

CHIEF EXECUTIVE'S REPORT

THIS MONTH:

**Official opening of new Civil Defence Headquarters,
Dock Road**

**€4.1m ERDF grant application for upgrade of O'Connell
Street was successful**

**€7.97m allocated for surface restoration and road
reconstruction projects**

**1650 people took part in Operation Transformation
Walks**

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1. Financial Matters

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Empowering the Citizen

1. Home and Social Development

Waiting List

Housing Waiting List	4,212
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Allocations

	Metropolitan District	Newcastle West	Adare – Rathkeale	Cappamore – Kilmallock	Total
No of Units Allocated January 2016	9	4	3	5	21
Year to Date	9	4	3	5	21

Home Improvement Schemes

Private Housing Grant Aid	Number of Grants paid at January 2016	Euro Amount
MAGS (Mobility Adaptation Grant Scheme)	9	€31,827.00
HAGS (Housing Adaptation Grant Scheme)	4	€29,040.46
HOPS (Housing Aid for Older Persons Grant Scheme)	16	€54,859.65

Total of 29 grants paid to date totalling €115,727.11

Rent Collection

Rent Collection Limerick City & County Council

Opening Balance 01/01/2016 €	Accrued Income €	Total for collection €	Receipts €	Closing balance €	% Collection
2,035,821	957,811.70	2,993,633	936,375	2,057,258	45.5%

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2. HAP HUB

1. 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.
2. At 31st January 2016, 905 HAP tenancies had been set-up to date which includes 392 closed tenancies. There are currently 6,513 active HAP tenancies.
3. Galway City Council joined HAP on 1st February 2016, bringing the total number of Local Authorities, including the Dublin Homeless Pilot, to twenty. The remaining Local Authorities will come under HAP in 2016.
4. Staff from Dublin City Council (as part of the Dublin Homeless Pilot), Galway City Council, Galway County Council and Limerick City and County Council underwent training provided by HAP Hub staff in Limerick. Ongoing training of Local Authority staff is an important part of the HAP Hub's work.
5. Recruitment is currently underway for new staff for the Hub.
6. The HAP Hub is located in The Granary in Limerick, in renovated open plan accommodation. The refurbishment project has been submitted to the Irish Building Projects awards, in two categories - fit out and the interior architectural project categories.

3. Environment

Green Schools Assessments

- 5 Green Schools Assessments took place

"Drains and Sewers are Not Waste Disposal Units" Leaflet

- Electronic copy of the 'Drains and Sewers are Not Waste Disposal Units' leaflet produced.

Organising for Team Limerick Clean Up (TLC) 2 continues

- Over 5,800 volunteers have registered to participate in TLC2 on Good Friday, 25th March 2016.
www.teamlimerickcleanup.ie

Free Shredding Event for European Data Protection Day in Mungret Recycling Centre

Working with "Security in Shredding" this Free Event for Householders and Small and Medium Enterprises diverted 3,400KG confidential paper from landfill. An increase of 1,400KG on 2015.

Limerick City and County Council to sponsor a prize in SCIFEST 2016 in Limerick Institute of Technology (LIT)

- "Limerick City and County Council's Waste Prevention and Resource Efficiency Award". Trophy and an award (value approx €400) of an educational class tour to the Ecovillage in Cloughjordan.
- This award will be available to the school judged to have the most significant and practical environmental project based on the Waste Prevention and Resource Efficiency at SCIFEST 2016 in LIT. Adherence to the waste management hierarchy will be essential. Official launch will take place in February.

Household Hazardous Waste Drop off Day

- A free household hazardous waste drop off day for listed materials was held in the Kilmallock and Newcastlewest Recycling Centres on 30th January 2016.

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. Rural Water Programme

The Council has made a submission under the Rural Water Programme for grant aid to support Group Water Scheme Sector consisting of 10 projects to the value of €1.5m in respect of Water Quality and 4 projects to value of €810,000 in respect of Network Improvements.

