



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

ANNUAL REPORT 2017



JOINT FOREWORD

BY CONN MURRAY, CHIEF EXECUTIVE AND COUNCILLOR STEPHEN KEARY, MAYOR OF THE CITY AND COUNTY OF LIMERICK



2017 has seen many significant milestones occur for Limerick city and county as we continue to develop Limerick as a place for the future.

Our ambitions for Limerick are clear. We want to position Limerick as the best placed English-speaking city in the European Union to capitalise on post Brexit inward investment opportunities.

Limerick's vision for the Opera Site received the backing and support of the European Investment Bank and the Council of Europe Development Bank. In total €170 million is being provided by the two banks to Limerick City and County Council, which highlights the confidence both institutions have in Limerick's plans for the city centre.

Limerick Twenty Thirty DAC made significant progress in helping to enhance the economy of Limerick. Construction commenced on the Gardens International on Henry Street and which is on track to be completed by 2018.

Masterplans were advanced for the Cleeve's site and the housing development in Mungret, while Troy Studios is up and running with the NBCU/ Netflix series Nightflyers being filmed there.



2017 has been one of the strongest years ever for job creation in the Limerick city region. More than 3,000 jobs and €354 million of investment were announced with Limerick being one of the fastest growing regions for foreign direct investment in the country.

Companies are drawn to Limerick by the partnership and proactive approach adopted by the Council, third level institutions and local and state agencies and this continues to be an important selling point for the Limerick city region.

Allied to these FDI jobs is a strengthening entrepreneurial sector. Local Enterprise Office (LEO) Limerick's supports has resulted in an additional 122 net new jobs, while Innovate Limerick opened ENGINE to drive innovation forward, by providing individuals and companies with facilities to match their ambitions and needs.

The Local Economic and Community Plan (LECP) for Limerick, now in its second year continues to promote economic, social and community development across the city and county.

The Council also operated an enhanced set of financial supports for rate payers including the Small and Medium Business Support Scheme and a Tourism Sector Support Scheme following their adoption by the elected members.

Limerick City and County Council is very conscious about how important it to plan for the future.

A new Limerick Digital Strategy was adopted by the Council including the Smart Limerick Roadmap 2017-2020. The Strategy aims to lay the foundation for the "Smart Limerick City Region and Communities", a Limerick that uses digital technologies to empower communities, create better services, accelerate sustainable social and economic growth and to improve the quality of life for all.

Central to this strategy is the re-launched Limerick.ie digital platform, which is one of the most comprehensive and advanced websites of any local authority.

Limerick.ie will be used as the platform for all new services being developed by the council. The importance of Limerick.ie was evident when it was named as one of the world's top tourism websites by global intelligence platform Skift.com - the only Irish website and one of only four sites in Europe to be honoured.

Over the course of 2017 a number of significant projects were announced or progressed. Elected Members adopted a variation to the city and county development plans to allow the Limerick Northern Distributor Road to be advanced. Work on Phase 1 of the project from Coonagh to Knockalisheen has progressed significantly over the year. When completed, the road will open up the entire northside of Limerick city for potential investment.

Limerick City and County Council is the lead authority for a new M20 motorway linking Limerick to Cork which was given the go-ahead by the government in October 2017.

The M18 to Galway was opened, and when the M20 is completed Limerick can act as the fulcrum for the western corridor counterpole to the capital.

Significant background work was carried out on the new Limerick to Foynes road, to allow for the development of our main port in the west of the county, while in the city widespread and very details consultation has taken place as part of the rejuvenation of O'Connell Street.

A new Urban and Village Renewal Department was established in the Council in 2017 to draw up strategy for dealing with unused and underutilised sites and buildings across Limerick. Our aim to the rejuvenate towns and villages so they are attractive for people to remain in and to attract for new residents.

Limerick City and County Council also took the lead in the joint submission from the mid-west region to the National Planning Framework Ireland 2040.

The Limerick Local Community Development Committee oversaw the delivery of the SICAP programme, (€2.3 million per annum) and approved payments to the three Local Development Companies contracted to deliver the programme in Limerick.

The EU Leader Programme (€9.276 million) advanced in 2017 and applications from various community and specific interest groups were sought following a series of public information and consultation events.

Programmes in the four regeneration areas continued a pace, including the completion of the Lord Edward Street Housing Development.

Further projects, including new builds, thermal upgrades and refurbishments were completed or significantly advanced.

The Social Intervention Fund (SIF) continued to support social and economic projects developed and implemented by local community, voluntary organisations and key statutory agencies with funding of almost €4 million approved.

The Limerick Regeneration Framework Implementation Plan has set out a clear roadmap for the continued targeted investment in numerous areas from housing to social supports and economic development and the government has again stated its continued support for the important and necessary work that is being carried out by everyone in the targeted areas.

In total, 254 homes were delivered in 2017, while a Strategic Development and Management Plan for Council-owned land identifies sites for suitably zoned for residential use across Limerick.

Limerick creativity community continued to flourish in 2017, under the umbrella of the Limerick Cultural Strategy. The importance of Culture was highlighted with the creation of a new Cultural SPC to oversee the growth of the culture and arts community in Limerick. 2017 saw the consolidation and evolution of a new Operating Model for Limerick City and County Council. A new Business Improvement Department was established to oversee how the council does its work and what improvements can be made in the way we provide services to the citizens of Limerick.

Employees are a company's greatest asset and a commitment to ongoing training and development of staff will allow Limerick City and County Council to maximise their own potential, expertise and resources for the benefit of all.

Limerick City and County Council has positioned itself as a proactive organisation to serve the people of Limerick. Our ambitions are achievable thanks to the hard work of everyone, working together. Limerick is ideally placed to reap the rewards.

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LIMERICK CITY AND COUNTY COUNCIL MEMBERS



Councillor Stephen Keary
Mayor of the City and County of Limerick



Councillor Marian Hurley
Deputy Mayor of the City and County of Limerick



METROPOLITAN DISTRICT OF LIMERICK (consisting of the Local Electoral Areas of Limerick City East, Limerick City North and Limerick City West) – 21 MEMBERS

LIMERICK CITY EAST - 8 MEMBERS



Cllr. Joe Pond
(FF)



Cllr. Marian Hurley
(FG)



Cllr. Paul Keller
(SOLIDARITY/PBP)



Cmhlr. Séighin Ó Ceallaigh
(SF)



Cllr. Jerry O'Dea
(FF)



Cllr. Kieran O'Hanlon
(FF)



Cllr. Elena Secas
(LAB)



Cllr. Michael Sheahan
(FG)

LIMERICK CITY NORTH MEMBERS - 6 MEMBERS



Cllr. John Costelloe
(SF)



Cllr. Vivienne Crowley
(FF)



Cllr. John Gilligan
(NP)



Cllr. Michael Hourigan (FG)



Cllr. Cian Prendiville
(AAA)



Cllr. Frankie Daly
(NP)



LIMERICK CITY WEST - 7 MEMBERS



Cllr. Daniel Butler
(FG)



Cllr. Elenora Hogan
(FG)



Cllr. James Collins
(FF)



Cllr. Joe Leddin
(LAB)



Cllr. John Loftus
(NP)



Cllr. Seán Lynch
(FF)



Cllr. Malachy McCreesh
(SF)

MUNICIPAL DISTRICT OF ADARE-RATHKEALE - 6 MEMBERS



Cllr. Stephen Keary
(FG)



Cllr. Ciara McMahon
(SF)



Cllr. Adam Teskey
(FG)



Cllr. Emmett O'Brien
(NP)



Cllr. Richard O'Donoghue
(NP)



Cllr. Kevin Sheahan
(FF)

MUNICIPAL DISTRICT OF CAPPAMORE-KILMALLOCK - 7 MEMBERS



Cllr. Michael Donegan
(FF)



Cllr. Noel Gleeson
(FF)



Cllr. Gerald Mitchell
(FG)



Cllr. William O'Donnell
(FG)



Cllr. Eddie Ryan
(FF)



Cllr. Lisa Marie Sheehy
(NP)



Cllr. Brigid Teefy
(NP)

MUNICIPAL DISTRICT OF NEWCASTLE WEST - 6 MEMBERS



Cllr. Séamus Browne
(SF)



Cllr. Michael Collins
(FF)



Cllr. Francis Foley
(FF)



Cllr. Liam Galvin
(FG)



Cllr. Jerome Scanlan
(FG)



Cllr. John Sheahan
(FG)

COUNCIL MEMBERS & MEETINGS

There are 40 Members on the Council – 21 Members in the Metropolitan District of Limerick (consisting of the Local Electoral Areas of Limerick City East, Limerick City North and Limerick City West) six Members in the Municipal District of Adare-Rathkeale, seven Members in the Municipal District of Cappamore-Kilmallock and six Members in the Municipal District of Newcastle West.

Meetings of the Full Council are normally held on the fourth Monday of every second month, in the Council Chamber at Dooradoyle. The Full Council met on 17 occasions in 2017.



