

CHIEF EXECUTIVE'S REPORT

THIS MONTH:

Limerick has received a UNESCO Learning City Award for 2017

41st Edition of "The Stony Thursday Book" published

Almost 7,000 people visited Limerick City Gallery of Art

Kirkland Investments to build €40 million office block

100 new jobs at Optel Vision in Raheen

88,148 people visited the Limerick.ie website

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Empowering the Citizen

1. Community Support Services

Waiting List

Housing Waiting List	3477
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Allocations

	Metropolitan District	Newcastle West	Adare – Rathkeale	Cappamore – Kilmallock	Total
No of Units January 2017	11	1	0	2	14
Year to Date	11	1	0	2	14

Cemeteries

Total No of Burials in the City Graveyards

- Kilmurry: 2
- Castlemungret: 14
- Mount St. Oliver: 22
- Mount St. Lawrence: 20

Domestic Waste Refuse Waiver Scheme

Total Waivers for the Council approved and issued for January 2017 was 2,276. Total number of applications refused was 211.

2. Social Development

Learning Limerick

Limerick has received a UNESCO Learning City Award for 2017. A jury comprising of 12 international experts from all the UNESCO regions has given the award to Limerick following an application to join by the Learning Limerick Steering Group last year.

Only 16 cities around the globe have been given this award this year.

The award is given to cities that, by putting in place the building blocks of a learning city, have achieved exceptional progress in promoting lifelong learning. The jury highlighted a number of strong features in Limerick, including the involvement of stakeholders from a range of different sectors and the organisation of celebratory events.

The official awards ceremony will take place later this year at the third International Conference on Learning Cities to be held in Cork.

Learning Limerick is the regional group for networks and organisations with a role in learning in Limerick. It is hosted by the Council and supports and promotes lifelong learning. The group runs the very successful annual Limerick Lifelong Learning Festival, which is now in its seventh year. It has proven to be an extremely effective mechanism for bringing education providers from all sectors together to promote both formal and informal learning activities and to connect with learners right across the region.

Local Community Development Committee (LCDC)

The LCDC operational sub-group continued to meet weekly to focus on the implementation of the new LEADER funding and grants under the Rural Development Strategy. Funding calls have now started and the first deadline for Expressions of Interest is the 28th of February.

The LCDC approved the 2017 Social Inclusion and Community Activation Programme (SICAP) work plans and a review of work carried out in 2016 is underway.

Home and Social Development Strategic Policy Committee

The Home and Social Development SPC met and considered a new draft Allocation Scheme, the review of the Traveller Accommodation Plan and repairs and maintenance of Local Authority housing.

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Traveller Accommodation

The review of the Traveller Accommodation Plan was completed.

Healthy Limerick

The Steering Group met and developed a vision for Healthy Limerick :

A Healthy Limerick where everyone is empowered to enjoy positive wellbeing which is supported at every level of society and achieved by working together.

Healthy Limerick will improve health positive wellbeing and quality of life by ensuring all sectors are aware of and collaborate to achieve a healthy Limerick working with a social determinants approach to health.

Limerick Sports Partnership (LSP)

- 2017 kicked off with the Annual Operation Transformation Walking programmes.
- Limerick Walks were held in Knockane, to support Operation Transformation’s Leader Marie Grace and in Limerick City taking in the Three Bridges Walk.
- 550 participants completed these walks on 7th January with Minister Patrick O’Donovan and TV Personality Karl Henry leading the Limerick walks.
- 110 locals in Knockane have commenced an eight-week walking programme, this is an excellent commitment from within a small community.
- UL Parkrun celebrated its first birthday with 830 participants having already participated in the NCW and UL Parkruns in the month. The Limerick Parkruns are held every Saturday morning at 9.30am and are Free of Charge – UL Boathouse and The Demesne in Newcastle West.
- All LSP community health and fitness programmes are up and running across the county i.e. Move & Lose, New Year New Start, Men on the Move, Women on Wheels, Sportshall Athletics, Desk to 5K and for more info email info@limericksports.ie

3. Customer Services

- For the month of January, the Customer Services Department supported the Council in delivering services and supporting citizens, customers, councillors, communities and businesses who lodged 2,588 requests for service (cases).
- The customer footfall through Reception and Customer Services in Dooradoyle and Merchants Quay in January was 3,539.
- The following table details how many cases were recorded on SugarCRM (Customer Relationship Management) for each Department in January-

