Transition year students who attended the Transition Year Programme in Kilmallock and Rathkeale Fire Stations graduated in March 2016.

3. Training

The following courses were held in March 2016:-

- Building Control staff attended a conference conducted by Irish Building Control Institute in Sligo in March
- Whole Time Recruits Course (on-going) – Dublin Fire Brigade Training Centre
- National Directorate for Fire and Emergency Management (Station Officer course)
- Casualty Handling Course – Mulgrave Street Fire Station
- Railway Incident Training - Colbert Station & Mulgrave Street Fire Station
- Rescue from Lifts and Fire Fighting Lifts - Mulgrave Street Fire Station & Savoy Hotel Limerick
- Fire Fighting in Tunnels - Limerick Tunnel & Mulgrave Street Fire Station
- Rescue from Confined Spaces - Mulgrave Street Fire Station
- Emergency Service Driver Training
- National Directorate for Fire and Emergency Management (Pump Operator Instructor course)
- Fire Fighter Tunnel training was carried out in retained stations in March.

4. Move to Lissanalta House

Limerick City and County Emergency Services Headquarters moved to Lissanalta House in March.

14. Service Operations/Change Management

Property Services

- Commencement of the implementation of new Property Interest Register (PIR) system for the Council. This process will bring together and refine all existing Council property systems to one integrated system. The rollout of this system, throughout the year, will be overseen by a newly established working group to be led by Property Services.
- Work has commenced on the establishment of a Framework for Auctioneers, Valuers and Agronomists for use throughout the organisation. This Property Services Framework will improve organisational efficiency and will bring added value to the procurement of these services for all sections. The Framework is scheduled to be established by the end of July.
- Comharthaiocht Dhatheangach/Corporate Bilingual signage for the organisation has been reviewed and is now in place in all of the main Corporate buildings, with area offices also to be provided with upgraded bilingual signage in the coming weeks.
- Arising from improvements to Lissanalta House as part of the Change Programme, the Canteen Service has been re opened at Lissanalta House.
- The Council and Carr Associates Architects have been shortlisted for the National Building and Design Awards for the layout and design of the new HAP offices at The Granary. The award winners will be announced on the 22nd of April.
- Work has commenced at Corporate Headquarters on the 1916 Commemorative Garden which is due for completion in the coming weeks.
- Refurbishment works on ground floor of No 58 O'Connell Street for office space is ongoing, with expected completion in June.

Maintenance Services

Following a submission to the Department of Transport on damage by recent winter flooding, the Council was allocated €4 million towards the repair bill for flood

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damaged roads. Detailed planning for this was completed in March in order to allow the necessary works to be undertaken as part of the annual road works programme.

Change Management

Briefings for staff and the Change Liaison Network on the staff survey carried out in late 2015 were completed in March 2016. The feedback received is being used to finalise responses to the issues raised.

The Change Management team continued with implementation arrangements for the new operating model in March and briefing sessions for Councillors in each Municipal/Metropolitan District have been arranged. Some physical moves occurred during March to facilitate the new operating model including the relocation of Fire & Emergency Services from Dooradoyle to Lissanalta House.

15. Civic Reception for J.P.McManus at Áras Mainchin Seoighe, Kilmallock.

Freeman of Limerick, philanthropist JP McManus was honoured in March when Councillors of the Municipal District of Cappamore-Kilmallock hosted a civic reception in recognition of his contribution to the local community. The event, hosted by Councillor William O'Donnell, Cathaoirleach of Cappamore-Kilmallock Municipal District, was held at Áras Mainchin Seoighe in Kilmallock, where the Council Chamber was also named the JP McManus room in honour of the well known businessperson, racehorse owner and philanthropist. The Civic Reception concluded with JP McManus being presented with a Scroll of Honour before he joined Councillor O'Donnell in officially unveiling a plaque marking the dedication of the Council Chamber in his name.

16. Municipal Reception For Tidy Towns Groups

A reception took place on the 3rd March to honour 11 groups from the Newcastle West Municipal District who had successfully competed in the 2015 National Tidy Towns competition.