COUNCIL MEMBERS AND MEETINGS

CORPORATE POLICY GROUP

The Corporate Policy Group (CPG) is a Committee of the Council consisting of the Mayor of the City and County of Limerick and the Chairs of each of the Strategic Policy Committees (SPCs). Membership is as follows:

- Councillor Stephen Keary, Mayor of the City and County of Limerick
- Councillor William O'Donnell, Chairperson, Home and Social Development Strategic Policy Committee
- Councillor Frankie Daly, Chairperson, Travel and Transportation Strategic Policy Committee
- Councillor Vivienne Crowley, Chairperson, Economic Development, Enterprise and Planning Strategic Policy Committee
- Councillor Marian Hurley, Chairperson, Community, Leisure and Emergency Services Strategic Policy Committee
- Councillor Jerome Scanlan Chairperson, Environment Strategic Policy Committee
- Cmhlr. Séighin Ó Ceallaigh, Chairperson, Cultural Strategic Policy Committee

The CPG links the work of the different SPCs, acts as a type of cabinet and provides a forum where policy positions can be agreed for submission to the full Council, which retains the decision-making authority. The CPG also monitors the performance of the Local Authority and plays a key role in preparing the budget. The CPG met on 9 occasions in 2017.

COMMITTEES OF THE COUNCIL

Title	No. of Members	No. of Meetings
Metropolitan District of Limerick	21	13
Municipal District of Adare-Rathkeale	6	26
Municipal District of Cappamore-Kilmallock	7	13
Municipal District of Newcastle West	6	13
Strategic Policy Committees		
Home and Social Development	21	6
Travel and Transportation	24	4
Economic Development, Enterprise & Planning	22	6
Community, Leisure and Emergency Services	22	4
Environment	22	5
Cultural	16	1
Traveller Accommodation		
Consultative Committee	13	4
Rural Water Committee	11	2
Audit Committee	7	4
Joint Policing Committee	15	6
Local Community Development Committee	19	13
LOCAL ELECTORAL AREA BRIEFINGS / WORKSHOPS		
Limerick City East	8	10
Limerick City North	6	10
Limerick City West	7	10

STRATEGIC POLICY COMMITTEES

Each Strategic Policy Committee (SPC) comprises elected Councillors and Sectoral Representatives, working together in a more participative form of democracy, thereby providing a more effective policy focus on the functions and activities carried out by Limerick City and County Council. Each SPC is supported in its work by a Director of Service. While each SPC formulates and develops policy, the final decisions rest ultimately with the Full Council.

HOME AND SOCIAL DEVELOPMENT STRATEGIC POLICY COMMITTEE

ELECTED MEMBERS:

Cllr. William O'Donnell	LCCC Chairperson
Cllr. Michael Donegan	LCCC
Cllr. Liam Galvin	LCCC
Cllr. Jerome Scanlan	LCCC
Cllr. Stephen Keary	LCCC
Cllr. Adam Teskey	LCCC
Cllr. John Costelloe	LCCC
Cllr. Cian Prendiville	LCCC
Cllr. Paul Keller	LCCC
Cllr. Joe Leddin	LCCC
Cllr. Joe Pond	LCCC
Cllr. Francis Foley	LCCC
Cllr. Jerry O'Dea	LCCC
Cllr. Richard O'Donoghue	LCCC
Cllr. John Gilligan	LCCC
Cllr. Lisa Marie Sheehy	LCCC

SECTORAL REPRESENTATIVES:

Mr. P.J. O'Grady

Development/Construction

Mr. Mike McNamara

Trade Union

Ms. Caroline Kelleher

Business/Commercial

Ms. Tracey McElligot

Community & Voluntary *

Mr. Jimmy Prior

Community & Voluntary

The Home and Social Development Strategic Policy Committee (SPC) met six times in 2017. The SPC developed a draft policy for private downsizing and recommended the draft Housing Allocations Scheme 2017 for approval by full Council.

Presentations/updates were given on the following:

- Rebuilding Ireland – National Action Plan for Housing and Homelessness
- Housing Loans Programme
- Update of Social Housing Assessment 2017
- 'Buy & Renew' and 'Repair & Lease' Schemes
- Public Land Activation
- Draft Allocation Scheme 2017
- Presentation by HAT on Housing First for youth housing
- Presentation by Approved Housing Body Sector
- Strategic Development and Management Plan for Local Authority lands
- Draft Private Downsizing Policy
- Review of Area of Choice for allocation purposes
- Update on Housing Re-letting (standards)
- Update on Homelessness figures and initiatives
- Proposed Condition Survey of Council owned housing stock.

TRAVEL AND TRANSPORTATION STRATEGIC POLICY COMMITTEE

ELECTED MEMBERS:

Cllr. Frankie Daly	Chairperson	LCCC
Cmhlr. Séighin Ó Ceallaigh		LCCC
Cllr. Elena Secas		LCCC
Cllr. Eleanor Hogan		LCCC
Cllr. Michael Sheahan		LCCC
Cllr. Gerald Mitchell		LCCC
Cllr. Adam Teskey		LCCC
Cllr. Daniel Butler		LCCC
Cllr. Séamus Browne		LCCC
Cllr. John Loftus		LCCC
Cllr. Joe Pond		LCCC
Cllr. Michael Donegan		LCCC
Cllr. Seán Lynch		LCCC
Cllr. Richard O'Donoghue		LCCC
Cllr. Kieran O'Hanlon		LCCC
Cllr. Emmett O'Brien		LCCC

SECTORAL REPRESENTATIVES:

Mr. Michael Lenihan

Agriculture/Farming

Mr. Brian Leddin

Environment/Conservation*

Mr. Pat McCarthy

Development/Construction

Mr. Michael Tiernan

Business/Commercial

Mr. Frank McDonnell

Trade Union

Mr. Denis McAuliffe

Community/Voluntary*

*Are nominated via Public Participation Network (PPN)

Ms. Maureen Browne

Social Inclusion*

Ms. Ann Gaughan

Community/Voluntary

The Physical Development Directorate facilitates the operation of the Travel and Transportation Strategic Policy Committees.

During 2017, the Travel and Transportation Strategic Policy Committee held meetings in February, April, June and October. Issues of strategic importance were considered and discussed at the meetings. These issues included the Roads Budgets and programmes of work for 2017 and the allocation of funding under the various programmes of work.

The committee considered the requirement to deliver traffic calming solutions in areas of need and Safe Street Network Design strategies. Presentations and briefings were also given to the Members on a number of transportation challenges and opportunities, major infrastructural projects including the Limerick Northern Distributor Road and capital funding for roads projects.

ECONOMIC DEVELOPMENT, ENTERPRISE AND PLANNING STRATEGIC POLICY COMMITTEE

Elected Members:

Cllr. Vivienne Crowley	LCCC Chairperson
Cllr. Noel Gleeson	LCCC
Cllr. Daniel Butler	LCCC
Cllr. Elenora Hogan	LCCC
Cllr. John Sheahan	LCCC
Cllr. Liam Galvin	LCCC
Cllr. Stephen Keary	LCCC
Cllr. Séamus Browne	LCCC
Cmhlr. Séighin Ó Ceallaigh	LCCC
Cllr. Joe Leddin	LCCC
Cllr. James Collins	LCCC
Cllr. Jerry O'Dea	LCCC
Cllr. Eddie Ryan	LCCC
Cllr. Kevin Sheahan	LCCC
Cllr. Emmett O'Brien	LCCC
Cllr. John Loftus	LCCC

SECTORAL REPRESENTATIVES:**Mr. John Walsh**

Agriculture/Farming

Ms. Tracey Lynch

Environment/Conservation*

Mr. Mike Ryan

Development/Construction

Mr. Denis Doyle

Business/Commercial

Mr. David Jeffreys

Business/Commercial

Mr. Brian Thompson

Community/Voluntary*

The Economic Development, Enterprise and Planning Strategic Policy Committee (SPC) met six times in 2017. The main issues discussed were as follows:

- Forward Planning Work Schedule
- Social Enterprise
- Local Enterprise Office
- Development Contribution Scheme
- Great Southern Greenway
- Limerick Heritage Plan 2017-2030
- Draft Tourism Development and Marketing Strategy 2017-2023
- Mid-West Employment Initiatives
- Limerick Childcare Committee Initiatives

COMMUNITY, LEISURE AND EMERGENCY SERVICES STRATEGIC POLICY COMMITTEE

Elected Members:

Cllr. Marian Hurley	LCCC Chairperson
Cllr. Vivienne Crowley	LCCC
Cllr. Michael Collins	LCCC
Cllr. Michael Hourigan	LCCC
Cllr. John Costelloe	LCCC
Cllr. William O'Donnell	LCCC
Cllr. Gerald Mitchell	LCCC
Cllr. Lisa Marie Sheehy	LCCC
Cllr. Ciara McMahon	LCCC
Cllr. Malachy McCreesh	LCCC
Cllr. Cian Prendiville	LCCC
Cllr. Frances Foley	LCCC
Cllr. Seán Lynch	LCCC
Cllr. Kevin Sheahan	LCCC
Cllr. Michael Sheahan	LCCC
Cllr. Brigid Teefy	LCCC

SECTORAL REPRESENTATIVES:**Ms. Mary Vaughan-Mullane**

Agricultural/Farming

Ms. Mary Fitzgerald

Development/Construction

Mr. Liam Toland

Business/Commercial

Ms. Marian Healy

Community & Voluntary*

Mr. Cillian Flynn

Community & Voluntary*

Ms. Donnah Vuma

Social Inclusion*

The Community, Leisure and Emergency Services Strategic Policy Committee (SPC) met four times in 2017. The following topics were considered:

- Local Economic and Community Plan;
- Healthy Limerick;
- Festivals and Events;
- Library Service;
- Access to Employment / Disability; and
- Limerick Sports Partnership.