Department	No. of cases recorded
Operations and Maintenance	1,739
Community Support Services	302
Planning and Environmental Services	270
Other Departments	120
Customer Services	82
Digital Strategy	75
Total	2,588

- Customer Services conducts an online satisfaction survey on a monthly basis with its customers. The responses are very valuable as they empower the citizen to recommend changes and give their opinions on services the Council provides. The following are some survey responses received from customers during the month:
 - *I received a prompt reply to my email which went straight to the point.*
 - *I have always found my interactions with Council staff to be satisfactory.*

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4. Library Services

- Dooradoyle Library Book Clubs reconvened after the Christmas break reading "Disgrace" and "A Street Cat Named Bob".
- The meditation group continues to meet on the first and third Thursdays of the month.
- An exhibition by Nikki Markham, a graduate from the "Latch-On" skills programme run by Down's Syndrome, Limerick will run in Dooradoyle Library until 7th February. Journalist and biographer Alan English officiated at the launch.
- Vodafone in co-operation with Dooradoyle Library have recommenced their information sessions on the use of smartphones. These take place on Wednesday morning and are attracting a large number of people.
- The Preschool story time continues every Wednesday morning.
- As part of its ongoing Evening Lecture Series on 17th January the Granary Library hosted "Fist of Grass - the creation of the exhibition", "Ammemorium an illustrated talk" by John Hyatt (Professor of Contemporary Art at Liverpool School of Art and Design). The artist, John Hyatt, spent 18 months collaborating with his cousin, the Limerick poet, Sam Windrim, on this project. Together they researched the history of their grandfather's involvement in the mission prior to the Easter Rising 1916 to meet Sir Roger Casement and distribute guns across the West. In order to tell this tale, John and Sam used both art and poetry. The results have been on display at the Granary library since December. John spoke about their collaboration, the challenge of the historical research and the process of creation of the works for the exhibition. The talk also included a reading of the poems by Sam.
- The Branch facilitated a series of Energy Workshops in association with GrassRoots Education on the 25th January. A number of classes from local primary schools attended the workshops, hosted by Joanna Parkes. The aim of the workshops is to educate & raise the children's awareness of environmental issues in their local communities.
- The launch of "The Stony Thursday Book" (A Collection of Contemporary Poetry), took place in the Granary on Thursday 27th January. The book, "is one of the longest running literary journals in Ireland & is celebrating its 41st edition". This year's

Editor is poet & writer John Davies. The book is funded by The Arts Council & by the Limerick Arts Office.

- The Granary Branch hosts the following events on a monthly basis: Limerick Seniors Forum meeting with Noreen Waters & Oliver Creighton, Literacy Tutorials with Joan O'Grady, University of the Third Age meetings with David Lee and Nancy Klein, "Writespace" writing group run by Sarah Moore Fitzgerald.

5. Digital Strategy

Report Invasive Species App

The Digital Strategy department, in partnership with our colleagues in Environment, launched a new mobile app called 'Report Invasive Species'. This app allows members of the public to report sightings of invasive plant species such as Japanese Knotweed, Giant Hogweed and Himalayan Balsam. These sightings can then be viewed on a map in the app. This crowd sourced data will then feed into the Councils' and local community groups mitigation plans. The app can be downloaded by searching either the iOS or Android Play app stores for "Report Invasive Plants".

CRM Mobile App

The CRM mobile app is a smartphone and tablet based app that allows staff the facility to create and access cases in the CRM regardless of their location. The test phase was completed successfully in January 2017. The next step is to "go live" with a sample of users to gather further feedback from real-world scenarios. The CRM Mobile App will then go live after this final test phase.

Refuse Waivers in CRM

Refuse waivers are now handled in the CRM. This business process improvement was agreed with the Refuse Waivers team and it was implemented in late December 2016. This update to the CRM includes the automation of monthly reports to the relevant service providers.

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6. Limerick Arts Office

- The details of two festivals were launched in January: The Limerick Literary Festival that will have 15 authors in five venues and The Limerick Fringe, a new vibrant, multi-genre performance based event.
- Report on Limerick Festivals and Events Survey underway to establish the needs of the sector and make recommendations. Sixty-seven Limerick based festivals have confirmed their dates for 2017.
- The programming of the St Patrick's Day parade is underway with exciting plans for the creative element of the day.
- The Stony Thursday Book one of the longest running literary journals in Ireland and published by the Arts Office was launched in January at Limerick City Library.
- Ongoing collaboration with Corporate and Marketing on Rugby World Cup Limerick aspect of Ireland's 2023 bid, the World Bar-b-Que Championships and Women's Rugby World Cup tour.

