

CHIEF EXECUTIVE'S REPORT

THIS MONTH:

Limerick named winner of the IBM Smarter Cities Challenge Programme 2015

Innovate Limerick approved €200,000 grant from Enterprise Ireland under the Community Enterprise Scheme

More than 40,000 people enjoy Riverfest 2016 – Limerick's Bank Holiday Festival on the banks of the Shannon

Limerick Africa Day 2016 took place

Cappamore-Kilmallock Municipal District accorded a Civic Reception to John the Baptist's Senior Ladies Football Team

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1. Financial Matters

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Empowering the Citizen

1. Community Support Services

Waiting List

Housing Waiting List	4418
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Allocations

	Metropolitan District	Newcastle West	Adare – Rathkeale	Cappamore – Kilmallock	Total
No of Units May 2016	23	5	0	2	30
Year to Date	67	12	16	16	111

Rental Accommodation Scheme

New Agreements May 2016	New Agreements Year to Date 2016	Annual Target 2016
3	9	36

Contract Renewals May 2016	Contract Renewals Year to Date
5	38

Housing Assistance Payment

Annual Target 2016: 800 new HAP Tenancies

2016 Weekly Target – New HAP Tenancies	Average Weekly New HAP Tenancies May 2016	New HAP Tenancies 2016 Year to Date
18	18	252

Private Rented Inspections Unit

For May 174 inspections were carried out consisting of:

	RAS	HAP	Other
Full Inspection	66	101	2
Rechecks	4	1	0

The target for the year is 800.

Year to date is 568 inspections consisting of:

	RAS	HAP	Other
Full Inspection	166	375	6
Rechecks	15	5	1

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Estate & Tenancy Support

Pre-Tenancy Training Meetings held: 42

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:-

- Churchview, Banogue & New Cross Roads, Thomondgate: Security fencing erected.
- Watergate Apartments /Rowan/Oak/Ash/Sycamore Drives Newcastle West. Graffiti removed from a number of locations in and around estates.
- Canon Lee/The Grove, Pallasgreen: Consultation held with residents' committee in relation to proposed landscaping plan. Speed control measures installed and additional signage provided.
- Maple Grove/Ascal Inse Ban, Templeglantine: Assisted newly-formed residents' association with repairs to damaged green area and provision of kerb bricks to facilitate planting scheme.
- Flanker Court, Galvone Road: Provision of equipment to facilitate clean-up and maintenance work by residents.
- Churchview/Geitne Close, Askeaton: Assisted residents in undertaking colourful planting scheme and general maintenance. A number of children assisted which was particularly pleasing.
- Hillview Drive/Cul na Greine, Kiltteely: Ongoing efforts being made, in conjunction with Ballyhoura Development Ltd., to encourage residents to form a committee and take more ownership of the estates.
- Millmount/Desmond Place, Kilmallock: Engagement with residents leading to establishment of formal residents committee.

Estate Residents Representative Forum meeting held on 3rd May in Council Chamber, Dooradoyle. Representatives from a wide variety of residents' groups attended.

Tenancy Enforcement

- Eight (8 no.) statutory notices served under provisions of Housing (Miscellaneous Provisions) Act 2014. Four (4 no.) properties reposessed on foot of statutory notices.
- Two (2 no.) excluding orders secured in District Court.
- Eighty six (86 no.) garda vetting processes undertaken, primarily in respect of prospective new tenants.

- Two (2 no.) cases in northside of city where powers were utilised under Section 20 of the Housing (Miscellaneous Provisions) Act 1997 that enabled An Garda Síochána to remove illegal occupants, allegedly guilty of anti-social behaviour, from Limerick City and County Council properties. This was a significant development and the intention is to utilise this power more often.

CCTV is deployed in areas deemed necessary and as resources allow.

2016 Tenant (Incremental) Purchase Scheme:-

A new Tenant Purchase Scheme is now available for eligible tenants to purchase their house from Limerick City and County Council. Eligible houses will be sold at a discount based on household income, provided tenants meet the eligibility criteria for the Scheme as set out below;

- are in receipt of social housing support for at least one year
- have a minimum gross annual income of €15,000 (including overtime), of which the primary source is from employment
- have not engaged in anti-social behaviour
- have not been in arrears of rent or Local Authority charges, in the 3 years prior to application under the Scheme
- have not previously purchased a house under a Tenant Purchase Scheme

There are a number of types of houses which are not eligible under the Scheme which include apartments, houses that have specifically been designed for occupation by elderly persons, houses deemed to be unsuitable on grounds of structural condition and Part V houses.

A Tenant Information Booklet, which sets out the eligibility criteria and general information on the Scheme is available on request or on the Council website at www.limerick.ie

Limerick City and County Council have received 26 applications to date.