All of the 11 groups who took part increased their marks in the competition from the previous year. The groups included Templeglantine, Athea, Broadford, Castlemahon, Glin Feenagh, Kilmeedy, Mountcollins and Tournafulla. Two groups received special awards, with Newcastle West receiving a bronze medal and Abbeyfeale receiving a special Endeavour Award.

Dr. Veronica Santorum from Limerick's Buzzing gave a talk to the groups on wild bees.

17. Freedom of Information

	2016	March
Total Freedom of Information Requests	37	14
FOI Internal Appeals	1	-
Information Commissioner Appeals	1	-
Total Ombudsman Requests	4	1
Further information sought on open cases	3	1
Total AIE Requests	1	-

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Economic Development and Planning

1. Planning

Forward Planning

- The public display period of the proposed material alterations on the proposed amendment to the Southern Environs Local Area Plan in relation to the Mungret Loughmore area ended on the 29th March with 24 submissions received. A Chief Executive's report summarising the submissions and making recommendations on same was prepared and circulated.
- The Structures at Risk Fund was advertised seeking expressions of interest for 3 projects to be recommended to the Department of Arts, Heritage and the Gaeltacht (DAHG).
- Certificates of provisional approval were issued for 21 projects, with a total value of €108,000 under the Built Heritage Investment Scheme.

Planning

- There has been a 30% increase in planning applications received in 2016 compared to 2015.
- One hundred and six (106) new planning applications were received during March 2016. Breakdown as follows; Domestic (52), Housing Developments (3); Commercial Developments (11); Education (1), Retail (1), Industrial (4), Part 8 (1), Other (33).
- The current applications include proposals for a residential development in Croom, a nursing home in Cappamore, and an extension to the Crescent Shopping Centre in Dooradoyle.
- Seventy three (73) planning applications were granted during the month, including housing developments Castletroy and North Circular Road, Limerick.

2. Economic Development/ Investment

- Limerick City representatives accepted the Financial Times European City of the Future Award at a ceremony in Cannes, France.
- Recent jobs announcements in Limerick include; 30 jobs in Kneat Solutions (Software Company based in Castletroy) and 60 jobs at Foyne's in Bord na Mona's new Biomass and Smokeless Fuel Manufacturing Plant.

The Council has made an application for European Regional Development funding under the Urban Innovative Actions initiative to create a new digital learning hub which is a competitive process open to all cities across Europe.

The project application is the culmination of a partnership process involving UL, LIT, LCETB, The Paul Partnership, Innovate Limerick and Limerick Chamber. Its aim is to develop on the success of existing programmes such as Limerick for IT and Limerick for Manufacturing by establishing a knowledge and learning centre in the city centre under a new governance model. The application, if successful, will be implemented over a three year period commencing later this year. The Council is working with its partners in Regeneration to purchase the Dominican Building as a first step to the creation of a digital hub.

- Works continue at Troy Studios in Castletroy in order to facilitate a July opening of the facility.
- LCO Enterprise Development Company is being reconstituted as a Council wholly owned special purpose vehicle to deliver the Hanging Gardens Office development.

3. Local Enterprise Office

- Limerick Business Week 2016, in conjunction with the National Local Enterprise Week 2016 took place from Monday 7th March to Monday 14th March. 16 events were organised during the week with events taking place in Limerick City, Newcastle West, Kilmallock, Adare, Caherconlish and Shannon.
- The Limerick winners of the National Enterprise Awards were announced in Adare on Tuesday 8th March. Prizes were awarded in 5 categories and the overall winner selected to represent Limerick in the National Finals was Bespoke Sauce Company Ltd., Raheen Food Centre. Awards were presented by Councillor Liam Galvin, Mayor of the City and County of Limerick.
- The final of the Student Enterprise Programme involving 20 Secondary Schools in the City and County took place on Monday 14th March 2016. The following Schools were selected as category winners: Senior – St. Clement's College; Intermediate – Desmond College NCW; Junior – Coláiste Iósaef, Kilmallock. The prizes were presented by Deputy Mayor Councillor Gerald Mitchell.
- The Bizworld 2016 Programme has been running in 20 Primary Schools in the City and County since

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September 2016. Two schools, Our Lady Queen of Peace and Gaelscoil Sáirseal have qualified to represent Limerick in the BIZ Factor Competition to be held in the RDS on 28th April 2016.

