

CHIEF EXECUTIVE'S REPORT

200
new
jobs
announcement



€4.3m
Contracts
Signed for
Two New
Limerick
Road Projects

DESIGN
WORKS
for **Mungret**
Neighbourhood
Park started

Vision

- That the people of Limerick are supported by a professional, proactive and accessible local government structure at the heart of a wider public service.
- That Limerick is acknowledged for its inclusive participation of all its citizens in the development of their community.
- That Limerick is the desired location for business development, cultural enrichment and educational opportunity.
- That Limerick and the Mid-West will compete with other European destinations in terms of business, tourism, living and investment.

Strategy

1. Empowering the citizen to participate in the development of their community, both rural and urban.
2. An environment for real economic development and job creation.
3. A new model of local governance and service delivery.

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Empowering the Citizen

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Empowering the Citizen

1. Home and Social Development

Waiting List

Approved Applicants for Social Housing Support and Areas	Approved Applicants to the 30th of November 2014
Metropolitan District of Limerick	3,601
Municipal Districts:	
Adare-Rathkeale	295
Cappamore-Kilmallock	318
Newcastle West	326
Total	4,540

Allocations

	Metropolitan District	Newcastle West	Adare – Rathkeale	Cappamore – Kilmallock	Total
No of Units Allocated	7	4	3	5	19

Home Improvement Schemes

Awaiting notification of allocation for 2015.

Stock Management and Construction

Awaiting notification of allocation for 2015.

Rent Collection

Opening Balance 31/01/2015	Accrued Income	Total for collection	Receipts	Closing balance 31/01/2015	% Collection
1,830,818	909,442.33	2,740,260.33	949,882.21	1,790,378.12	34.66%

CHIEF EXECUTIVE'S REPORT**Estate Management Unit****Estate Support**

- Abbeycourt, Rathkeale - Completion of significant works involving clean-up and removal of rubbish from laneways, cutting back of trees, repairs to existing fence and erection of new security fencing.
- Rowan/Ash/Oak/Sycamore Crescent, Newcastle West - Repairs to fencing and erection of goalposts.
- Watergate Flats Complex, Limerick - Provision of assistance towards physical improvement works and upgrade of CCTV and Security Systems.

Tenancy Support

The unit provides a service led by its social worker of intensive support for tenants who may be identified as being vulnerable or in need of such support for any other reason. In addition, there is monitoring of individual tenancies that may require particular attention to prevent problems occurring. Three additional families were added to the case load in January.

Pre-Tenancy Training Meetings: 16
 Keys handed over: 19 Properties

Tenancy Enforcement

The unit has staff whose main role is to ensure that the terms of letting agreements are understood and respected and deal with complaints received regarding possible breaches of tenancy. The following summarises activities in January:

- No of complaints received: 53
- No of cases opened: 20
- Interviews Conducted: 57
- Verbal Warnings: 4
- Written Warnings: 1
- CCTV installation/improvement works in Parkview, Thomondgate and Abbeycourt, Rathkeale.

2. Environmental Awareness

- Completion of the active engagement with the participants phase of the EPA, Local Authority Prevention Network funded 'Food Waste Prevention Web Project' in Moyross.
- Nine 'Green Schools' assessments took place in January.
- Preparations are ongoing for Team Limerick Clean Up on the 3rd April which is supported by the Council's Environment Department.

Grants

- Preparations are complete for the advertising of the maintenance of open spaces grant.

Parks and Landscaping:

- Grass cutting contract for 2015 has been advertised to invite tenders.
- Design works for Mungret Park have commenced.
- Tree pruning programme is in operation.

Cemeteries

- Conservation works on the roof of Mount St Lawrence Mortuary Chapel are ongoing.

3. PPN/LCDC Progress**Public Participation Network (PPN)**

PPN – The registration for the PPN closed on 18th January 2015. Over 400 groups have registered. The inaugural meeting of the PPN was held on 29th January 2015. A decision was made at the meeting to establish structures in accordance with the method set out in Departmental Circular CVSP 2/2014.

LCDC (Local Community Development Committee)

The evaluation sub committee of the LCDC met twice in January and the evaluation of the tenders received for the Social Inclusion Activation Programme took place in January 2015. The process is ongoing in accordance with Departmental/Pobal Guidelines.

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4. Rathbane Golf Course and Festival Tenders

Rathbane Golf Course

Tender period has been extended until 6th February 2015.

Festivals Tenders

Contracts for Lot 1 (Large Festivals) and Lot 2 (Small/Medium Festivals) awarded to Grooveyard Events Management, Moycullen, Co. Galway.

5. Limerick Age Friendly Programme - OPRAH Pilot Research Study

The Older People Remaining at Home Project (OPRAH) co-ordinator for Limerick study area took up the role on 12th January 2015. The process of establishing a steering group is underway.

6. Limerick Museum and Archives

Limerick Museum and Archives held a successful roadshow on 24th January for the collection of memorabilia relating to Limerick's military history. An exhibition titled 'Stand Up and Fight' will open in Merchant's Quay on 7th May 2015.