5. Irish Water

- Irish Water Mains Rehabilitation Works Package 2 commenced on 30th November 2015 in St Mary's Park and there are a further 43 locations. The project will provide for the replacement of defective water main with new ductile iron water mains and the decommissioning of problematic lead backyard

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services. Work is continuing on this project.

- Contract 4 - provides for the replacement of defective communal water mains at the listed locations. Patrickswell, Glin and Dooradoyle Road are complete. Works are on-going at Kildimo and Tournafulla and are due to be completed in February and March 2016.

6. Local Community Development Committee

- The LCDC held its monthly meeting on 12th January, 2016.

7. Rural Development Programme (LEADER)

- Submission of additional information sought by the Independent Evaluation Committee for the Rural Development Programme Local Development Strategy submitted on 15th January, in accordance with deadline set by the Department of Environment, Community and Local Government (DECLG). Response to the submission is awaited.

8. Social Inclusion and Community Activation Programme (SICAP)

- SICAP End of Year 2015 performance reports uploaded to the IRIS system by Programme Implementers before deadline of 15th January, 2016. An independent Evaluation Committee assessed the End of Year 2015 reports on 28th – 29th January, and made recommendations to the LCDC for its meeting of 2nd February, 2016.

9. Estate & Tenancy Support

- Pre-Tenancy Training Meetings held: 44
- 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. Facilitated the formation of new committee to represent Maple Grove/Ascal Inse Ban in Templeglantine. Agreed with Ballyhoura Development Co. Ltd. to allocate development worker to work on community activation measures in Hillview Drive/Cul Na Greine, Kiltteely. Tenants secured for three vacant houses in The Grove, Pallasgreen.
- New pedestrian entrance and path constructed between Pairc Luachra and Hillview Drive, Abbeyfeale.

Tenancy Enforcement

- Continued implementation of provisions of 2014 Housing (Miscellaneous Provisions) Act relating to anti-social behaviour.
- Presentation made to Regeneration Forum regarding preparation of new Anti Social Behaviour (ASB) Strategy.
- CCTV installed in Churchview, Geitne Close and Lismakeera estates in Askeaton.
- Horses seized from estates in Patrickswell and Rathkeale in conjunction with Environment Section and An Garda Siochana.
- Excluding Orders:
 - 3 year excluding order secured in Newcastle West District Court against John Ryan barring him from Sharwood & Castleview Estates.
 - Appeal hearing in Circuit Court by Francis Casey against three year excluding order from Clonlong Halting Site. Order upheld by the Court.
 - Applications prepared for three excluding order applications in respect of city estates with expected hearing dates in February & March.

10. Limerick Sports Partnership

- 2016 was kicked off with a bang when 1650 people took part in Operation Transformation Walks in Newcastle West Demesne and Shelbourne Park. These walks were part of a National Launch with programmes now taking place across the county.
- Claire Scanlan from Monagea is flying the flag for Limerick as an Operation Transformation (OT) Leader.
- The LSP are delivering a dance programme called "Its your Move" to girls in Post Primary schools as part of the campaign!
- Limerick launched its 1st 5K park run site and is now part of an International concept where you have FREE timed 5K runs every Saturday from University of Limerick Boathouse at 9:30 a.m.
- An organising committee in Newcastle West to set up a park run in the Demesne by the end of February.
- 45 Older Adult groups across Limerick shared €13,540 in Go for Life Grants to assist with Physical Activity in 2016.
- The New Physical Activity Programme for children called Cool Movers has reached capacity with registration and the parents have agreed to also participate so as to become good "role models".
- The first group of 11 Jobseekers on the Community

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Coaching course have completed all of their modules and will continue gaining experience at community level.

11. Library Service

- Kilmallock Library was delighted to host the launch of a beautiful book of poetry entitled Time & Spaces on Thursday 28th January. The work of local poet and artist William Heffernan, the booklet is testament to William's commitment to continued and on-going adult learning through local, community focused classes and has allowed him the opportunity to realise this lifelong dream. The publication of this wonderful collection of short poems was supported by Limerick and Clare Education and Training Board at the Kilmallock Town Campus.