- 13 Projects have been approved for grant aid in the 1st Quarter 2016 with a total of €272,950 approved and a job creation potential of 20 jobs.
- 5 applications have been submitted to Microfinance Ireland for loan approval amounting to €80,497 and 3 applications were approved for €51,999 which will lead to the creation of 6 new jobs

Organisational Development

1. Customer Services

- The Customer Services Department continues to support the Council in delivering services and supporting citizens, customers, councillors, communities and businesses who lodged 2,210 requests (cases) in March.
- The customer footfall through Reception and Customer Services in Dooradoyle and Merchants Quay in March was 3,151.
- Customer Services assisted the Awareness team in March for the Team Limerick Cleanup 2 campaign.
- In order to continuously improve on service delivery, Customer Services sends out surveys on a regular basis to customers. The survey provides an independent feedback regarding the Council's service delivery. Here is a sample of what our customers said in March:
 - *I had a response to my e-mail and action taken to resolve my query within two hours. Thank you.*
 - *One issue was resolved very quickly but I'm still waiting for the other one.*
- The following table details how many cases were recorded on SugarCRM by Department for March-

Department	Number of Cases Recorded
Home	959
Environment	577
Travel and Transport	419
Digital Strategy	116
Customer Services	109
Other Departments	30
Total	2,210

2. Digital Strategy

Project progress in March for the Digital Transformation team and Digital Strategy Department includes:

- CRM (Customer Relationship Management) system v1.4 released at the end of March. This includes improvements suggested by users to enhance efficiency and usability of the system.
- CRM Mobile App - initial release of the app received and tested. We are working with developers on solutions to issues found, with the second draft of the app expected in mid-April. This app will facilitate operations staff in recording and resolving cases entered in the CRM.



- The design team has continued work on the new Limerick.ie site and has commenced working with software developers on the project. Progress this period has included the development of templates and wireframes for the new site. The target for the launch of the new website is September of this year.
- An Urban Enterprise Architecture project in partnership with LERO, the Software Research Institute, continued during February. A goal of the project is to demonstrate how digital technologies will assist in positioning Limerick as a Smart City both nationally and internationally.

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3. Schedule of Meetings

Name of Meeting	Date	Location
Special Meeting in relation to:	14.03.2016	
* Filling of casual vacancies		Dooradoyle
* European Cities and Regions of the Future Awards		Dooradoyle
Full Council Meeting	14.03.2016	Dooradoyle
Special Meeting in relation to:	21.03.2016	
* Filling of casual vacancy		Merchant's Quay
Adjourned Full Council Meeting	23.03.2016	Dooradoyle
Corporate Policy Group	07.03.2016	Dooradoyle
Briefing : Limerick 2030 and Limerick Economic Forum	23.03.2016	Dooradoyle
Metropolitan District of Limerick		
Monthly Meeting	21.03.2016	Merchant's Quay
Municipal District of:		
(a) Newcastle West		
Monthly Meeting	02.03.2016	Newcastle West
(b) Adare Rathkeale		
Monthly Meeting	09.03.2016	Rathkeale
General Municipal Allocation Workshop	14.03.2016	Rathkeale
(c) Cappamore-Kilmallock		
Monthly Meeting	11.03.2016	Kilmallock
Party Leader's Meeting	23.03.2016	Dooradoyle
Operational Briefing's		
Limerick City East	01.03.2016	Merchant's Quay
Limerick City North	01.03.2016	Merchant's Quay
Limerick City West	01.03.2016	Merchant's Quay
Local Communtiy Development Committee	01.03.2016	Merchant's Quay

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1. Financial Matters

Commercial Rates - Loans

Draft Collection Figures

Commercial Rates 2015	Opening Balance 1 Jan €	Accruals €	To Collect €	Receipts €	Arrears €	%
As at 31st March 2016	21,453,866	51,137,694	72,591,560	10,373,852	62,217,708	14%

The Date for Making the 2016 Rate was 2nd February 2016.