SUICIDE AWARENESS WORKING GROUP

The Suicide Prevention Strategy Group is a subcommittee of the Community, Leisure and Emergency Services, and held six meetings during 2017. The following items were considered:

- Prevention of suicide and self-harm;
- Connecting for Life;
- Limerick Mental Health Service; and
- Jigsaw, Limerick.

Safe Talk training was organised for Councillors and frontline staff.

MEMBERSHIP OF SUICIDE PREVENTION STRATEGY GROUP

Cllr. Lisa Marie Sheehy	LCCC Chairperson
Cllr. Michael Sheahan	LCCC
Cllr. Daniel Butler	LCCC
Cllr. Cian Prendiville	LCCC
Cllr. John Loftus	LCCC
Cllr. Gerald Mitchell	LCCC

Ms. Mary Vaughan-Mullane,
Agricultural/Farming

Ms. Elisa O'Donovan
Environment

Ms. Marian Healy
Community & Voluntary

Mr. Cillian Flynn
Social Inclusion

Ms. Donnah Vuma
Social Inclusion

ENVIRONMENT STRATEGIC POLICY COMMITTEE

ELECTED MEMBERS:

Cllr. Jerome Scanlan	LCCC Chairperson
Cllr. Michael Hourigan	LCCC
Cllr. Frankie Daly	LCCC
Cllr. Elena Secas	LCCC
Cllr. Marian Hurley	LCCC
Cllr. Malachy McCreesh	LCCC

Cllr. Paul Keller	LCCC
Cllr. James Collins	LCCC
Cllr. Michael Collins	LCCC
Cllr. Noel Gleeson	LCCC
Cllr. Kieran O'Hanlon	LCCC
Cllr. Eddie Ryan	LCCC
Cllr. John Gilligan	CCC
Cllr. Ciara McMahon	LCCC
Cllr. John Sheahan	LCCC
Cllr. Brigid Teefy	LCCC

SECTORAL REPRESENTATIVES:

Mr. Thomas Blackburn
Agriculture/Farming

Mr. Eamonn English
Agriculture/Farming

Ms. Anneke Verling
Environment/Conservation*

Mr. Mark McConnell
Business/Commercial

Mr. Seamus Leahy
Business/Commercial

Mr. David Fitzgerald
Community/Voluntary*

The Physical Development Directorate facilitates the operation of the Environment Strategic Policy Committees.

The Environment Strategic Policy Committee met in February, April, June, October and December. Presentations and briefings were given to the Members on issues such as:

- The Water Framework Directive
- Climate Change
- Draft National Mitigation Plan
- Proposed waste presentation byelaws.

CULTURAL STRATEGIC POLICY COMMITTEE

Elected Members:

Cmhlr. Séighlin Ó Ceallaigh	LCCC Chairperson
Cllr. Lisa Marie Sheehy	LCCC
Cllr. John Loftus	LCCC
Cllr. Joe Leddin	LCCC
Cllr. Kieran O'Hanlon	LCCC
Cllr. James Collins	LCCC
Cllr. Michael Collins	LCCC
Cllr. Jerry O'Dea	LCCC
Cllr. Seán Lynch	LCCC
Cllr. Kevin Sheahan	LCCC
Cllr. Elenora Hogan	LCCC
Cllr. Jerome Scanlan	LCCC

*Are nominated via Public Participation Network (PPN)

Cllr. Stephen Keary LCCC
 Cllr. Marian Hurley LCCC
 Cllr. Gerald Mitchell LCCC
 Cllr. Michael Sheahan LCCC

The Cultural Strategic Policy Committee was set up in 2017 and held its first meeting in December 2017.

METROPOLITAN DISTRICT OF LIMERICK RESERVED FUNCTIONS 2017

Adoption of Schedule of Municipal District Works 2017 for the Metropolitan District of Limerick.

Approval to the taking in charge of various housing estates in accordance with Section 180 of the Planning & Development Acts 2000-2014 and S.11 of the Roads Act 1993.

Agreed that the GMA Festivals and Events Grant Scheme 2017 be re-examined.

Approval that Walkers Road be designated one way in the direction of the R445 Limerick to Dublin Road over a length of 55m.

Approval of allocations under the General Municipal Allocation – Festival Funding 2017.

Approval that the Draft Limerick City and County Council (Control of Horses) Bye-Laws 2017 be put on public display in accordance with Section 199 and Schedule 14A Part 1 of the Local Government Act 2001 (as amended).

Approval to the extinguishment of the public right-of-way at Alleyway known as Cassidy's Lane leading to Sarsfield Court, Garryowen in accordance with Section 73 of the Roads Act 1993.

Approval of construction of seven new residential units at Kilmurry Court, Garryowen.

Approval to declare road at Clondrinagh, Limerick to be a public road in accordance with Section 11 of the Roads Act 1993.

Election of Mayor and Deputy Mayor.

Approval of allocations under the Metropolitan District of Limerick GMA Festivals and Events Grant Scheme 2017.

Approval for construction of 27 residential units at Palm Court, Keyes Park, Southill.

Approval for construction of 18 new residential units at Cliona Park, Moyross.

Approval of allocations under the Communities Facilities Grants Scheme 2017.

Approval for allocations totalling €30,000 under the Community Initiative Scheme 2017.

Approval of allocations to I.NY and Richard Harris International Film Festival under the Metropolitan District of Limerick GMA 2017.

Decision that the former Police / Garda Barracks, Barnakyle, Patrickswell, Limerick should not be added to the Record of Protected Structures in accordance with Sections 53, 54 and 55 of the Planning and Development Act 2000 (as amended).

Approval to the addition of the Quaker Meeting House and Burial Ground in the townland of Ballinacurra (Bowman), Limerick to the Record of Protected Structures in accordance with Sections 53 and 54 of the Planning and Development Act 2000 (as amended).

Approval to the addition of the Military Cemetery at King's Island, Limerick to the Record of Protected Structures in accordance with Sections 54 and 55 of the Planning and Development Act 2000 (as amended).

Adoption of the Budgetary Plan 2018 for the Metropolitan District of Limerick in the amount of €503,000 in accordance with Section 102(4) of the Local Government Act 2001 (as amended).

Approval to allocations under the RAPID grant scheme 2017.

Approval for construction of 16 residential units at Lisheen Park, Ballyanrahan East, Patrickswell.

Approval for the refurbishment/development of 12 residential units at Bourke Avenue, Limerick.

MUNICIPAL DISTRICT OF CAPPAMORE- KILMALLOCK RESERVED FUNCTIONS 2017

Approval to the Draft Speed Limit Bye-Laws for National and Non-National Roads proceeding to public consultation stage.

Adoption of the Budgetary Plan for the Municipal District of Cappamore-Kilmallock for the financial year ended 31st December 2018, in the total sum of €250,000 including the amendment to move the amount of €100,000 from Special Projects – LA Infrastructure to D05 Tourism Development, Recreation and Amenity, in accordance with Section 102 of the Local Government Act, 2001 (as amended).

Approval of Allocations under the General Municipal Allocation, Development Fund, Community Initiatives Scheme and Community Facilities Grants Scheme 2017.

Approval to extend the life of the Bruff Local Area Plan 2012-2018 for a further period of five years in accordance with Section 19(1)(d) of the Planning and Development Act, 2000 (as amended).

Approval to extend the life of the Caherconlish Local Area Plan 2012-2018 for a further period of five years in accordance with Section 19(1)(d) of the Planning and Development Act, 2000 (as amended).

Approval to extend the life of the Hospital Local Area Plan 2012-2018 for a further period of five years in accordance with Section 19(1)(d) of the Planning and Development Act, 2000 (as amended).

Approval to extend the life of the Kilfinane Local Area Plan 2012-2018 for a further period of five years in accordance with Section 19(1)(d) of the Planning and Development Act, 2000 (as amended).

Approval to the taking in charge of 2 housing estates in accordance with Section 180 of the Planning and Development Acts 2000-2015 and Section 11 of the Roads Act 1993.

Approval of the publication of the Draft Limerick City and County Council (Control of Horses) Bye-Laws, 2017, to replace the Limerick City and County Council (Control of Horses) Bye-Laws, 2015, in order to regulate sulky racing on public roads, in accordance with Section 199 and Schedule 14A Part 1 of the Local Government Act, 2001 (as amended).

Election of Cathaoirleach and Leas Chathaoirleach.

Adoption of the Schedule of Works for the Municipal District of Cappamore-Kilmallock.