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2. Environment

Veterinary Services

- Ongoing official food safety controls were undertaken in approved meat processing establishments.
- Our Dog Control Service dealt with 80 stray/surrendered dogs at the dog shelter during the month.
- 4 straying or abandoned horses were impounded.

Litter/Waste Enforcement

- A total of 68 complaints were received in May.
- 24 spot fines were issued during the month.
- Court proceedings were initiated in 2 cases.
- 14 Statutory Notices were issued under the Waste Management Act.
- 7 Directions were issued under the Waste Management Act.

Domestic Waste Refuse Waiver Scheme

47 Waivers were processed.

Environmental Awareness

Schools

3 School Visits took place.

40 schools received Green Flag Awards for Litter and Waste, Energy, Water, Travel, Biodiversity, Global Citizenship Litter and Waste, Global Citizenship Energy.

Sponsorship of the inaugural "Limerick City and County Council's Waste Prevention and Resource Efficiency Award" at Limerick Institute of Technology Scifest. Congratulations to Laurel Hill Coláiste Students Caitlin O'Brien & Kelly Nido who were awarded a trophy and class ecotrip to the Cloughjordan Eco Village.

Team Limerick Clean Up 2

- Application submitted for Chambers Ireland Local Authority Excellence Awards.
- Attendance at Green Business Event, Radisson Hotel. <http://www.greenbusiness.ie>.
- Applications for Limerick Going for Gold Environment Improvement Grants incorporating Limerick in Bloom 2016 are still being accepted.
- Applications for Local Agenda 21 Environment Partnership Fund 2016 are now being accepted.

Further details from www.limerick.ie

Sponsorship of the All Ireland Environmental Forum in UL.

Tidy Towns Supports

- Site visit to Cloughjordan along with a Conversation Cafe led by Davie Philips of Cultivate on County Tipperary's experience of the PPN and environmental issues.
- Stand at Kilmallock Tidy Towns Supervalu Event.
- Site visit to Bruff Tidy Towns.
- Afterschool Environmental Talk in Our Lady of Lourdes Tidy Towns area.
- Assistance to the Limerick City Centre Tidy Towns Committee.

5 Rs Event at Mungret Recycling Centre - 200 people visited the Mungret Recycling Centre for the 5 Rs, namely Rethink, Reuse, Restore, Repair and Recycle. Visitors were treated to:-

- StopFoodwaste.ie kitchen and information on Foodwaste prevention and composting.
- Back2New exhibited some of their latest upcycled furniture.
- Bags of mulch and compost from the recycling centre were available to site users.
- Students from St Paul's NS, Dooradoyle attended.
- Security in Shredding: shredded confidential information free of charge for site users.

3. Community And Leisure

Local Community Development Committee (LCDC)

- The Local Community Development Committee (LCDC) held a meeting which was hosted in Southill Community Centre where it examined the progress on the Draft Local Economic Community Plan and received a presentation on the work of the PAUL Partnership.
- Three Public Participation Networks (PPN) members now represent the community and voluntary sector. The Chief Executive Officers of Limerick Youth Service and Limerick Chamber of Commerce were also added to the membership of the Local Community Development Committee (LCDC).
- Representatives of the Local Community Development Committee (LCDC) attended a (SICAP) Social Inclusion and Community Activation Programme seminar on targeting disadvantaged groups.
- The chair of the Local Community Development Committee (LCDC) and representatives of the Local

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Development Companies made presentations to the Board and senior staff of Pobal who held a Board meeting and visited local projects in Limerick.

Draft Local Economic Community Plan

The Draft Local Economic Community Plan (LECP) was brought to the Economic Development, Enterprise and Planning SPC and the Community, Leisure and Emergency Services Strategic Policy Committee.

Strategic Policy Committee – Community Leisure and Emergency Services

A Meeting of the Community Leisure and Emergency Services Strategic Policy Committee was held on 11th May. The inaugural meeting of the Suicide Prevention Sub-Committee was also held on 11th May.

Pride of Place 2016

The following entries have been chosen to represent Limerick in the Irish Public Bodies (IPB) Pride of Place competition for 2016:-

The villages of Murroe and Broadford are both entered in various population categories, while Liskennett Farm in Granagh is entered in the Communities Reaching Out category and Limerick Youth Theatre in the Community Arts Initiative category. Judging will take place in July.

Africa Day

Limerick Africa Day 2016 which is organised by the Social Development Directorate and representatives of the African community was funded by Irish Aid and Global Peace Foundation for the first time. The theme for 2016 was "Reflection".