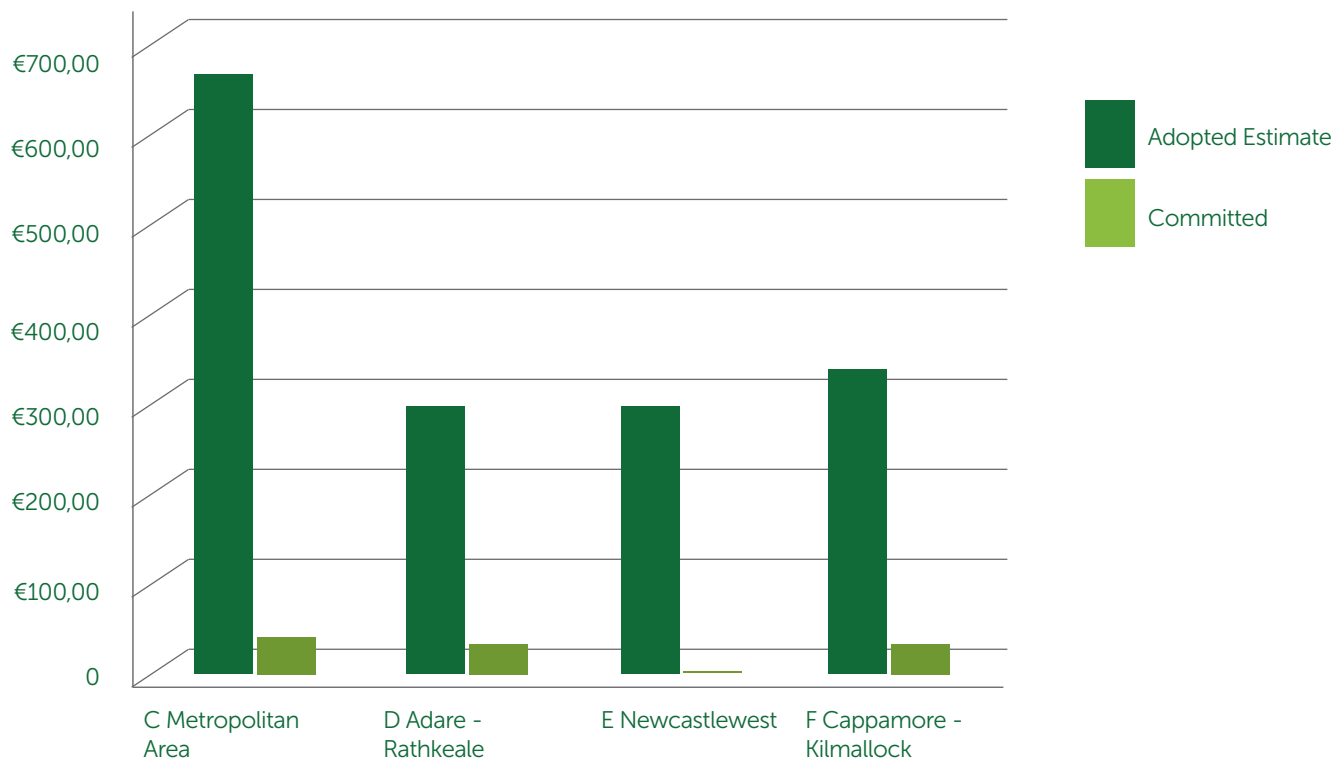
Debtor Loans	Opening Balance 1 Jan €	Accruals €	To Collect €	Receipts €	Arrears €	%
As at 31st March 2016	476,513	267,612	744,126	381,914	362,212	51%

Recourse To Overdraft Facility

No of days in overdraft 0

General Municipal Allocation 2016 Adopted Estimate €1.5 Million

Graph outlining adopted budget and committed expenditure up to 31st March 2016



Municip (Code) + (Text)	Value Adopted Estimate	Value Committed
C Metropolitan Area	640,000.00	15,706.20
D Adare - Rathkeale	275,000.00	4,032.14
E Newcastle West	275,000.00	0.00
F Cappamore - Kilmallock	310,000.00	9,227.90