7. Arts Office

- Two training days delivered by the Arts Department to visual artists (Clinic on making grant funding application and how different types of galleries work)
- Various Arts Office annual calls advertised; Artists in Schools 2015, Grants under the Arts Act.

Limerick City Gallery of Art

- Limerick Gallery of Art held three new exhibitions by Abigail O'Brien, Anthony Haughey and a special exhibition from the Michael O'Connor International Poster collection curated by Caitlin Quinn. It was officially opened on the 22nd January by Patrick Murphy, Director of the RHA Gallery in Dublin.
- The Director of the Highlanes Gallery and number of Board members travelled from Drogheda, Co. Louth to show support for the Highlanes travelling exhibition

With Bread by Abigail O'Brien. The opening was well received and was attended by over 130 people on the night.

- Limerick City Gallery of Art hosted the launch and reception for an event for Cumann Merriman Scoil Gheimhridh on Saturday 31st January 2015 with an attendance of over 100 people.
- Limerick City Gallery of Art enjoyed a very good attendance at its exhibitions with special interest being shown by Mary Immaculate College who brought large groups to the gallery as part of its teaching programme.

8. Fire And Emergency Service

Keeping Communities Safe - Framework

- A report is currently being prepared for the next meeting of the External Validation Group. This will be followed by the preparation of a draft Section 26 plan.

Provision and Maintenance of a National Fire Alerting Communications System.

- The Irish Fire Service is currently embarking on a complete upgrade of its ICT infrastructure. Limerick City and County Council (Munster Regional Communications Centre) as contracting authority on behalf of the National Directorate for Fire and Emergency Management is seeking to procure a new national fire alerting communications system. This will support the mobilisation and alerting of approximately 220 whole-time and retained fire stations in Ireland.

9. Library Service

- The Granary Library evening lecture held on 27th January was an illustrated lecture by local historian Tom Toomey. The lecture **Was there life before Mick Mackey? Limerick Hurling 1910-1925** generated a lot of interest from local G.A.A. clubs and there was a very good attendance on the night.
- Newcastle West Library hosted a history afternoon on Wednesday January 14th 2015. Students from local schools visited the library and were given a tour and shown the various research resources available including local history sources for special projects. There was a very good turn out and the afternoon was a great success.
- Watch House Cross Library assisted a visiting group of students from the Youth Reach programme who are

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researching their special history topic for the Applied Leaving Certificate. They covered three very interesting topics: 1. The Limerick Soviet. 2. Grave Robbing at Watch House Cross and 3. The Unlucky Cabin Boy. (Cannibalism at Sea). The students engaged well with this very successful programme.

- Watch House Cross Library hosted an exhibition from the Hunt Museum from its Communities of Culture programme entitled **A Story to Tell – Moyross**. This exhibition has attracted a lot of local interest.

10. Ireland 2016 Programme

- Mr. Damien Brady, City and County Librarian, has been appointed as dedicated Ireland 2016 Co-ordinator for Limerick City and County Council and will act as the central point of contact and co-ordination to help shape and drive Limerick's Ireland 2016 programme. Ireland 2016 is a major national initiative to mark the 100th anniversary of the 1916 Rising and will include a series of national and international events drawing inspiration from the ideals of 1916 and the events of that time.

Economic Development and Planning

1. Planning

- Forty new planning applications were received during January 2015. Breakdown as follows; Domestic (26), House Developments (2); Commercial Developments (2); Industrial (3), Retail (1), Other (6).
- Thirty six planning applications were granted and two were refused during January 2015.
- A decision by An Bord Pleanála on the appeal against the decision on the Horizon Mall at the Parkway has been deferred to March 2015.
- Seven housing estates in the Metropolitan area and one in the Newcastle West District were taken in charge during the month.
- The Limerick City Development Plan was amended at the Limerick City and County Council Meeting in January to incorporate the objectives of Limerick 2030 –An Economic and Spatial Plan for Limerick.

2. Economic Development/Property

- The clinical research company **Icon** is expanding its innovation base with the creation of 100 high end jobs in the National Technology Park in Plassey. **Viagogo**, the international ticket seller, also based in Plassey announced it is to create an additional 100 jobs over the next three years.
- Due to the success of the Council's Business and Retail Incentive Scheme in 2014 it is proposed to extend the lifetime of the scheme to the end of 2016.
- The Government's decision to relocate the Revenue Commissioners to the Opera Centre site has allowed detailed discussions about the move to commence between the Council, the Revenue Commissioners and the Office of Public Works.
- Site investigations are continuing in relation to the proposed acquisition of the Cleeves Site in Fernbank as part of the due diligence process.

3. Marketing

- Limerick Marketing Company co-sponsored a special Limerick Leader supplement celebrating the highly successful LIMERICKANDPROUD campaign. The supplement featured a collection of imagery submitted by Limerick people around the world and was a celebration of all that is good about Limerick.