7. Limerick City Gallery of Art

- Amanda Coogan and Maggie Madden's exhibition finished on 29th January. Three days of durational performances preceded the close of Amanda's exhibition which attracted over 1,000 visitors. On 25th January Maggie Madden gave an illustrated talk on her work which attracted over 40 people.
- Con Tempo gave the fourth concert of the Bartok Project including a world premiere by Irish composer Linda Buckley.
- Preparatory work continues for the next exhibitions, Buzz and Hum – a joint show of work by Richard Gorman and Samuel Walsh and The Painting Show, A British Council touring exhibition. The exhibitions will be officially opened by Mr Alf Desire, Director, British Council, Ireland on 9th February.
- Visitor to the Gallery for January: 6,971.
- The Gallery accepted three paintings by David Clarke (son of Harry and Margaret Clarke) which were donated by his partner to the Permanent Collection.

8. Planning and Environment

Litter/Waste Enforcement.

- A total of 225 complaints were received in January.
- 56 on the spot litter fines were issued during the month.
- Legal proceedings were issued in 4 cases.

Air Noise and Water Pollution.

- 28 complaints were received in January.
- 5 Certificates of Compliance were issued under Article 17 of the European Union (Paints, Varnishes, Vehicle Refinishing Products and Activities) Regulations, 2012.
- 1 statutory Notice was served under Section 16 of the Air Pollution Act 1987.
- 2 statutory Notices were served under Section 12 of the Water Pollution Acts.
- 1 statutory Notice was served under Section 23 of the Water Pollution Acts.
- Legal proceedings were issued in 2 cases.

Veterinary Services.

- 20 stray or wandering horses were impounded.
- The Dog Control Unit dealt with 72 dogs.
- 12 food samples were submitted during January 2017 for analysis under the National Residues and Microbiological sampling programme.
- The Dog Licence Awareness Campaign continued to be implemented by the Dog Wardens.

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9. Fire and Emergency Service

Empowering the Citizen

Statistics

Year	No of Fire Related Calls	No of Non Fire Related Calls	Total
1/01/17 – 31/01/17	80	29	109
Number of calls <10 mins	78%	62%	
Number of calls between 10 & 20 mins	17%	24%	
Number of calls >20 mins	5%	14%	

	Certificates / Applications received Jan 2017	Certificates/ Applications validated/ returned Jan 2017	Certificates/ Applications invalidated/ returned Jan 2017	Certificates/ Applications granted Jan 2017	Assigned cases Jan 2017	Resolved cases Jan 2017
Fire Certificates received	16	12	3	12		
Disability Access Certificates	11	6	0	7		
Licensing	8					
Commencement Notices	34		5			
Sugar CRM					7	4
Planning Referrals	28	24				

Major Emergency Plan

- The External Emergency Plan for Atlantic Fuels Supply Company has been signed off and submitted to the Health Safety Authority.
- The Flood Response Plan was agreed by the Management Team and handed over to the Service Operations Directorate.

Training

- Two one week long Powerboat Operator courses have taken place for probationary fire fighters and one senior officer. This course trained Fire personnel to be able to operate Fire Service boat in the River Shannon and respond to river rescues.
- This month the Fire Service completed three of the six BA refresher courses in Clonmel for the retained fire service. Half of the retained Fire Fighters have now carried out Breathing Apparatus Refresher training. The remaining three courses are taking place in February and March 2017.

Civil Defence attendance at Events for month of January 2017

- Operation Transformation Knockane
- Operation Transformation Limerick City
- Cycle Against Suicide UL
- Irish Indoor Rowing Championships UL
- Milford Hospice 10k Run/Walk UL

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10. Local Enterprise Office

- Eight Limerick craft businesses supported the exhibit at Showcase 2017 in the RDS Dublin from Sunday 22nd to Wednesday 25th January 2017. Showcase – Ireland’s Creative Expo is a trade only event which features the best of Ireland’s creativity from over 450 exhibitors including leading Irish designers and manufacturers.
- Adrian Fleming, Accuvio Ltd, the Limerick Winner of the best established business in the Ireland’s Best Young Entrepreneur (IBYE) Competition represented Limerick in the Regional Awards and has qualified to take part in the National IBYE finals which will be held in Google headquarters in Dublin on Sunday 5th March 2017.
- Limerick Local Enterprise Week is planned and will run from Sunday 5th March to Friday 10th March 2017.