1916 Commemoration

- The Granary Library held its first Public Lecture on the 1916 Commemoration on Tuesday 26th January. It was given by historian Tom Toomey and was entitled "A Dublin event? The 1916 Rising outside the Capital". It covered key military events which occurred throughout the country during the 1916 Rising. The lecture generated huge interest with one hundred and fifty people in attendance.

12. Limerick Museum & Archives

Limerick Museum and Archives in partnership with Limerick School of Art and Design (LSAD) held a lace design competition-titled the 'Florence Vere O' Brien Lace Design Award'. Over 60 entries were received from across the artistic disciplines bringing fresh, contemporary design ideas to the traditional craft. An exhibition of the best entries was held in the Clare Street Gallery.

In collaboration with the Estonian Embassy, a new exhibition, Figures, by the Estonian artist Markus Kasemaa, opened in the glazed street at Merchant's Quay and will run to early March.

The Museum commissioned a work of Limerick silver by Fergus Grant-Stevenson, a local silversmith. The piece includes motifs reflecting the interests of former curator Larry Walsh. During his curatorship Larry put together a collection of over 150 Limerick silver items, which is one of the best in the country.

13. Arts

The Grants under the Arts Act funding call out, was accompanied by information clinics in Newcastle West Library, Adare Library and Culture House, Pery Square for the purpose of applicants understanding the criteria that apply to the award. The clinics were very well attended and applications are due in on 5th February .

The important Michael Hartnett Annual Poetry Award 2016 call out has been published. This is the fifteenth year of this award to mark Michael Hartnett's contribution to literature in English and Irish. It is jointly funded by The Arts Office, Limerick City and County Council and The Arts Council.

The welcome return of the RTÉ Contempo Quartet 20/20 Experience as part of their 20th Anniversary tour took place at Limerick City Gallery of Art, Thursday 28th January. A good crowd gathered and they received a great ovation from a very enthusiastic crowd.

Limerick is through to the next round of the competition for designation as European Capital of Culture 2020. The work continues in earnest and call outs for Cultural Programmers and a Creative Director were published.

Exhibitions:

- *IRELAND AT VENICE SEAN LYNCH ADVENTURE: CAPITAL IRISH TOUR*
22nd January – 25th March 2016
- *NIAMH MCCANN Just Left of Copernicus (A Prologue)*
22nd January – 25th March 2016
- *Continued Exhibit of the Permanent Collection* in the salon style hanging in the East Gallery, the exhibition has been very popular with visitors letting them view a selection of the best artworks from the Collection with over 100 artworks on exhibit including works by Séan Keating, Jack B. Yeats, Sir William Orpen, Grace Henry and many favourite works from the collections. The exhibition continues until end of March 2016.

Events:

- Limerick City Gallery of Art (LCGA) hosted official receptions/openings for the January exhibition which were officially opened by the Chairperson of the Arts Council, Sheila Pratschke and was attended by other Arts Council members,

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- LCGA hosted the RTÉ Contempo Quarter concert on 28th January, the first in a series of three concerts taking place in the East Gallery within the exhibit of the Permanent Collection in collaboration with the Limerick Arts Office.
- LCGA hosted a series of Guided Tours with Mary Immaculate 1st Year Students.
- Planning for EVA 2016 is well advanced for the opening in mid April 2016.
- Negotiations are taking place with the National Women's Council of Ireland for a long term loan of work by four artists who participated in the exhibition Still We Work, which was on exhibit in Limerick in four venues in Limerick City in October 2015, including Limerick City Gallery of Art, the artists included are: Sarah Browne, Miriam O'Connor, Anne Tallentire and Vagabond Reviews.
- Audience figures for January were up to 5000.

14. Fire & Rescue Service

1. Limerick City & County Fire & Rescue Service Turnouts

There were 117 Incidents for Limerick City and County Fire & Rescue in January 2016.