The launch of this year's programme took place in the Limerick Strand Hotel with a "Reflection" seminar on Monday May 23rd. Keynote speakers included Dr. Ebum Joseph who spoke about the skills, credentials and qualifications of Africans coming to Ireland and Vincent Maher from Irish Aid who spoke about the role of his organisation in Africa.

Tuesday 24th saw two events take place with a wonderfully interactive drumming and art workshop in the morning and later that evening the Limerick Youth Service hosted a Youth Integration event for the African teenagers. On Thursday 26th May there was an African Movie night in Mary Immaculate College where the audience got an

opportunity to view the award winning film "Invasion 1897".

Limerick's Africa Day 2016 concluded on Sunday 29th May with a hugely enjoyable family fun day in the Milk Market.

Limerick Sports Partnership (LSP)

- hosted a Physical Activity and Mental Health Seminar for 300 Senior cycle Students.
- placed 75 4th Year PE students in 25 Community groups looking at sports, mental and physical health, older adult engagement and walking for positive mental health.
- 3300 kids completed a 4 week training programme prior to completing the UL Sport GLR Kids Run for Fun.
- 455 kids attended the 4k Launch for the 5 week FitKidz Walking programme.
- organised the Family games in the Park for Lifelong learning week. 110 participants attended.
- 65 Women have commenced the 10 week Women on Wheels Cycling programme.
- 50 Transition Year Students completed the Limerick Sports Partnership (LSP) UK Level 1 Sports Leaders Coaching Course.

4. Library Service

- Newcastle West Library exhibited Glór na nGael Artwork from the town schools. These fabulous pictures with Irish captions were on display in the Library exhibition hall and culminated with an awards ceremony on Thursday May 19th.
- Newcastle West Library held an art exhibition entitled "Release Your Mind", which consisted of paintings by VTOS, Shanagolden Adult Students. This was officially opened on May 25th by Mayor Liam Galvin.
- As part of the Africa Day celebrations in May, The Granary Library hosted an Art Workshop with Jean Ryan Hakizimana. The workshop was attended by the sixth class Presentation Primary School. In addition, the Library held a Drumming Workshop for Children. Participants were afforded the opportunity to learn how to play African drums and find out about other types of traditional African musical instruments.
- The Granary Library hosted a lunchtime performance by the great Freddie White on Tuesday 24th May. With well over 80 in attendance, the gig proved to be a great success.

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- Children's author Shane Hegarty, writer of the "Darkmouth Series" visited the Granary Library on May 11th. He spoke about his writings and books to an audience of over 200 primary school students.
- Glin Library was the venue for the opening of the County Fleadh Ceoil on Monday May 30th with "Tunes and Words". John Healy of Glin Comhaltas welcomed over 70 people, including children who attended and took part. There was music, song, tin whistle playing, storytelling and sean-nós dancing by the children who showcased their talents. After which, all in attendance were entertained by the poems of Gabriel Fitzmaurice which were written for and about children.
- Damien Brady, City and County Librarian provided training on the Public Library for elected members from the Southern Region in Killarney on 20th May 2016. There was a large attendance of Councillors from the Southern Region including Councillors from Limerick City and County Council.

5. 1916 Commemoration

- Kilmallock Library hosted the exhibition 'Kilmallock Remembers 1916'. This exhibition features original material from the period including a significant Autograph Book from Reading Jail from 1916 together with Weaponry and Original Maps and Letters. The exhibition has seen a wonderful reception locally and would not have been possible without the contribution of Kilmallock Historical Society and Cottage Museum and the members of the public who have allowed their personal items of the period to be displayed.
- Watch House Cross hosted 'Remembering and Reimagining' an exhibition by Limerick Printmakers, 16th - 21st of May. The exhibition was one of the projects that Limerick Printmakers are completing with various community groups based around the city that focus on the concept of equality and its development within Ireland since 1916.
- To mark the centenary of the execution of Con Colbert, a specially commissioned memorial piece was unveiled on 8th May at a ceremony in Moanleana, the birthplace of Con Colbert.

6. Limerick 2020

- Polska Éire saw Limerick host Ireland's flagship event for this celebration of commonalities and cultural exchanges between Irish and Polish residents in Limerick.
- Limerick 2020 Bid for European Capital of Culture and Limerick Cultural Strategy: A Framework 2016-2030 was adopted by Limerick City and County Council on Monday 23 May with unanimous support for the second round bid book.

7. Limerick Arts Office

- Arts Office Bursaries advertised, for members and practitioners based in Limerick, for the Irish Youth Choir 2016, The Drama League of Ireland Summer School Bursary and A Tyrone Guthrie Bursary.
- In partnership with Limerick Arts and Culture Exchange the Professional Artists Limerick Network, a working group compiled and edited the feedback from the Limerick Cultural Strategy: A Framework public consultation process.
- The Limerick Arts Office Newsletter included a call out for Culture Night Events and submissions to The Stony Thursday Poetry Book.