Forward Planning

- Judging took place early January for the art competition for young people on Limerick’s heritage. Winners will be notified through their schools by early February.

11. Water Services

Minor Capital Works

Watermain rehabilitation works have commenced at Greenfields Road, Rosbrien.

12. Access to Information

	January	2017 (Jan to Dec)
Total Freedom of information requests	16	16
FOI Internal Appeals	-	-
Information Commissioner Appeals	1	1
Total Ombudsman Requests	1	1
Total AIE Requests	2	2

Economic Development and Planning

1. Planning Applications

75 new planning applications were received as follows:

- 48 domestic developments
- 1 housing development
- 4 agricultural developments
- 5 commercial developments
- 1 Part 8 development
- 16 other developments

The current applications include proposals for:

- 12 no. dwelling units at Old Cratloe Road
- Part 8 for improvements works at Lynch’s Corner, Caherconlish

2. Forward Planning

- At the full Council meeting on 23rd January 2017 Limerick City and County Council adopted the Development Contribution Scheme 2017-2021. The Scheme has immediate effect and may be viewed on the Council’s website at: <https://www.limerick.ie/council/development-contribution-scheme>
- Two applications under the Heritage Plan funding programme have been submitted to the Heritage Council for funding for 2017. These are: the Bird Usage Survey for the Shannon - Fergus Estuary submitted from Forward Planning and a continuation of the Limerick Digital Atlas project, a geo-referencing archival data project managed by Museums and Archives.

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3. Major Investments in Limerick

- The Council approved plans for Kirkland Investments to build a €40 million office block in the Bishop's Quay area of the city. The development will feature 150,000 sq.ft of office space, 42 luxury apartments, cafés and a restaurant. It is expected that the development will create 100 construction jobs and 500 permanent roles when completed.
- Canadian firm Optel Vision announced 100 new roles in Raheen. The high-tech company, which provides solutions to the manufacturing industry, is more than doubling its local workforce.
- The owner of the Castletroy Park Hotel, Pat McDonagh, has announced that he is set to invest in excess of €9m in Limerick through a major expansion of the Castletroy Park Hotel, a significant upgrade of a number of his Supermacs restaurants in the City and the addition of a new outlet in Ballysimon.
- The Council approved the lease for General Motors for the third floor in the Council offices in Dooradoyle. The company is expanding its operations in Limerick which will result in up to 200 employed in Dooradoyle.

4. Innovate Limerick

A recent information day was hosted by the Irish Film Board at Troy Studios titled "Filming Across Ireland". Representatives from Local Authorities across Ireland including Innovate Limerick and Limerick City & County Council attended on the day. The purpose of the day was to provide Local Authorities with an overview of what is required by production companies when filming at various locations. This spans all departments from Planning to Roads, Tourism and Economic Development.

5. Communications and Marketing

- Tender issued for production of Economic Data Profiling Report for Limerick
- Began process to highlight Limerick as a Rugby World Cup destination for Ireland 2023 bid
- Fifth monthly Limerick.ie Business Bulletin e-newsletter issued by the Office of Communications and Marketing
- A total of 9 Limerick.ie e-newsletters issued throughout January.

Social Media

- Ran three social media campaigns on Limerick.ie's Facebook, promoting Limerick's tourism offering, the city's nightlife, and Limerick for students, reaching on average 98,000+ people
- Posted 16 times on Limerick.ie's Facebook with total fans now 14,716
- Tweeted 12 times on Limerick.ie's Twitter with total followers now 11,668
- Posted 1 time on Limerick.ie's Instagram with total followers now 2,523
- Tweeted 10 times on Limerick Marketing's Twitter with total followers now 1,469.

Limerick.ie

88,148 people visited the Limerick.ie website in January 2017 – a 24% increase on the same period in 2016.

179 events, 14 amenities and 18 news items were added to Limerick.ie in January 2017.

The most popular pages on Limerick.ie in January 2017 were:

1. Limerick City and County Council | Limerick.ie
2. Limerick.ie | The Official Guide to Limerick, Ireland
3. Search for a Planning Application | Limerick.ie
4. What's On | Limerick.ie
5. Current Job Vacancies | Limerick.ie

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6. Housing Capital and Regeneration

General Housing Programme (excluding Regeneration)

The targets announced in April 2015 under the Social Housing Strategy 2020 for Limerick City and County was 753 units to be delivered up to the end of 2017.