Part 8 Approval for the construction of public pathway running adjacent to the existing west town wall of Kilmallock in accordance with Section 179 3(a) of the Planning and Development Act, 2000 (as amended) and Part 8 of the Planning and Development Regulations, 2001 (as amended)

Part 8 Approval for the proposed N20 O'Rourke's Cross Road Improvement Scheme in accordance with Section 179 3(a) of the Planning and Development Act, 2000 (as amended) and Part 8 of the Planning and Development Regulations, 2001 (as amended)

Part 8 Approval for the junction improvement works at Lynch's Corner, Caherconlish in accordance with Section

179 3(a) of the Planning and Development Act, 2000 (as amended) and Part 8 of the Planning and Development Regulations, 2001 (as amended)

Decision to receive Deputations from the following:

- County Limerick Youth Theatre
- Bruree Community Council
- Hospital Community Council

Approval to the holding of Municipal Receptions for the following:

- John the Baptist Secondary School
- Paudi Quish
- Hospital Herbertstown GAA Under 14 boys team
- Claire & Maria Cronin
- Joe Hargrow
- Cappamore GAA Under 14 boys team
- Bruff Grange Meanus Community Games Under 14 girls team
- Liam Donovan

Adoption of the Minutes of previous Meeting

Approval of the setting up of a Sub-Committee of the Joint Policy Committee

MUNICIPAL DISTRICT OF NEWCASTLE WEST RESERVED FUNCTIONS 2017

Adoption of the Budgetary Plan for Municipal District of Newcastle West for the financial year ended 31 December 2018, in the total sum of €225,000 in accordance with Section 102 of the Local Government Act, 2001, as amended

Election of Cathaoirleach and Leas Chathaoirleach.

Approval of Allocations under the General Municipal Allocation, Development Fund, Community Initiatives Scheme and Community Facilities Grants Scheme 2017

Decision to receive Deputations from the following:

- Glengurt National School
- Kantoher Development Group CLG
- Abbeyfeale Community Council

Part 8 Approval for enhancement works to the existing Great Southern Trail (Great Southern Greenway)

Approval that the District Cathaoirleach of the Day would be the nominee to the proposed Consultative Group for the Great Southern Greenway.

Approval that the District Cathaoirleach of the Day would be the nominee to the Board of Newcastle West Development Association.

Approval to the deletion of three structures from the record of Protected Structures in accordance with Section 54 and 55 of the Planning and Development Act, 2000 (as amended)

Approval of the proposed incorporation of the Barnagh Tunnel and Viewing Area onto the Great Southern Greenway, Limerick in accordance with Section 179(3) (a) of the Planning and Development Act 2000 (as amended) and Part 8 of the Planning and Development Regulations, 2001 (as amended)

Approval of Schedule of Works 2017 for the Municipal District of Newcastle West

Approval to the taking in charge of 6 housing estates in accordance with Section 180 of the Planning and Development Acts 2000 – 2017 and Section 11 of the Roads Act 1993

Completed process with regard to renaming “The Square” Newcastle West by the holding of a plebiscite

Approval to the publication of the Limerick City and County Council (Control of Horses) Bye Laws 2017

Approval to the nomination of the “Cathaoirleach of the Day” to the board of the Newcastle West Development Association

Approval for the Speed Limit Draft Bye Laws for National and Non National Roads to proceed to public consultation stage

Approval to the taking in charge of the Estate at Ballyvareen, Kildimo in accordance with Section 180 of the Planning and Development Act 2000 (as amended) and Section 11 of the Roads act 1993.

Approval of applications under the Communities Facilities Grants Scheme 2017.

Approval to the extension of the Great Southern Greenway walking and cycling route from Rathkeale to Ballingarrane, County Limerick along the former Limerick to Kerry railway line subject to the inclusion of an additional condition.

Approval to defer the sending of notices to make a new Local Area Plan for Rathkeale and to extend the life of the existing plan by a further 5 years.

Approval of allocations under the Community Initiative Scheme Allocations 2017.

Adoption of the Budgetary Plan for the Municipal District of Adare-Rathkeale for the financial year ended 31 December 2018, in the total of €225,000 in accordance with Section 102 of the Local Government Act, 2001, as amended.

Part 8 Traffic Calming Measures in Rathkeale Town. Amendment of proposed works to include the addition of two additional speed ramps.

Approval of Draft Speed Limit Bye-Laws for National and Non-National Roads proceeding to public consultation stage.

MUNICIPAL DISTRICT OF ADARE-RATHKEALE RESERVED FUNCTIONS 2017

Decision to host a Municipal Reception for Colaiste na Trocaire, Rathkeale on winning the Bank of Ireland FAI Schools Senior Girls National Cup.

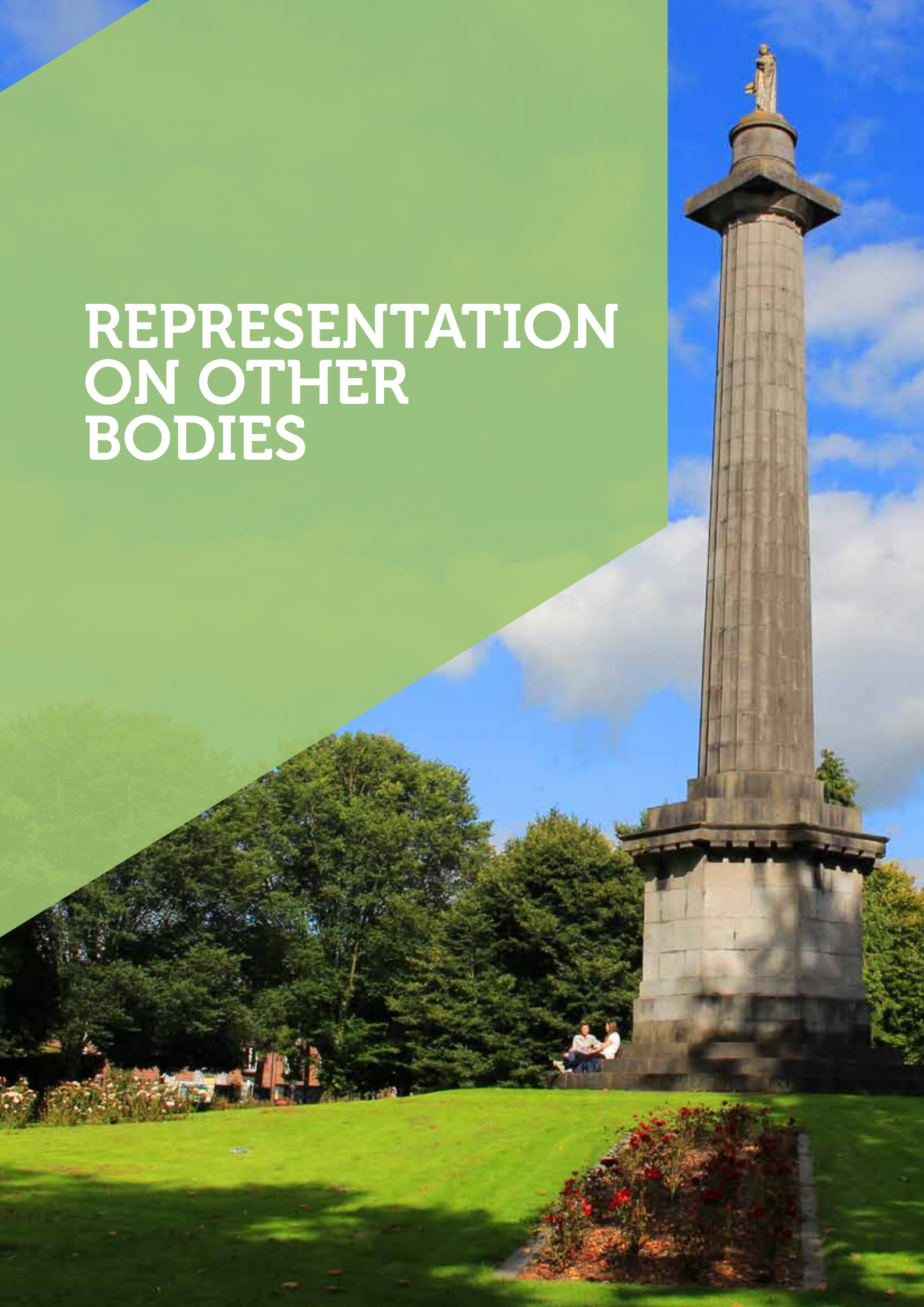
Adoption of the Schedule of Works for the Municipal District of Adare-Rathkeale 2017.

Approval of allocations under the General Municipal Allocation 2017.

Agreement to put on public display the Draft Limerick City and County Council (Control of Horses) Bye-Laws 2017 in Order to Regulate Sulky Racing on Public Roads in Limerick.

Election of Cathaoirleach and Leas-Chathaoirleach of the Municipal District.