8. Limerick City Gallery of Art (LCGA)

- EVA International exhibition, Still (the) Barbarians is currently showing in the Gallery with 18 international artists exhibiting work and 7,966 visitors to the gallery for the month of May.
- A number of educational tours were also conducted including 20 school tours and 16 group tours.
- Curators Collective is a new initiative for anyone aged between 16-23 interested in the arts and who wishes to get involved with our city and its culture and gain some unique experiences.

9. Limerick Smarter Travel

- The Limerick Metropolitan Area took part in the Annual European Cycling Challenge for the first time with 110 cyclists signing up and tracking their cycles for the month of May. A cycling heat map was generated from these tracks showing the routes most commonly used by urban cyclists in Limerick.

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- National Walk to School Week took place, with Limerick holding a very successful "School Car Free Day" for the second year on May 18th, students, staff and parents were encouraged to ditch the car and walk, cycle, scoot, bus or park and stride to school.
- Schools are currently undergoing end of year travel surveys to determine their travel patterns to and from school, these surveys will be compared with baseline surveys from the start of the year to determine change in travel patterns.
- Work is ongoing on Route 2 Cycle/ walk way Canal to the University of Limerick.

10. Property Services

- Licence agreed with Aisling Annacotty AFC for temporary use of playing pitch at Castletroy Neighbourhood Park.
- Licence agreed with Limerick Civic Trust for use of site at Convent Street for temporary amenity area.
- Licence agreed with Limerick Civic Trust for temporary use of office at Mount Saint Lawrence for cemetery support services.
- 15.98 acres of land at Mungret College disposed of to Mungret St Pauls GAA for €191,760.
- Sites for 2 no Primary schools disposed of for €367,848 to the Department of Education and Skills, comprising 8.174 acres.
- Sale agreed for disposal of Adare Courthouse to Mr Charles Chawke for €350,000, for development as a Heritage Restaurant.
- Agricultural land at Mungret College leased for grazing on a one year licence basis for €20,000.

12. Access to Information

	2016	April
Total Freedom of Information Requests	60	11
FOI Internal Appeals	2	1
Information Commissioner Appeals	1	-
Total Ombudsman Requests	10	5
Further information sought on open cases	3	-
Total AIE Requests	2	1

11. Fire And Emergency Service

Statistics

Year	No of Fire Related Calls	No of Non Fire Related Calls	Total
1/5/16 – 31/5/16	78	45	123
Year to date	484	207	691

Year	No of Fire Certificates received	No of Disability Access Certificates received	Total
1/5/16 – 31/5/16	18	20	38
Year to date	73	53	126

Major Emergency Plan

The Mass Fatality familiarisation session was held in May at the Army Barracks in Limerick. Guest speakers at the event included Niall Murray, Assistant Chief Fire Officer in Limerick City and County Council, Dr. Marie Cassidy, State Pathologist, Isobel O'Dea, Coroner, Clare County Council. There were representatives from An Garda Síochána, Health Service Executive, Local Authorities and Department of the Environment, Community and Local Government present at the familiarisation session.

Civil Defence attendance at Events

- Milford inaugural 5k walk
- Riverfest
- Great Limerick Run
- Con Colbert Memorial
- UL Charity Cycle
- Africa Day
- Enable Ireland Walk
- Limerick Primary Schools Athletics Finals

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13. Local Enterprise Office

- Network Ireland Limerick Business Woman of the Year Awards co-sponsored by Local Enterprise Office Limerick announced the winners of their various categories at a special event night on 11th May. The winners of each category will now go forward to the national finals which will be announced in September.
- The launch of the Ingenuity Programme, a Start Your Own Business for mature entrepreneurs aged 55 years and older was held on 17th May. The programme is being jointly organised and supported by Ireland's Smart Ageing Exchange (ISAX), Local Enterprise Office Limerick and Bank of Ireland.
- 31 people attended Business Advice Clinics and Social Media Clinics. 9 clients also completed a 3-day Start Your Own Business course during the month.

14. Forward Planning

- The Council's Heritage Officer carried out a bat walk with the Hospital Tidy Towns group.
- The allocations under the Council's Development Funds were agreed. €1.75 m was allocated to 30 Limerick projects/initiatives in the transport, community and recreation areas.