The targets were broken down as follows:

- 293 units from Capital (includes construction, acquisition (including part V acquisitions)), Capital Assistance Scheme (CAS) and the return of void properties to reuse.
- 391 units from the Social Housing Current Expenditure Programme (SHCEP) (includes Capital Advanced Leasing Facility (CALF), the Capital Assistance Scheme CAS and the Capital Loan and Subsidy Scheme (CLSS)).
- 69 units from the Rental Accommodation Scheme (RAS).

The position, at 1st February 2017, is that there are active projects to deliver 805 units as follows:

- 497 units from capital (225 Construction, 88 acquisition, 98 Part V acquisition, 62 completed voids and 24 Voids under construction);
- 240 Social Housing Current Expenditure Programme (SHCEP), Capital Advanced Leasing Facility (CALF), Capital Assistance Scheme (CAS) and Capital Loan and Subsidy Scheme (CLSS) in progress; and
- 68 Rental Accommodation Scheme (RAS).

The projection for 2018/2019 is the completion of 225 new build units by the Council and 102 Social Housing Current Expenditure Programme (SHCEP) units. The appetite in the private sector is limited for leasing. The Rental Accommodation Scheme (RAS) is performing well and will exceed the target of 69.

Selection of Integrated Design Teams has completed for Housing projects at Rathbane Road; Clare Street; Hassett Villas; Wallers Well Phase 2; CHAS Flats; Lisheen Park, Patrickswell; Childers Road; Bourke Avenue Refurbishment and Brannigans Site.

Regeneration Programme

The Regeneration target is c.520 (dropping from 593 due to revision to the Demolition and Retention Strategy, i.e., reduction in the number of houses to be demolished), 110 units completed, 131 under construction, 273 are at detailed design stage and 50 have preliminary approval.

- Circa 1504 existing homes programmed to be refurbished by end 2018.
- 278 units have been thermally upgraded, with a further 640 units on site.
- 92 long term vacant houses have been fully refurbished with an additional 35 under construction.
- Cliona Park Phase 3 (18 Units): Public Consultation took place at the Moyross Community Enterprise Centre which was well attended by members of the community.
- Thermal Upgrade contracts are continuing with 3 new contracts commencing on site this year. These are: TU102 in St Mary's Park (26 units), TU104 in Moyross (48 units) and TU106 in St Mary's Park (30 units).
- Feasibility for Fullflex building, Southill to be commenced in Q1 with construction anticipated to commence in Q2.

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Organisational Development

1. Communications

- Issued 12 news releases from the Office of Communications and Marketing
- Produced and distributed the monthly Council Connect staff e-newsletter
- Tweeted 25 times on Limerick City and County Council's Twitter account with total fans now 7,823.

2. Schedule of Meetings

Name of Meeting	Date	Location
Full Council Meeting	23.01.2017	Dooradoyle
Special Meeting: to pass a vote of sympathy on the death of former Mayor of Limerick, Tony Bromell RIP	06.01.2017	Dooradoyle
Metropolitan District of Limerick	16.01.2017	Pery Square
Party Leader's Meeting	23.01.2017	Dooradoyle
Corporate Policy Group	16.01.2017	Merchant's Quay
Municipal District of:		
(a) Adare-Rathkeale	12.01.2017	Rathkeale
(b) Newcastle West	11.01.2017	Newcastle West
(c) Cappamore-Killmallock	19.01.2017	Killmallock
Strategic Policy Committee Meetings		
Economic Development, Enterprise and Planning	09.01.2017	Merchant's Quay
Local Community Development Committee	10.01.2017	Merchant's Quay

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Financial Matters

1. Home Improvement Schemes

Private Housing Grant Aid	Number of grants paid at Jan. 2017	Euro amount
MAGS (Mobility Adaptation Grant Scheme)	13	€52,202.07
HAGS (Housing Adaptation Grant Scheme)	8	€76,074.33
HOPS (Housing Aid for Older Persons Grant Scheme)	9	€34,087.91

Total of 30 grants paid to date totalling €162,364.31

2. Rent Collection

Opening Balance @ 01/01/2017	Accrued Income	Total for collection	Receipts	Closing balance 31/01/2017	% Collection
€1,957,582	€1,285,363	€3,242,945	€1,058,321	€2,184,624	32.6%

3. Commercial Rates and Loans

Draft Collection Figures

Commercial Rates 2016	Opening Balance 1 Jan €	Accruals €	Vacant Property Adjustment €	Writes offs/ Waivers €	Total for Collection €	Amount Collected €	Arrears €	Specific Doubtful Arrears €	% Collected
As at 31st December 2016	21,453,866	50,965,698	2,148,552	2,382,921	67,888,091	49,096,243	18,791,848	3,924,881	77%