REPRESENTATION ON OTHER BODIES



REPRESENTATION ON OTHER BODIES

LOCAL TRAVELLER ACCOMMODATION CONSULTATIVE COMMITTEE

Cllr. Seán Lynch
Cllr. Michael Sheahan
Cllr. Marian Hurley
Cllr. Ciara McMahon

ASSOCIATION OF IRISH LOCAL GOVERNMENT (AILG)

Cllr. Michael Hourigan
Cllr. Vivienne Crowley
Cllr. Richard O'Donoghue
Cllr. John Gilligan
• Standing Policy Council of Association (AILG)
Cllr. Michael Hourigan
Cllr. Vivienne Crowley
Cllr. Richard O'Donoghue

SOUTHERN AND EASTERN REGIONAL ASSEMBLY

Cllr. Joe Leddin
Cllr. Noel Gleeson
Cllr. John Sheahan

LIMERICK MARKET TRUSTEES

Cllr. Stephen Keary (Mayor of the City and County of Limerick)
Cllr. Seán Lynch (Mayor of the Metropolitan District of Limerick)
Cllr. Joe Leddin
Cllr. Malachy McCreesh
Cllr. John Loftus
Cllr. Vivienne Crowley
Cllr. James Collins
Cllr. William O'Donnell
Cllr. Gerald Mitchell
Cllr. Marian Hurley
Cllr. Michael Sheahan
Cllr. John Costelloe
Cllr. Adam Teskey
Cllr. Joe Pond
Cllr. Daniel Butler
Cllr. Eleanor Hogan
Cllr. Jerry O'Dea
Cllr. Kieran O'Hanlon

LIBRARY ASSOCIATION OF IRELAND

Cllr. Kevin Sheahan

IRISH PUBLIC BODIES MUTUAL INSURANCES LIMITED

Cllr. William O'Donnell

LOCAL AUTHORITY MEMBERS' ASSOCIATION

Cllr. John Sheahan

GOVERNING BODY OF THE NATIONAL UNIVERSITY OF IRELAND, CORK

Cllr. Eddie Ryan

GOVERNING AUTHORITY OF THE UNIVERSITY OF LIMERICK

Cllr. Stephen Keary (Mayor of the City and County of Limerick)
Cllr. Seán Lynch (Mayor of the Metropolitan District of Limerick)

ADARE HERITAGE TRUST LIMITED

Cllr. Stephen Keary (Mayor of City and County of Limerick)

WEST LIMERICK RESOURCES LIMITED

Cllr. Michael Collins
Cllr. Francis Foley
Cllr. Emmett O'Brien
Cllr. John Sheahan

BALLYHOURA DEVELOPMENT LIMITED

Cllr. William O'Donnell
Cllr. Michael Donegan

PAUL PARTNERSHIP

Cllr. Seán Lynch
Cllr. Frankie Daly
Cllr. Michael Sheahan

RURAL COMMUNITY CARE NETWORK (RCCN)

Cllr. Jerome Scanlan
Cllr. Francis Foley

HUNT MUSEUM TRUST

Cllr. Vivienne Crowley
Cllr. William O'Donnell

HUNT MUSEUM COMPANY

Cllr. Jerry O'Dea

REGIONAL HEALTH FORUM WEST

Cllr. Brigid Teefy
Cllr. Malachy McCreesh
Cllr. Michael Hourigan
Cllr. Jerome Scanlan
Cllr. Michael Sheahan
Cllr. Francis Foley
Cllr. Michael Collins

RAPID ACTION IMPLEMENTATION TEAM FOR RATHKEALE

Cllr. Stephen Keary

JOINT POLICING COMMITTEE

Cllr. Paul Keller
Cllr. John Gilligan
Cmhlr. Séighin Ó Ceallaigh
Cllr. John Costelloe
Cllr. Frankie Daly
Cllr. Stephen Keary
Cllr. Liam Galvin
Cllr. Gerald Mitchell
Cllr. John Sheahan
Cllr. Seán Lynch
Cllr. Kevin Sheahan
Cllr. Jerry O'Dea
Cllr. Richard O'Donoghue
Cllr. Eddie Ryan
Cllr. Emmett O'Brien

BOARD OF GOVERNORS OF ST. JOHN'S HOSPITAL

Cllr. Seán Lynch (Mayor of Metropolitan District)
Cllr. Cian Prendiville
Cllr. Michael Sheahan
Cllr. Gerald Mitchell
Cllr. Jerry O'Dea

LIMERICK SPORTS PARTNERSHIP

Cllr. Joe Pond

LIMERICK CIVIC TRUST

Cllr. Marian Hurley

BOARD OF DIRECTORS OF MOYROSS COMMUNITY ENTERPRISE CENTRE

Cllr. Frankie Daly

BOARD OF MANAGEMENT OF ST. MUNCHIN'S COMMUNITY DEVELOPMENT COMPANY LIMITED

Cllr. Vivienne Crowley

LIMERICK MARKETING BOARD

Cllr. Vivienne Crowley
Cllr. Michael Hourigan
Cllr. Michael Sheahan
Cllr. Joe Leddin

BOARD OF INNOVATE LIMERICK

Cllr. Joe Pond
Cllr. James Collins
Cllr. Eleanor Hogan
Cllr. Séamus Browne

LIMERICK AND CLARE EDUCATION AND TRAINING BOARD

Cllr. Marian Hurley
Cllr. Elena Secas
Cllr. Lisa Marie Sheehy
Cllr. Liam Galvin
Cllr. Michael Donegan
Cllr. Richard O'Donoghue
Cllr. Kieran O'Hanlon

AUDIT COMMITTEE

Cllr. James Collins
Cllr. Joe Pond
Cllr. Jerome Scanlan

LOCAL COMMUNITY DEVELOPMENT COMMITTEE (LCDC)

Cllr. Séamus Browne
Cllr. Eddie Ryan
Cllr. Jerome Scanlan
Cllr. Daniel Butler

RURAL WATER MONITORING COMMITTEE

Cllr. Eddie Ryan
Cllr. Jerome Scanlan
Cllr. Lisa Marie Sheehy

BELLTABLE ARTS CENTRE – SPECIAL SUB – COMMITTEE OF BOARD

Cllr. Stephen Keary (Mayor of the City and County of Limerick)

LIMERICK FOOD STRATEGY STEERING GROUP

Cllr. Michael Sheahan
Cllr. Noel Gleeson

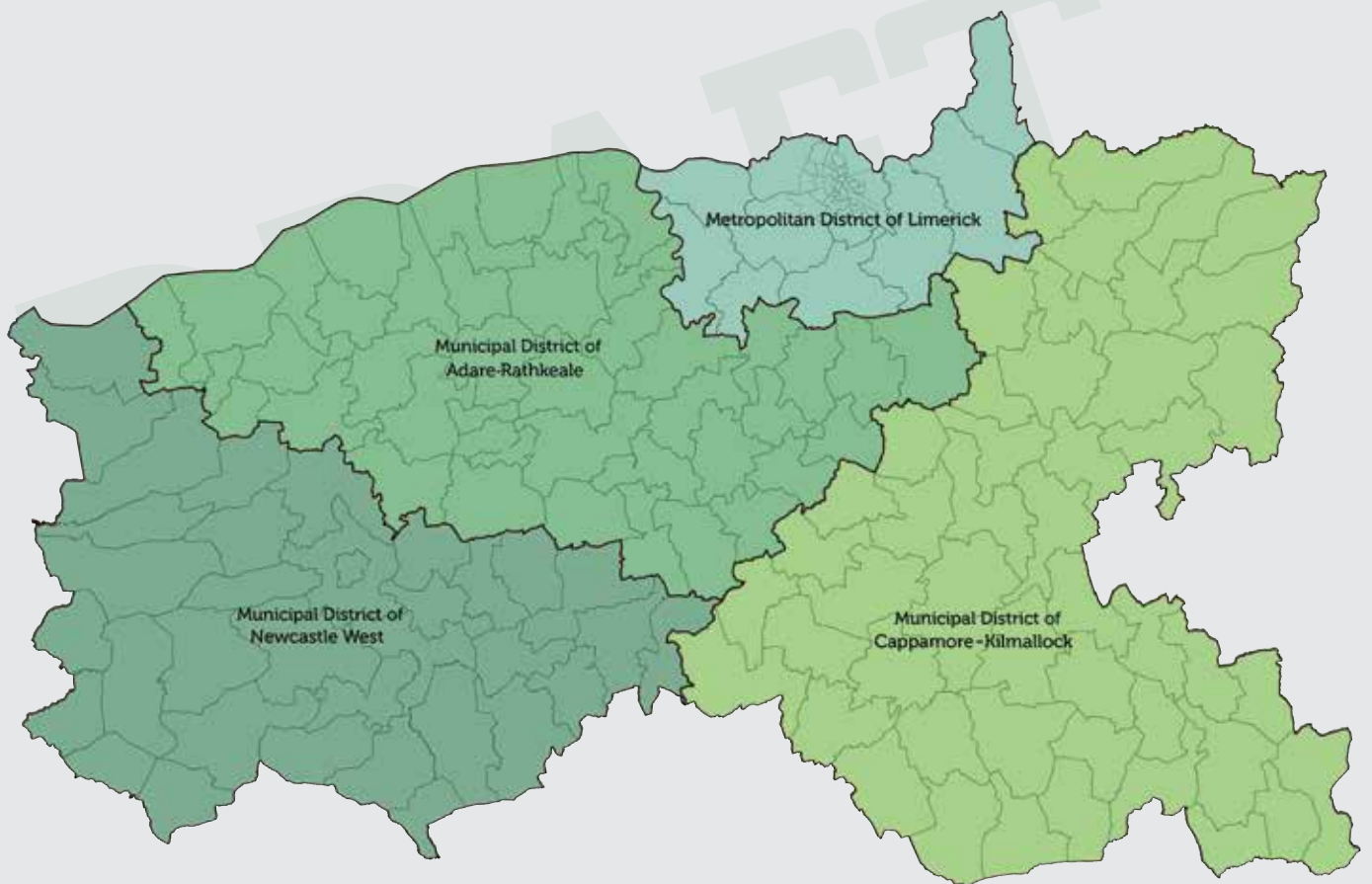
LIMERICK 2030 STRATEGIC DEVELOPMENT DAC

(formerly known as LCO Enterprise Development Company)
Cllr. James Collins
Cllr. Seamus Browne
Cllr. Joe Pond

Cultural and Arts

Limerick Northern Distribution Road

ELECTORAL AREAS



EVENTS. HIGHLIGHTS AND CIVIC RECEPTIONS



EVENTS



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ECONOMIC DEVELOPMENT DIRECTORATE

INTRODUCTION

Limerick's ongoing resurgence carefully guided by the Limerick 2030 Economic and Spatial plan continued to escalate in 2017 making the city one of the fastest growing Irish regions for foreign direct investment.