15. Digital Strategy

- The Digital Strategy department played a key role, together with colleagues from Economic Development and other areas, in supporting the IBM team deployed to Limerick to deliver on the Smarter Cities Challenge. The focus of the project was to address the challenges around the city's ageing population.
- Limerick was named winner of the IBM Smarter Cities Challenge programme 2015 alongside 16 other municipalities including Athens, Melbourne, Denver and Amsterdam. The 17 winners in the IBM Smarter Cities Challenge programme have been selected from a highly competitive pool of more than 100 cities around the world that applied for a grant of consulting services from IBM.
- The consulting engagement in Limerick has an estimated commercial value of USD \$500,000 (€447,000).
- The IBM team worked closely with local stakeholders, analysing and defining ways in which Limerick could improve the quality of life and independence of older people through increased connectivity and improved access to key services. A presentation of the team's findings was given on Friday 27th May. The Council will lead the implementation of the recommendations from the report over the coming months and years in support of the Limerick Age Friendly Strategy.

16. Civic Reception

Cappamore-Kilmallock Municipal District accorded a Civic Reception to John the Baptist's Senior Ladies football team in recognition of their achievement in winning the All Ireland Schools Senior "B" Football Championship.

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Economic Development and Planning

1. Planning Applications

Ninety Three new planning applications were received.

- Domestic (58),
- Agriculture (6),
- Commercial Developments (4),
- Industrial (2),
- Part 8 Planning (2),
- Other (21).

The current applications include Part 8's for improvement works including new footpaths, road surfacing & public lighting at Patrickswell, new improvements & pedestrian crossings at the junction of Catherine Street/Roches Street, and a community park/playground at Loughill.

2. Taking in Charge of Estates

Three housing estates taken in charge by the Council in May 2016 as follows;

- Ballycummin Village, Raheen
- Bruach na Sionna, Castleconnell
- Coolbane Meadows, Castleconnell

3. Economic Development/ Investment

- Innovate Limerick was approved €200,000 grant from Enterprise Ireland under the Community Enterprise Scheme towards the cost of sub-dividing the Rathkeale Enterprise Centre into individual business units.
- Other recipients under Enterprise Ireland 's Community Enterprise Scheme were Kantoher Enterprise Centre (€50,000), Limerick City Build (€80,000) and Ireland's Smart Ageing Exchange (ISAX) (€25,000).
- Innovate Limerick is working with the Limerick third level colleges to devise a film industry training/skills strategy to meet the requirements of Troy Studios.
- Limerick City & County Council is participating in an Enterprise Ireland Bid to establish a Marine Campus Incubation Centre in the Limerick Docklands.
- The remit of the Council owed LCO Local Enterprise Company Ltd has been broadened to include all of the Limerick 2030 development sites i.e. Hanging Gardens, Opera Site, Cleaves Site, Colbert Station Phase II, and

the Georgian Area.

- Latest Quarterly Employment Central Statistics Office (CSO) figures show that the Mid West is the second fastest growing region in terms of employment behind Dublin.
- The Mid West unemployment rate is 7.9% which is 0.5% below the national average.

4. Local Enterprise Office

- The Department of Jobs, Enterprise and Innovation recently announced the results of the Local Enterprise Office 2015 annual employment survey. The figures, compiled by Enterprise Ireland, show that overall in 2015 a total of 7,122 new full and part time jobs were created nationally in gross terms. Local Enterprise Office Limerick supported the creation of 360 jobs and was the fourth highest performer in the country.

5. Forward Planning

- At the Metropolitan District meeting on the 16th May, 2016 the Southern Environs Local Area Plan was extended for a period of 5 years.
- The Forward / Strategic Planning Section commenced the process of writing a new Heritage Plan for Limerick by publishing a background document 'Issues Paper Proposed Limerick City and County Heritage Plan 2017 – 2030' and inviting public submissions to be made by 28th July 2016.
- Funding of €27,000 was secured from the Heritage Council, under the Heritage Plan, for a number of Council run projects.

6. Housing Capital and Regeneration

The Thermal Upgrade Project continues with 227 units currently being prepared for tender stage, 213 units at Construction Stage, and 226 units completed to date.

The 12 house development at Cois na Féile, Abbeyfeale, was completed in May. Construction is progressing well at Lord Edward Street and Cliona Park Phase 2, while the Primary Care Centre adjacent to Lord Edward Street has also commenced construction. This development will be physically linked with the Lord Edward Street housing scheme, enhancing the mixed-use nature of this locality.

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Refurbishment work continues on void houses, reducing vacancy and dereliction. This programme includes the refurbishment of 8-10 Gaol Lane, constructed in 1894. A contractor has been selected for Phase 1 (42 units) of Churchfield in Southill following the completion of enabling drainage works for this development in May.

In accordance with the commitment for Annual Review and Monitoring of the Limerick Regeneration Framework Implementation Plan (LRFIP), the Demolition and Retention Strategy was reviewed in 2015. The outcome of the review is the retention of an additional 44 houses. Given that new housing proposed in the regeneration areas is replacement housing, the overall number of houses required, based on the original 2013 calculation, reduces from 593 to 549.