The Date for Making the 2017 Rate was 2nd February 2017

Debtors Loans	Opening Balance 1 Jan €	Accruals €	To Collect €	Receipts €	Arrears €	% Collection
As at 31st December 2016	478,053	1,586,023	2,064,076	1,631,034	433,042	79%

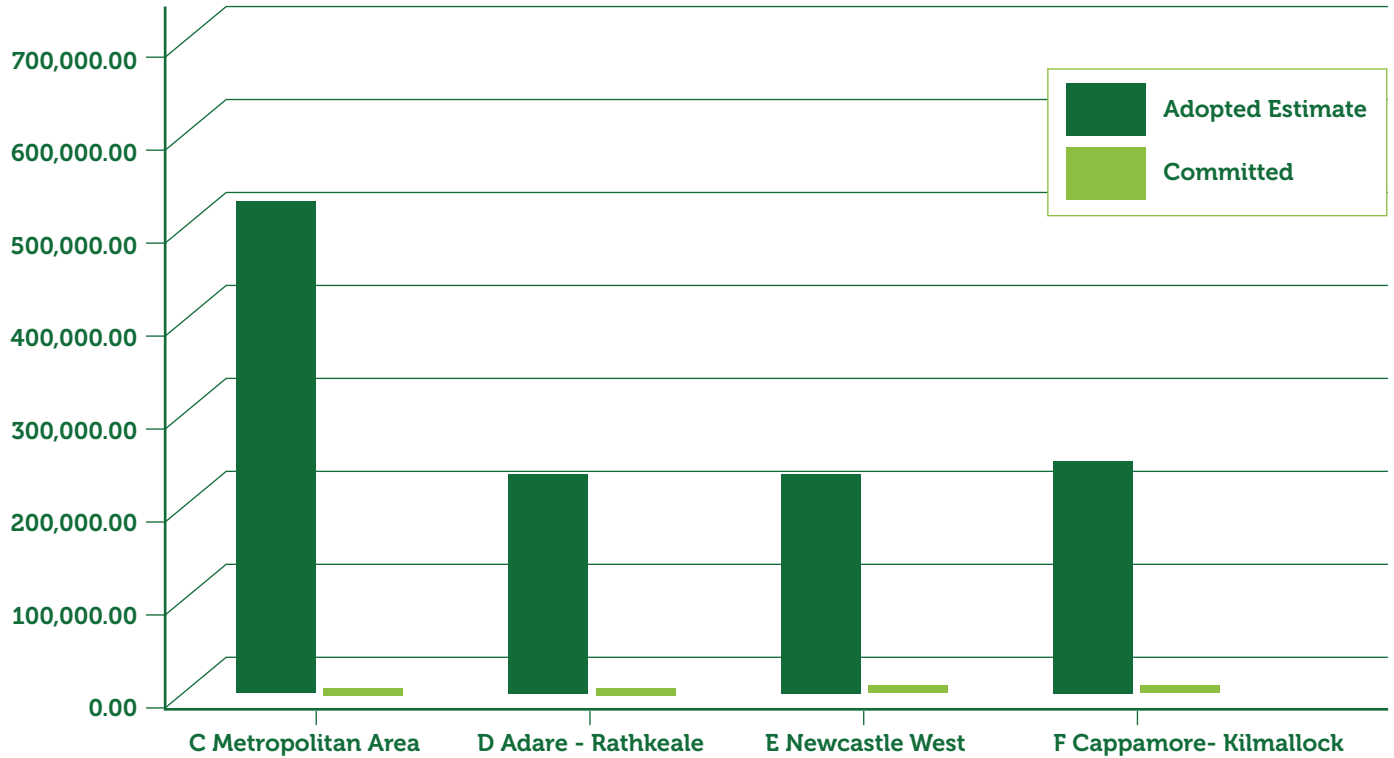
Recourse to Overdraft Facility

No of days in overdraft 0

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4. General Municipal Allocation 2017 Adopted Estimate €1.203 Million

Graph outlining adopted budget and committed expenditure up to 31st January 2017



Municipal (Code) + (Text)	Value Adopted Estimate	Value Committed
C Metropolitan Area	503,000.00	833.00
D Adare - Rathkeale	225,000.00	2,000.00
E Newcastle West	225,000.00	0.00
F Cappamore - Kilmallock	250,000.00	0.00