2. Training

The following training was carried out in January 2016: -

- 12th-13th January: Emergency 1st Responder Refresher and Cardiac 1st Responder Refresher
- 18th - 22nd January: Management of Water and Flooding Incidents (for officers)
- 26th - 27th January: Emergency 1st Responder Refresher and Cardiac 1st Responder Refresher
- 28th January: Start date for new Whole Time Recruits (3 days in Limerick with 13 weeks in Dublin)
- 25th January 2016: Ten whole time trainee Fire Fighters commenced training in Dublin.

3. Official Opening of Civil Defence new Head Quarters

The Mayor of Limerick City and County, Councillor Liam Galvin officially opened the new Civil Defence Head Quarters on Thursday 14th January 2016. Over a hundred Civil Defence volunteers are set to benefit from the organisation's new headquarters on Limerick's Dock Road. The new Limerick base includes multiple training/lecture rooms and storerooms, operations and communications

rooms, Certified Information Security Manager (CISM) debriefing room, offices, canteen facilities and water rescue equipment stores.

4. Munster Regional Communications Centre

In December following a tender process, a commercial contract between Limerick City and County Council (as the nominated national contractor) and Arqiva (now owned by Telent) for the provision of the national fire alerting communication system was signed. This relates to a common national alerting infrastructure for all 218 fire stations in Ireland.

15. Service Operations

Property Services

Work on Phase 2 of the Merchants Quay Plaza Improvement Programme commenced in January with Maramba Road Services Limited appointed to the project. Phase 1 of this scheme was completed in December.

Maintenance Service

A significant operational response to deal with flooding and storms continued throughout the month of January 2016.

Change Management

The staff survey carried out in late 2015 has now been analysed and briefings for staff are to take place in February 2016.

The Change Management team continued with implementation arrangements for the new operating model in January and a briefing session for Councillors will be arranged for early March 2016.

17. Freedom of Information

	2015	January
Total Freedom of Information Requests	13	13
FOI Internal Appeals	-	-
Information Commissioner Appeals	1	1
Total Ombudsman Requests	2	2
Further information sought on open cases	1	1
Total AIE Requests	1	1

Economic Development and Planning

1. Planning

- Sixty three (63) new planning applications were received during January 2016. Breakdown as follows; Domestic (37), Housing Developments (1); Commercial Developments (8); Education (3), Other (14).
- The current applications include proposals for a residential development in Castletroy, an educational campus at Clondrinagh, a post primary school in Croom and a supermarket development on the Childers Road.
- Sixty seven (67) planning applications were granted during the month, including a Golf Academy at Plassey and the redevelopment of Adare Manor Hotel & Golf Resort.
- The Department of the Arts, Heritage and the Gaeltacht approved grant assistance for €108,000 towards a total of 25 projects under the provisions of the Built Heritage Investment Scheme.
- As part of on-going efforts to encourage cooperation between the Council and other agencies, the Heritage section hosted a meeting with the National Park and Wildlife Service and other experts on the Lesser Horseshoe Bat in Limerick and the possible contribution of agri-environmental schemes to the future of the species. The meeting was well attended with experts from the Vincent Wildlife Trust, National Parks and Wildlife Service, staff from Kerry County Council, the National Bio-diversity Data Centre and the Council present.
- Two Section 57 declarations outlining works to protected structures which are exempted development were issued.

2. Economic Development

- A 4.1M European Regional Development Fund (ERDF) Grant application for the upgrade of O’Connell St. was won by the Council
- The Hanging Gardens Design Team is appointed. Part 8 planning application in preparation.
- The Project Opera Design Team assessments are underway. Appointment in March 2016. Negotiations with Revenue/Office of Public Works and University of Limerick in train.
- The Cleeves urban design brief is prepared.
- The City Centre/University of Limerick bus corridor multi criteria analysis completed.

3. Innovation

- The Council approved €7.7 loan funding to LCO Enterprises Ltd as part of the Troy Studios development at Castletroy
- Troy Studios commenced work on the Film Studios in Castletroy. It is anticipated that works will be completed by mid summer 2016.