At the end of May 2016, 108 new housing units were constructed, 95 are under construction and 50 are due to progress to site shortly. Therefore, the remaining proposed housing units stands at 296.

An Integrated Design Team has been selected for the development of 40 housing units at Dalgaish Park, Moyross. This project involves the demolition of 12 single storey houses; therefore the net increase in housing units is 28. This development will be positioned around a reconfigured central green space that will be overlooked by new houses. The repurposing of this well-located site will contribute to the betterment of Moyross and surrounding area.

A Part 8 Planning Application was submitted for an infill scheme at 45A and 46A Cliona Park and the creation of a link street between Moyross and Ballynanty. In addition to infill housing, this project will serve as a catalyst for improved connectivity between Moyross and Ballynanty, and will provide a direct route from Ballynanty for pupils of Thomond Community College.

Part V of the Planning & Development Act 2000-2015 provides a mechanism for the delivery of social housing within private developments. As the viability of private housing construction continues to improve, this source of social housing provision will expand. Negotiations relating to 9 schemes are currently in progress. Limerick City and County Council view this as an important component in the provision of social housing.

The Housing Acquisition Programme 2016 is targeting the purchase of circa 50 housing units. At present, 23 units have been valued and inspected, while sale has been agreed for 10 units which are undergoing conveyance. Strategic house purchasing, under the objectives of the Limerick Regeneration Framework Implementation Plan, are also taking place in 2016.

Acquisition of houses under the RAS Reserve Fund stands at the completion of 14 units purchased, and a further 12 units undergoing conveyance, which will bring the total number of units to 26.

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.

7. Infrastructural Investment

Part 8 Planning proposal on public display for infrastructural improvements at the junction of Catherine St/Roches St, Limerick City including new footpaths, road surfacing, public realm areas, pedestrian crossings, kerb buildouts and associated drainage and services.

Part 8 Planning proposal on public display for infrastructural improvements in the village of Patrickswell including the provision of new footpaths, road surfacing, parking layout, public realm areas, pedestrian crossings, tabletop and buildout construction, public lighting and undergrounding of overhead services, bus stops, a new urban roundabout and associated drainage and services.

8. Property Services

- Final refurbishment works of Belltable under completion by Conor Kelly & Co Construction.
- Final refurbishment works at 58 O Connell St for Narrative 4 under completion by Michael Nash & Co Construction.
- 7 no Serviced residential sites placed on the market for sale at Mungret Woods.
- Expressions of interest sought for development of Council Property at No 33 and No 34 Thomas Street, Limerick.

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9. Communications/Marketing

- Laura Ryan appointed as Head of new Communications and Marketing unit of the Council.
- Designs are being finalised for the new Limerick.ie website which is undergoing extensive re-development.
- Riverfest 2016 over the May Bank Holiday weekend was successfully promoted and marketed by the Office of Communications/Marketing with extensive local and national coverage including the Six One News and the front page of the Irish Times. Attracting over 40,000 people to the city over a period of three days the festival featured extensive aquabatics on the River Shannon, a BBQ Competition, a Riverfestival village in Arthur's Quay Park, the Barringtons Hospital Great Limerick Run and a spectacular fireworks display.
- Five e-newsletters were issued on behalf of Limerick.ie.

Limerick.ie 78,028 people visited the Limerick.ie website – a 14% increase on the same period in the 2015.

- In April/May 2016, there were 64,467 unique pageviews on Limerick.ie/Riverfest, a dedicated section aimed at promoting Limerick's largest annual festival.
- 146 events and 26 news items were added to Limerick.ie.
- The most popular pages on Limerick.ie were
 1. What's On
 2. Limerick City and County Council | Limerick.ie
 3. Limerick.ie | Home
 4. Riverfest 2016
 5. Current Job Vacancies

Social Media

- Communications/Marketing posted 52 times on Limerick.ie's Facebook and had an increase of 384 new fans leading to a total of 10,985.
- Communications/Marketing tweeted 33 times on Limerick.ie's Twitter and had an increase of 181 new followers leading to a total of 10,490.
- Communications/Marketing managed Riverfest Limerick social media.
 - Communications/Marketing posted 16 times on Riverfest's Facebook and had an increase of 330 new followers leading to a total of 14,401.
 - Communications/Marketing tweeted 16 times on Riverfest's Twitter and had an increase of 34 new followers leading to a total of 3,089.