The delivery on the new sense of ambition evident in Limerick has seen the narrative completely transformed nationally and internationally with significant levels of job creation and investment by both indigenous and international companies throughout 2017.

The Economic Development Directorate, which is charged with the promotion and development of Limerick, has led the way in further developing key projects and progressing cutting edge space to attract more inward investment including the creation of a completely new industry with the development of Troy International Film Studios, the Gardens International Development and the establishment of Engine to provide flexible working and swing space in the heart of the city.

2017 was a year when the results speak for themselves with over 3,300 jobs and €354 million of investment announced for Limerick, by companies including Regeneron, Northern Trust, Adare Manor, HCL, Stats and Optel Vision.

It was a year that saw the Directorate win countless awards for Innovation, Economic Development Marketing and Attracting Inward Investment and saw the launch of the multi award winning Limerick.ie, a new digital experience platform named as one of the world's top tourism websites by global intelligence platform Skift.com - the only Irish website to do so and one of only four sites in Europe to be honoured.

It was also a year that Limerick City and County Council, in collaboration with our partners, made submissions to the National Planning Framework: Ireland 2040 Our Plan, which supports the future planning and development of the Limerick City Region.





LIMERICK TWENTY THIRTY

- In 2017, Limerick Twenty Thirty made significant progress in helping to enhance the economy of Limerick. Construction commenced on the Gardens International on Henry Street, a €20m investment that will have up to 750 people employed.
- In November 2017 the European Investment Bank (EIB) signed off on a €85 million loan to Limerick City and County Council to transform the 3.7 acre Opera Site in Limerick City Centre into one of the country's top urban office development which will create up to 3,000 jobs. This was the largest and first ever EIB support for urban investment in Ireland. This is expected to be followed by a similar level of funding from the Council of Europe Development Bank (CEB) in early 2018.
- Master planning commenced for the Cleaves Riverside Campus and the Mungret Park residential development.

BACKGROUND AND HIGHLIGHTS

The Economic Development Directorate, which is charged with the promotion and development of Limerick, now incorporates seven key sections:

- Investment
- Innovate Limerick
- Local Enterprise Office
- Office of Marketing and Communications
- Tourism
- Forward/Strategic Planning
- Digital Strategy.

The following are some of the highlights under each of these sections.

INVESTMENT

The Investment Unit is tasked with supporting the efforts of IDA Ireland, Enterprise Ireland, other state agencies and the business community, in creating the environment to facilitate job creation as well as gathering and disseminating economic data, managing the development fund and administering corporate support services. 2017 was a year of many highlights, including:

- Announcements of industry investment and jobs – **3,029** in total with €354 million investment by companies including Optel Vision, Virgin Media, Adare Manor, Northern Trust, HCL, Stats, Regeneron, Castletroy Park, Teckro, Samco Longcourt House Hotel, SL Controls and Kirkland Investments.
- Major retail investments and jobs announcements by Iceland, Supermac's, Freshii, SØstrene Grene, House Limerick, Golden Discs, Gala, Gap, Superdry and Selected.
- Internationalisation of Limerick initiatives included design and production of new investment brochure, trade visits to New York, Boston, Austin, San Francisco including meetings with Consular officials, state agencies and business clients/companies, partnership initiatives with the Office of Marketing and Communications.

INNOVATE LIMERICK

Innovate Limerick aims to drive innovation and act as the delivery mechanism for the projects outline in the Limerick 2030 Plan and the Limerick Regeneration Implementation Plans and others. Among its achievements in 2017 were:

- Eamonn Murphy, Chairman of Innovate Limerick was named Limerick Person of the month for January 2017 in recognition of the Board's work in ensuring that Limerick City and County are seen as one of the most attractive locations to start and grow a business.
- In February 2017, the Innovate Limerick team moved into their premises ENGINE which is located on Cecil Street, Limerick. ENGINE has been established to drive innovation forward, by providing individuals and companies with facilities to match their ambitions and needs. ENGINE includes training facilities, co-working office space, hot desk facilities and is currently home to multinational WP Engine.
- In February 2017, Limerick City and County Council through the work of Innovate Limerick was named Most Innovative Local Authority in the Local Authorities Members Association 2017 Community and Council Awards.
- In October 2017, Innovate Limerick was successful in their application for Town and Village Renewal Funding. They received €200,000 for the development on an E-Hub at Rathkeale Enterprise Centre, which will support entrepreneurship and employment opportunities as well as re-training and up-skilling in the town of Rathkeale. Rathkeale Enterprise Centre is home to Design Pro who currently employ 70 people, with an additional 50 jobs announced in 2017.
- Following the arrival of NBC Universal to produce "Nightflyers" at Troy Studios, Innovate Limerick has been working with Troy Studios, Screen Training Ireland, the Irish Film Board, Limerick Clare Education and Training Board and a range of stakeholders to meet the needs of the film sector and to identify the skills shortages and training needs for the region.
- Innovate Limerick has partnered with Kantoher Enterprise Centre and with assistance from Enterprise Ireland with Patricia O'Sullivan appointed as Food Strategy Co-Ordinator.

LOCAL ENTERPRISE OFFICE

In 2017, the Local Enterprise Office (LEO) Limerick continued to raise its profile and to promote its role as the lead agency for small business development in the city and county. The year was another successful year in providing financial support for business, supporting job creation and providing training and development for owner managers and key employees of small business in Limerick.

LEO Limerick provided financial assistance to small and micro enterprises during 2017 by way of grant aid. The three main categories of grants are Feasibility Study, Priming Grant Aid, and Business Expansion Grant aid. LEO Limerick adopted a policy of making 30% of Priming Grants and 40% of Business Expansion Grants in refundable form in order to achieve an overall repayment of 30% of approvals. Feasibility Grants continue to be non-repayable. This resulted in the repayment of €197,248 to Limerick City and County Council in 2017. A Refundable Aid fund of €460,759 is now available for further financial assistance to business in Limerick.

The financial assistance paid by LEO Limerick during 2017 provided assistance for the creation of 279 additional jobs (full time and part time) in the sector bringing the total number of jobs in LEO supported companies to 1,907. Employment projections by the promoters of projects approved during 2017 has indicated that an additional 132 jobs will be created in 2018 as a direct result of the financial assistance received. The number of applications for grant aid received in 2017 was 50 with 43 applications approved. The total amount of grant aid approved by LEO Limerick in 2017 was €891,103, in respect of 45 projects. The amount paid out in respect of grant aid during the period was €482,436, of which €163,705 was by way of refundable aid.

The highlights of the year included:

- The adoption of the Limerick Local Enterprise Development Plan 2017 – 2020
- The introduction of First Stop Shop Information Stands, in 12 locations, in the city and county.
- LEO Limerick Monthly Newsletter issued
- Trading online Vouchers to a value of €102,575 approved for 45 businesses
- LEO partnership with the three Limerick Local Development Companies to deliver advice and training throughout the city and county.
- Extensive media activity in conjunction with the Office of Marketing and Communications to promote enterprise creation in Limerick.
- Schools Enterprise Programme in 20 Secondary schools involving 1,100 students.

- LEO Limerick Enterprise Awards – Entrepreneur of the Year Bernie Carroll, Student Programmes Ireland Ltd. represented Limerick in the National Final in Dublin.
- Ireland's Best Young Entrepreneur Limerick won by Adrian Fleming, Accuvio Ltd, who represented Limerick in the IBYE National Final in Google Headquarters in Dublin.
- Enterprise advice provided to individuals by trained business advisors.
- A total of 11 Start Your Own Business Courses provided to 148 individuals, 138 one-to-one mentor assignments to individuals and 86 training courses provided for 1,180 persons; 530 men and 650 women participants.

LEO Limerick's approach of segmenting and targeting companies by their lifecycle status has proved beneficial to ensuring growth and development of companies assisted by way of grant aid and, during 2017, LEO worked intensively with companies identified to have potential and willingness for growth, internationalisation and export.

MARKETING AND COMMUNICATIONS OFFICE

The Marketing and Communications office of Limerick City and County Council is responsible for handling corporate communications, developing, and promoting the Limerick brand to visitors and international investors, through dynamic ongoing campaigns across traditional and new media. 2017 saw the Office re-launch the Council's new digital platform Limerick.ie. which also scooped the top honours for Outstanding Customer Service at the Excellence in Local Government awards 2017. Limerick.ie's Our City, Our Stories campaign was shortlisted for the National Social Media Awards 'Sockies 2017' – the only local authority shortlisted across any of the award categories and also for the Eircom Spiders awards for Best User Experience.