4. Travel and Transport

Parnell Street, Davis Street and Wickham Street

- The Travel and Transport Department has received approval from the National Transport Authority for the construction of Phase 1 and Phase 2 for Parnell Street, Davis Street and Wickham Street Project.
- Phase 1 will see the construction of the pedestrian crossing on Parnell Street in front of Colbert Station.
- Phase 2 will see the construction of public realm improvements to Davis Street.
- The National Transport Authority has provided an allocation of €500,000 for 2016 for the detailed design and construction for both of these phases.

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Catherine Street/Roches Street Junction Improvements

- An allocation of €200,000 has been received from the National Transport Authority for 2016 for junction improvements to Catherine Street/Roches Street junction. Procurement of Consultants for the junction design will commence immediately.

Non-National Roads

The Department of Transport, Tourism and Sport (DTTAS) issued 2016 grant allocations for non-national roads on the 26th January. Details of these grant allocations are set out hereunder:

- €7.97m allocated for surface restoration and road reconstruction projects on local and regional roads.
- €2.87m allocated under the discretionary grant for general maintenance of the local and regional road network.
- €840k allocated to carry out rehabilitation works on 16 no. bridges on regional and local roads.
- €500k allocated for the Coonagh/Knockalisheen Distributor Road.
- €150k allocated for the proposed new footbridge in Limerick City.
- €267K allocated for the installation of low cost safety measures at 9 no. locations across the city and county.

Smarter Travel

- Gael Scoil Castletroy Park and Stride Facility – Limerick Smarter Travel (LST) in conjunction with the Council's Roads Department provided a Park and Stride Facility in Castletroy. This facility consists of creating a pedestrian access ramp to the car park of the Castletroy Shopping Centre, pedestrian providing safety measures at Chawke's Service Station and footpath improvements to access the Gael Scoil Castletroy school campus.
- Shannon Fields Route 2 has been broken into two

phases . The now complete Phase 1 runs from the Athlunkard Bridge to the end of the public lands on the Shannon Fields, approx 1.25km. Phase 2 incorporates the remaining section of the path which runs through privately owned land and extends to Guinness Bridge on the canal. Final works include installation of public lighting systems and general landscaping. Work to be completed end February 2016.

- Limerick Smarter Travel schools are engaging in the An Taisce Big Travel Challenge by promoting a sustainable mode of transport of their choice in the month of February. Workshops were held in schools to demonstrate puncture repair and on the proper checks to carry out to ensure your bike is road worthy. Schools will also be looking to promote the concept of park and stride.
- Limerick Smarter Travel has teamed up with the Limerick Milk Market to promote a number of sustainable travel actions. Children's cycling training at the Limerick Milk Market is being delivered in partnership with Sophie's Journey Foundation for children aged 5-11 . Taster sessions have been held and the four week course starts 17th February. Bicycle Repair at the Milk Market is being delivered in partnership with St Mary's Aid and 12 newly trained Community Bicycle Mechanics started on Friday, 11th December, 2015 and continues every Friday from 10am to 3pm.

5. Update from Road Design Office

The N21 Ballinlyny and N21 Ballymurrugh East Pavement Overlay Schemes commenced.

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Organisational Development

1. Customer Services

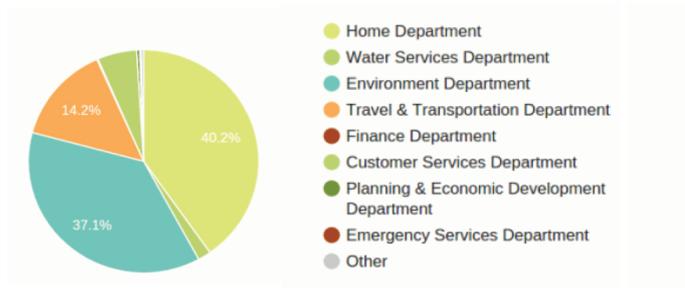
The new Customer Relationship Management System, SugarCRM, was introduced on a phased basis during 2015 in the Council. The following figures detail the amount of requests from the public and elected representatives that were recorded on SugarCRM during 2015.