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 2,156 requests for service (cases) in May.
- The customer footfall through Reception and Customer Services in Dooradoyle and Merchants Quay in May was 2,481.
- Customer Services integrated all requests for Housing Maintenance for the north side of the city environs on 31st May. This integration provides full tracking and response to customer requests for maintenance for up to 1,700 housing units.
- The Customer Services Directorate is working on the establishment of a Customer Champion Group to spearhead improvements in service delivery across the organisation.
- The following table details how many cases were recorded on SugarCRM (Customer Relationship Management) by Department for May-

Department	Number of Cases Recorded
Operations and Maintenance	1,239
Planning and Environmental Services	308
Community Support Services	295
Other Departments	131
Customer Services	112
Digital Strategy	71
Total	2,156

- Customer Services hosted a meeting of the National Customer Services Network comprising of Customer Services Managers across various Local Authorities. Limerick City and County Council is proactively involved in this network and has been instrumental in the proposed establishment of a working group at CCMA (City and County Managers Association) level. The purpose of this group is to disseminate and share best practise including the design of new enhanced online and digital services to enable Local Government

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to become the best public service in Ireland.

- New Facilities Management/Customer Services information point completed and installed at Merchants Quay as part of the Customer Services enhancement programme with Facilities Officers in place
- Work commenced by Property Services on the new Customer Service area on the ground floor of Merchants Quay as part of the Customer Services enhancement programme

2. Property Services

- The Water Services and Maintenance (Operations North) sections were relocated within the Dooradoyle building as part of the change programme.
- Organisational Framework completed for the appointment of Auctioneers, Valuers and Agronomists following a competitive tendering process.
- Tenders invited via the Official Journal of the European Union for Data Compilation Support Services for the installation of the Council's new Property Register (PIR) system.

3. Fire Services Training

The following courses were held in May 2016:-

- Passing Out Parade for the Whole time fire fighter recruit training in Limerick
- Swift Water Rescue Technician training
- Line Rescue / Confined Space training
- National Directorate for Fire & Emergency Management (NDFEM) Road Traffic Collision Course
- Simon Snorkel 70ft Hydraulic Platform Instructor training
- Council training in Manual Handling & Occupational First Aid

4. Change Management

Project Management – 20 staff received their certificate of completion from a 4 day project management course at the Kemmy Business School at University of Limerick. Guidelines for Project Planning and numerous templates to assist staff in using this approach are available on the intranet.

5. Communications

- Produced and distributed the monthly Council Connect staff e-newsletter
- Fifteen press releases were issued on behalf of the Council
- Communications tweeted 47 times on Limerick City and County Council's Twitter and had an increase of 148 new followers leading to a total of 6,806.

6. Local Enterprise Office

- An information seminar was held by Local Enterprise Office on 16th May for Library and Customer Service staff on business, employment and job seeking services. Staff from various departments and agencies including Revenue, Social Protection, Microfinance Ireland and Local Development Companies briefed staff on the supports available to business and new enterprise start-ups.

CHIEF EXECUTIVE'S REPORT

7. Schedule of Meetings

Name of Meeting	Date	Location
Full Council Meeting	23.05.2016	Dooradoyle
Metropolitan District of Limerick		
Monthly Meeting	16.05.2016	Merchant's Quay
Workshop	13.05.2016	Merchant's Quay
Corporate Policy Group	16.05.2016	Merchant's Quay
Municipal District of:		
(a) Newcastle West		
Monthly Meeting	4.05.2016	Newcastle West
(b) Adare Rathkeale		
Monthly Meeting	11.05.2016	Rathkeale
Workshop (Proposed N21 Adare Western Approach Improvement Scheme)	26.05.2016	Rathkeale
(c) Cappamore-Kilmallock		
Monthly Meeting	17.05.2016	Hospital
Mayor and Party Leader's Meeting	10.05.2016	Merchant's Quay
Party Leader's Meeting	23.05.2016	Dooradoyle
Operational Briefing's		
Limerick City East	3.05.2016	Merchant's Quay
Limerick City North	3.05.2016	Merchant's Quay
Limerick City West	3.05.2016	Merchant's Quay
Strategic Policy Committee Meetings		
Economic Development, Enterprise and Planning	3.05.2016	Merchant's Quay
Community Leisure and Emergency Services	11.05.2016	Merchant's Quay
Suicide Prevention Sub-Committee	11.05.2016	Merchant's Quay
Local Community Development Committee	3.05.2016	Merchant's Quay
Rural Water Monitoring Committee	31.05.2016	Dooradoyle

CHIEF EXECUTIVE'S REPORT**Financial Matters****1. Financial Matters****Home Improvement Schemes**

Private Housing Grant Aid	Number of Grants paid at May 2016	Euro Amount
MAGS (Mobility Adaptation Grant Scheme)	72	€191,322.68
HAGS (Housing Adaptation Grant Scheme)	41	€393,299.55
HOPS (Housing Aid for Older Persons Grant Scheme)	94	€284,888.18

Total of 207 grants paid to date totalling €869,510.41.