The Office's activity included:

- An extensive marketing campaign to showcase Limerick.ie including a county-wide roadshow with a 50 seater Limerick.ie bus, new brochure, video, merchandise, radio, print and digital advertising campaign. This was followed by a national digital marketing campaign to promote Limerick as a destination for weekend, adventure and family breaks.
- Installation of new Limerick signage at Shannon International Airport and Colbert train station.
- Design of a suite of new brochures including Limerick walking and running maps, Driving route maps, Festival and Bank Holiday guides.
- Issued 65 Limerick.ie e-newsletters and 12 Limerick.ie business bulletins
- Invest Limerick video and marketing material launched with Economic and Data Profiling study of Limerick commissioned.
- Hosted top fashion press and influencers in Limerick city and Adare Manor to promote Limerick's shops and boutiques through the #LimerickTagged fashion PR event. Reached in excess of 700,000 social accounts on Twitter and Instagram and trended number one on Twitter
- Launched a new Limerick 'Student City' marketing campaign through on campus promotion and distribution of Limerick.ie Student Maps and Guide to 15,000 students, digital display adverts and digital campaign on social media
- Limerick.ie sponsored and participated in Europe's largest gathering of travel bloggers (TBEX) in Killarney which attracted more than 600 delegates from around the world who have a combined social media reach to an audience of over 300 million world-wide
- The issuing of 264 press releases, answering hundreds of queries from local and national media and managing the Council's social media accounts

TOURISM

- Four staff magazines were produced and distributed to all Council staff with monthly e-newsletters circulated to keep staff updated and informed of Council changes and activities
- Undertook winter safety message campaign in association with HSE, UL Hospital Group and An Garda Síochána under the #LK Working Together
- Profiled Limerick in Tourism Ireland Travel Guide for circulation in five key international markets – USA, Great Britain, Germany, France and Spain and secured Limerick as the front cover feature of Go Wild magazine distributed to thousands of outlets along Wild Atlantic Way
- Online campaign featuring Limerick as an investment location with US publication Foreign Policy magazine, promotional campaign undertaken in Boston as part of collaborative effort from Mid-West delegation to highlight Limerick's attractions for investment, tourism, trade and education and advertising campaign launched with Spirit of Ireland magazine targeting US market
- Digital, print and radio marketing campaign undertaken for Limerick St Patrick's Festival, Riverfest and Christmas
- Hosted international media trip for St Patrick's Festival in association with Fáilte Ireland
- A new series of short videos focusing on some of the characters across County Limerick was unveiled in a digital marketing campaign. 'Limerick.ie - Our County, Our Stories', features an array of characters who capture the unique essence of County Limerick people. The videos can be viewed on Limerick.ie social media (Facebook, Twitter, Instagram, Vimeo and YouTube).
- Promoted Limerick as a destination in advertising and editorial feature for international coach tour operators for Coach Tours UK magazine
- Social media followers continued to increase
 - Limerick.ie Facebook followers increased by 27% to 17,976 at year end
 - Limerick.ie Twitter followers increased by 17% to 13,513 at year end
 - Limerick.ie Instagram followers increased by 42% to 3,468 at year end
 - Limerick City and County Council Twitter followers increased by 25% to 9,714 at year end
 - Limerick Marketing Twitter followers increased by 37% to 1,971 at year end
- Limerick.ie had a total of 806,732 users, an increase of 5.75% on the previous year.

The Tourism unit is responsible for developing and delivering on a Tourism Development Strategy for Limerick with particular focus on increasing visitors and revenue to Limerick; developing tourist experiences in the City and County; maximising Limerick's position on the Wild Atlantic Way Region; and working with key stakeholders to enhance tourism experiences and offering in Limerick.

Key achievements in 2017 include:

- In January 2017, Limerick City was awarded a Purple Flag, which recognises the city as a well-managed place that provides a vibrant mix of dining, entertainment and culture while promoting the safety and well-being of visitors and local residents. A co-ordinated approach between Limerick City and County Council, Limerick Chamber and An Garda Síochána helped secure the award for Limerick. The Purple Flag weekend took place from the 6-8 October 2017.
- Limerick City and County Council completed substantial amount of works on the Great Southern Greenway in 2017 that enabled the walking trail to be renamed as a Greenway. Fencing has been installed and all the farm gate and public road crossings have been replaced which makes it more suitable for cyclists. Cycle stands and seating areas have been installed in strategic locations and a total of 14km of resurfacing has taken place.
- Limerick City and County Council hosted The European Greenway Awards, which recognised greenways that stand out for their excellence and demonstration of best practice. A special Jury award was given to the Great Southern Greenway key stakeholders – the Great Southern Trail Ltd in recognition of the efforts made and the all the work done for more than 25 years by the group of volunteer enthusiasts; and Limerick City and County Council who have taken over management of the now renamed Greenway.

FORWARD/STRATEGIC PLANNING

The Forward/Strategic Planning Section is responsible for the research, preparation and production of planning policy documents and planning for the sustainable development of housing, infrastructure, economic and environmental development in the City and County.

NATIONAL PLANNING FRAMEWORK – IRELAND 2040

- A joint submission on behalf of Limerick City and County Council, Clare County Council, Tipperary County Council, Shannon Group, Shannon Foynes Port Company, University of Limerick, Limerick Institute of Technology and Mid-West Region Action Plan for Jobs was made to the Department of Housing, Planning, Community and Local Government in relation to the **National Planning Framework (NPF) Ireland 2040 First Issues and Choices**. The submission proposes that the Mid West Limerick City Region, building on the strong governance structures that already exist, will be developed into a dynamic Tier 2 City Region, identified in the NPF as a focus for growth, which can exert critical mass leverage to contribute towards national development and competitiveness.
- Two submissions were made to the Department of Housing, Planning, Community and Local Government made in relation to the **Draft National Planning Framework (NPF) Ireland 2040**. A joint submission on behalf of Limerick City and County Council, Clare County Council, Tipperary County Council, Shannon Group, Shannon Foynes Port Company, University of Limerick, Limerick Institute of Technology and Mid-West Region Action Plan for Jobs and a second submission on behalf of Limerick City and County Council.

CITY AND COUNTY DEVELOPMENT PLANS:

- Variation No. 5 (a) to the extended Limerick County Development Plan 2010-2016 to incorporate the preferred route corridor for the Limerick Northern Distributor Road (LNDR) was adopted in May
- Variation No. 5 (b) to the extended Limerick County Development Plan 2010 -2016 to incorporate the vacant site levy, as provided for in the Urban Regeneration and Housing Act 2015, was adopted in May
- Variation No. 6 (a) to the extended Limerick City Development Plan 2010-2016 to incorporate the objectives of the Limerick Regeneration Framework Implementation Plan was adopted in May
- Variation No. 6 (b) to the extended Limerick City Development Plan 2010 -2016 to incorporate the vacant site levy, as provided for in the Urban Regeneration and Housing Act 2015, was adopted in May

LOCAL AREA PLANS:

- Bruff, Hospital, Rathkeale, Kilfinane and Caherconlish Local Area Plans were extended for a period of five years.
- A review of the Castletroy Local Area Plan has commenced with the publication of a First Issues document and public meeting in the Kilmurray Lodge Hotel. This process involves extensive public consultation with the public and the Elected Members.
- An amendment was prepared to the extended Hospital Local Area Plan 2012-2018, to allow for petrol station and hotel to be generally permitted on lands that are zoned Residential Serviced Site. The amendment was not adopted.

CONTRIBUTION SCHEME:

- The Development Contribution Scheme 2017-2021 was adopted in January.

CITY CENTRE SURVEY:

A land use and vacancy survey was completed in December 2017 for the mixed-use city centre zoned area.

HERITAGE

HERITAGE PLAN:

- Mayor of the City and County of Limerick, Councillor Stephen Keary and former Director of the National Museum, Dr. Pat Wallace launched the Heritage Plan 2017 - 2030 in Limerick City Art Gallery, on 22 September 2017, to a captive audience of heritage enthusiasts.

HERITAGE PROMOTION:

- The Heritage Officer assisted a number of groups including historical societies and tidy town groups by carrying out bat walks and giving presentations.
- Dr. Una Fitzpatrick, coordinator of the National Pollinator Plan with the National Biodiversity Data Centre visited the Council to outline how the Council could improve biodiversity for pollinators
- Two applications were made under the Heritage Plan funding programme to the Heritage Council for funding for 2017. These were the Bird Usage Survey for the Shannon – Fergus Estuary and a continuation of the Limerick Digital Atlas project, a geo-referencing archival data project, both were successful in receiving funding. A total of €30,000 was allocated equally divided between both projects.
- Promotion of Heritage Week was facilitated by the distribution of guidebooks published by the Heritage Council to libraries across the City and County, and to voluntary groups working in the heritage area. Numerous events took place in Limerick City and County during Heritage Week, mainly organised by community and voluntary groups. As part of Heritage

DIGITAL STRATEGY

Week activities Tom O'Neill, Heritage Officer, lead a nature walk in Mungret Park and afterwards presented a slide show in Mungret College to both residents in the area and the Mungret Historical Society.

Limerick City and County Council established the Digital Strategy Unit to leverage the advantages of digital transformation. The unit comprises the following sections:

1. Digital Customer Experience: responsible for digital service delivery to citizens and our external customers i.e. Limerick.ie, My Limerick and related websites.
2. Digital User Experience: responsible for digital service delivery to our staff, i.e. business systems, SugarCRM, Intranet etc.
3. Data, Analytics and GIS: responsible for the data infrastructure, GIS and associated data.
4. EU Programmes: responsible for strategic co-ordination of EU funding.