4. Innovate Limerick

Planning permission has been granted for the development of the Innovation Hub at the Limerick Enterprise Development Partnership (LEDP) in Roxboro. With funding in place it is intended that work on the first phase will commence in the summer.

5. Road Projects

- Two contracts worth €4.3m signed for the N21 Killarney Pole to Barnagh scheme, Phase II, and N24 Dromkeen Traffic Calming scheme.
- A non statutory public consultation evening was held in the Community Centre, Foynes on 19th January 2015 in connection with the Flood Alleviation Scheme for Foynes.
- The Patrickswell to Raheen Cycle Path Scheme has reached substantial completion.

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Organisational Redevelopment

1. Change Management

The Government's Public Service Reform Plan outlines key commitments and actions for change across the Public Service under five central themes:

- Placing customer service at the heart of everything we do;
- Maximising new and innovative service delivery channels;
- Radically reducing our costs to drive better value for money;
- Leading, organising and working in new ways; and
- A strong focus on implementation and delivery

The Senior Change Management Team together with the Management Team is preparing a Change Programme for 2015 which will be communicated to all staff and Councillors.

Customer Services

The first phase of the integration of frontline environment services into Customer Services has been very successful. All general environment queries received via the counter, email, telephone or twitter in Dooradoyle, Merchant's Quay, Kilmallock, Newcastle West and Rathkeale are successfully being handled by Customer Services. Service requests and queries received are being answered in line with 'first point of contact resolution' where possible and are being managed using the Customer Relationship Management (CRM) system called Sugar CRM. Work is ongoing throughout January 2015 between Customer Services and the Environment Department on the second phase of environment integration to enable Customer Services to carry out front line services to a greater extent on behalf of the Environment Department.

2. Service Operations

A business case has been prepared with senior staff recommending the creation of an Asset Management unit within the Council's service operations. This will help to create a greater expertise in asset management and provide consistency in managing assets. It will also free up resources such as administrative support and IT systems support which are currently supporting asset management systems in individual departments. It will also provide a single database of assets from which legal,

health and safety and statutory compliance can be controlled.

Asset Management will have three components; Procurement and Delivery of Assets; Acquisition and Disposal of Assets and Maintain and Protect Assets. The first phase of establishing Asset Management has commenced with the creation of a unit to maintain and protect all our assets. This unit will maintain and protect council owned assets and oversee the delivery of 'outdoor' operations services e.g. housing maintenance, road maintenance, public realm etc.

3. Communications Update

Twenty four workshops were completed in January to outline developments of the Change Programme to staff and provide briefings to Councillors and to seek their feedback. The workshops were well attended by approximately 650 staff.

4. Protected Disclosures

A copy of the Interim Policy and Procedure under the Protected Disclosures Act, 2014, was circulated to all staff during January.

The purpose of this policy is to encourage employees/workers to report internally any concerns, as soon as possible, they may have regarding potential wrongdoing in the workplace, in the knowledge that their concerns will be taken seriously and investigated, where appropriate, and that their confidentiality will be respected, in the manner provided by the Protected Disclosures Act, 2014.

Christy O'Connor, Senior Executive Officer, has been appointed as the Designated Officer to receive disclosures in the Council.

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Financial Matters

1. Budget 2015

The Council held its Statutory Budget Meeting on the 12th January 2015. This was a historic budget mainly due to the fact that it was the first budget of the newly formed Limerick City and County Council. The adopted budget provided for a Revenue spend in 2015 of €155.87m. The annual rate on valuation is 0.241. Proposed Capital expenditure for the three years, 2015 to 2017 is €304.9m

Recourse to Overdraft Facility

No. of days in overdraft 0

2. Draft Collection Figures

Collection Rates 2015	Opening Balance 1 Jan €	Accruals €	To Collect €	Receipts €	Arrears €	%
As at 31 January	24,972,392	-329,879	24,642,513	1,341,825	23,300,688	5

Collection Loans 2015	Opening Balance 1 Jan €	Accruals €	To Collect €	Receipts €	Arrears €	%
As at 31 January	552,291	8,876	561,167	186,195	374,972	33

3. ICT Update

Sugar Customer Relationship Management (CRM) system

A new release of the Sugar Customer Relationship Management (CRM) system has been successfully deployed. The SugarCRM Release 1.3 fully integrates the service catalogue for case management and introduces a new set of modules that support the new operating model. Inspections, Enforcements, Permits, Grants, Prosecutions, Work Orders, Assets, Fines and Payments modules will facilitate common processes by recording data in a common format across the organisation therefore removing siloed data entry and duplication of effort. These modules are essential for the Customer Services Environment Integration project in Q1 of 2015.

Limerick.ie

It was agreed to enter into procurement process called 'Competitive Dialogue' for the re-development of the website Limerick.ie. The process commenced with draft documents prepared for agreement at the Limerick.ie steering group meeting in January 2015.

Systems Merger

The architecture of the Critical ICT Systems that have been merged in 2014 has been documented in order to facilitate improved service desk operations.