Rent Collection**Rent Collection Limerick City & County Council**

Opening Balance 01/01/2016 €	Accrued Income €	Total for collection €	Receipts €	Closing balance 31/05/2016	% Collection
2,035,821	5,082,593	7,118,414.42	4,904,263	2,214,151.42	68.9%

Commercial Rates - Loans**Draft Collection Figures**

Commercial Rates 2015	Opening Balance 1 Jan €	Accruals €	To Collect €	Receipts €	Arrears €	%
As at 31st May 2016	21,453,866	50,311,635	71,765,501	19,532,429	52,233,072	27%

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 May 2016	478,052	535,481	1,013,533	618,301	395,232	61%

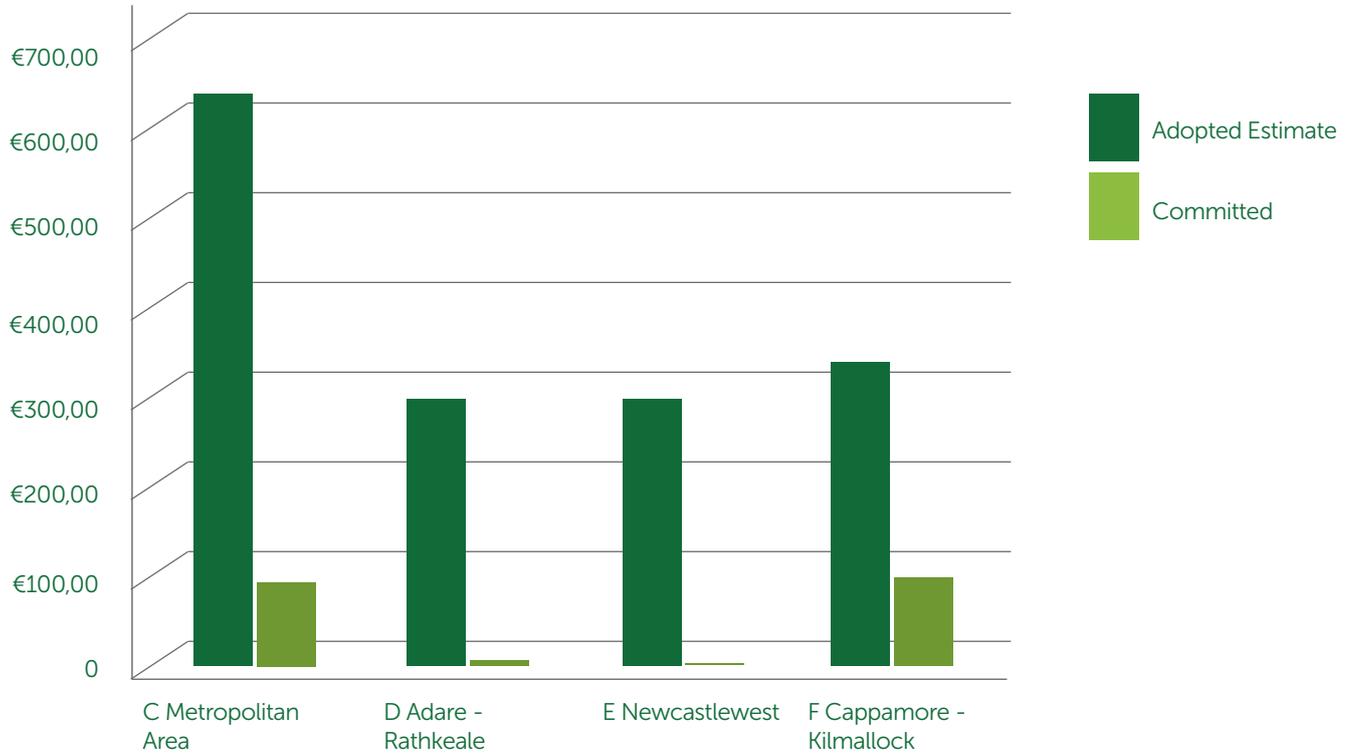
Recourse To Overdraft Facility

No of days in overdraft 0

CHIEF EXECUTIVE'S REPORT

General Municipal Allocation 2016 Adopted Estimate €1.5 Million

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



Municip (Code) + (Text)	Value Adopted Estimate	Value Committed
C Metropolitan Area	640,000.00	76,832.96
D Adare - Rathkeale	275,000.00	4,032.14
E Newcastle West	275,000.00	0.00
F Cappamore - Kilmallock	310,000.00	83,606.85