- 19,421 Requests received with 86.50% Closed with 83.58% Resolved.
- 2,863 Representations received from 40 Councillors, 5 TDs, 3 Ministers with 75.06% Closed with 70.81% Resolved.

How long does it take?

- 5.16 working days to solve most requests (median).
- 15.07 working days (average).

What were the high demand areas in 2015?



What departments received the most representations from public representatives in 2015?



How many cases were recorded on SugarCRM in January 2016?

Department	Number of Cases Recorded
Home Department	1,256
Environment Department	651
Travel and Transport Department	525
Customer Services Department	102
Other Departments	73
Total	2,607

Customer Survey

- Customer Services introduced this survey on a pilot basis in December 2015 and are continuing to implement it into January 2016 and beyond.
- It provides an independent feedback from customers regarding the Council's service delivery.

Based on responses received during the pilot:

- 80% of customers will recommend us.
- 77% of customers found it easy to get help.
- 85% of customers agree customer services advisers are helpful.
- 76% of customers agree that we solved their issue.

What are our customers saying?

- "Great crew and foreman did a professional job."
- "I rang the office in Newcastle West to say the fuel pump was gone in my oil burner, and I really needed it to turn on heating as it was winter time, within 2-3 days they were up and had it fixed, so really happy with them. They do their best..."
- "Staff were second to none and more than helpful and respectful."
- "It's very well to put a friendly and helpful person at the Customer Service counter, but its different people that may or may not follow up."
- "I feel that there has been a huge improvement in service level within the organisation in recent times."

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2. Launch By An Taoiseach, Enda Kenny

An Taoiseach, Enda Kenny launched the Government's National Strategy for Infrastructure and Capital Investment for the Mid West for the period 2016 – 2021, in the Council Chamber, Dooradoyle, on Friday, 29th January, 2016, at 2.00p.m.

3. Schedule of Meetings

Name of Meeting	Date	Location
Full Council Meeting	25.01.2016	Dooradoyle
Corporate Policy Group	18.01.2016	Dooradoyle
Members Meetings		
Special Meeting (Vote of Sympathy for Terry Kelly former Mayor of Limerick)	08.01.2016	Dooradoyle
Special Meeting (Flooding)	13.01.2016	Dooradoyle
Special Meeting (Shannon Catchment Flood Risk Assessment and Management (CFRAM))	18.01.2016	Dooradoyle
Metropolitan District of Limerick		
Monthly Meeting	18.01.2016	Merchant's Quay
Municipal District of:		
(a) Newcastle West		
Monthly Meeting	27.01.2016	Newcastle West
General Municipal Allocation Workshop	06.01.2016	Newcastle West
(b) Adare Rathkeale		
Monthly Meeting	12.01.2016	Rathkeale
General Municipal Allocation Workshop	15.01.2016	Rathkeale
(c) Cappamore / Kilmallock		
Monthly Meeting	21.01.2016	Kilmallock
Party Leader's Meeting	08.01.2016	Dooradoyle
Party Leader's Meeting	25.01.2016	Merchant's Quay
Operational Briefings		
Limerick City East	13.01.2016	Merchant's Quay
Limerick City North	13.01.2016	Merchant's Quay
Limerick City West	13.01.2016	Merchant's Quay
Limerick City West	25.01.2016	Patrick Street
Local Communtiy Development Committee	12.01.2016	Merchant's Quay
Rural Water Monitoring Committee	26.01.2016	Dooradoyle
Consultation Day (CFRAM Jacob's Engineering)	27.01.2016	Merchant's Quay
Consultation Day (CFRAM Jacob's Engineering)	27.01.2016	Ballybrown/Clarina Resource Centre

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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 December 2015	24,966,926	47,878,637	72,845,563	51,392,828	21,452,735	71%

The Date for Making the 2016 Rate has been set for 2nd February 2016

Debtor Loans	Opening Balance 1 Jan €	Accruals €	To Collect €	Receipts €	Arrears €	%
As at 31st December 2015	549,750	1,647,313	2,197,063	1,704,681	492,382	78%

Recourse To Overdraft Facility

No of days in overdraft 0