Some of the projects undertaken during 2017 include:

- In 2017, the **Limerick Digital Strategy** was adopted by the Council including the Smart Limerick Roadmap 2017-2020. The Strategy aims to lay the foundation for the "Smart Limerick City Region and Communities", a Limerick that uses digital technologies to empower communities, create better services, accelerate sustainable social and economic growth and to improve the quality of life for all.
- **Broadband:** to support the rollout of high-speed broadband in rural areas the Broadband Officer role has been established in Digital Strategy Department as part of the National Broadband Plan (NBP). The focus in 2017 was on the preparation for the NBP contract and the rollout of broadband as part of a commitment made by Eir to enable 15,032 properties in the "light blue area" of Limerick County between 2017 and 2018.
- **Smart CCTV Project** - In response to the findings of the Limerick Hinterland Study, Limerick City and County Council, working in partnership with An Garda Síochána, have started in a pilot project the rollout of an integrated Smart CCTV platform in 14 towns of Limerick County. The Digital Strategy Department has co-ordinated the project working in close co-operation with our colleagues from seven other departments, An Garda and Moyross Community



Enterprise Centre. Wave 1 will see the installation of 44 High Spec / High Quality cameras in 24 new locations in each of the 14 towns. A test site has been enabled in Rathkeale in December 2017. The Smart CCTV platform will be implemented with privacy, data protection and information security by design, as a paramount objective of the project.

- **Limerick.ie - An Integrated Digital Experience Platform**

- **Limerick.ie** has been transformed in a close collaboration with the Marketing and Communications Department from a very successful website for Limerick into an integrated digital experience platform that promotes everything that Limerick has to offer to an international audience. A key deliverable under the Limerick Digital Strategy this platform provides new digital channels of engagement between the Council and the people that we serve. We will constantly improve this channel in the following months and years with a "Digital First but inclusive" principle.
- **My Limerick** is a new platform, part of Limerick.ie, for online services provided in collaboration with Customer Services, Service Operations and Business Improvement departments. As broadband will become increasingly available for all households under the National Broadband Plan over the next three to five years, it is essential that Limerick.ie is ready to provide citizens, visitors and businesses access to an increasing number of online services. We aim to build in Limerick.ie the foundation for new, secure online services that are integrated at local level. In 2017, we provided two new online services: citizens and councillors can now record and track service requests; dog licences can also be purchased using My Limerick. Our aim is to integrate by 2018 a collaboration platform and also a public participation platform that will support our citizens to engage through digital channels in the development of their communities.
- A **CRM mobile app** has been developed to work in tandem with My Limerick and the council CRM – Customer Relationship Management system. The app has been deployed to selected council operational staff on their mobile devices to enable them to perform effective case management while away from the office. This app promotes the use of real-time information in the organisation, with text and images entered in the app immediately available in the council CRM for Customer Services and also to our citizens in My Limerick. The app enables more efficient use of staff time and better quality of data entry, as the data is recorded on location there and then. An update to the app planned for Quarter 1 in 2018 will add sophisticated inspection and asset management capabilities also.

- 2017 saw the completion of the pilot project for the new **Electronic Document and Records Management System - ERDMS**. The pilot included three departments: Digital Strategy, Archives and Corporate Services. Together with our colleagues in the Archives, ICT Departments and Business Improvement Department, we defined a three year programme that will see a wide scale roll-out of electronic records management: LITe – Limerick Information Transformation programme will start in 2018 and continue until 2020.
- In 2017, Digital Strategy answered the increasing data demands of the Council and public by publishing its initial release of the **"Insight Limerick"** – Data as a Service platform. This revolutionary service 'un-locked' silo-ed data from across business units making valuable data assets easily accessible to decision makers. New data acquisitions such as O'Connell Street footfall counters are being integrated into Insight Limerick for instant use by the entire organisation. In 2018, Insight Limerick will grow its data value to staff and offer an increasing 'open data' version to the public in line with DPER strategy. For advanced data analysis, a new platform called QGIS has been rolled out with very positive feedback. Over 60 staff have begun using QGIS and 43 staff hours of training have been provided in order to develop our staff skills in data access, use and analysis.
- We continued our efforts of **promoting Limerick at national and international level** as a Smart City Region, an attractive place for living, visiting and investment by developing our networks, partnerships and presence in international fora. In 2017, Limerick has been present and promoted at 15 national and international conferences including the Digital Government Ireland, the All Ireland Smart Cities Forum annual conferences in Dublin and the Smart Cities Summit 2017 in London.
- In an effort to bring **international best practice** in Limerick and to share and promote our work to an international audience Limerick has signed at an event hosted in Yinchuan, China, the Smart Cities Manifesto together with all the major smart cities such as Atlanta, Belfast, Chicago, Dublin, Las Vegas, Leeds, Limerick, Liverpool, Medellin, Miami, Milton Keynes, Tampere, Utrecht, Wellington, etc.



Caption cation caption



Pictured at the signing to develop the €17.6m contract for the Gardens International site on Henry Street were David Conway, CEO Limerick Twenty Thirty, Denis Brosnan, chairman, Limerick Twenty Thirty and Pat Daly, Deputy CE, Limerick City and County Council.



Caption cation caption



Limerick Final of Ireland's Best Young Entrepreneurs 2018 Organised by the Local Enterprise Office Limerick. (From Left-Right) Paddy Finn of Electricity Exchange, Chris Kelly of Pinpoint Innovations, & Padraic Hayes of MyBev.ie.



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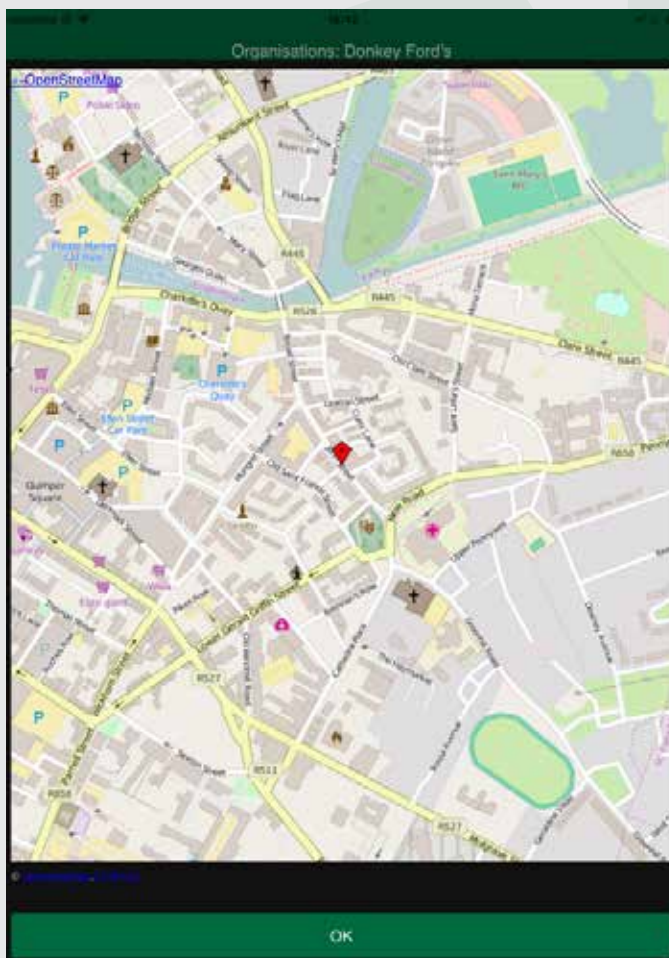
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PHYSICAL DEVELOPMENT DIRECTORATE

INTRODUCTION

The Physical Development Directorate was set up in April 2016 and is responsible for the development of policy and strategy in the area of transportation and environment. The Directorate is also responsible for managing the Council's responsibilities under the Water Framework Directive and the Flood Directive.

As part of this role, the Directorate undertakes the following priority tasks:

- To plan and to provide for the future physical environment of Limerick city and county.
- To support the social and economic development of Limerick with the provision of appropriate infrastructure and the protection of a quality environment.
- To develop and co-ordinate strategies to promote sustainable development, including quality transport infrastructure, environmental infrastructure, smarter travel options and accessibility to quality housing.
- To develop strategies that will provide a public realm that is accessible and safe for all while promoting and supporting healthy lifestyles and behaviours.

PHYSICAL DEVELOPMENT DIRECTORATE

The Directorate is responsible for monitoring and evaluating an annual revenue budget of approximately €45m. This Directorate has the lead role on sourcing funding for all major development projects relating to roads, flood protection and environmental projects.

In this regard, the Directorate is leading the physical development of Limerick, working closely with the Economic and Social Development Directorates and the relevant Strategic Policy Committees.

Some of the main areas of works progressed during 2017 include:

- The progression of Limerick Urban Centre Revitalisation of O'Connell Street Project, where the appointed consultants Arup have identified key constraints, developed feasible options and carried out a comprehensive assessment. A preferred option was identified following extensive public consultation. The scheme is ready to proceed to the appropriate planning stage. This project is a 50% European Regional Development funded project, with funding to the value of €4,045,025.00 allocated from the ERDF.
- Progressed the delivery of Road Infrastructure at Mungret under the Local Infrastructure Housing Activation Fund (LIHAF). Approval from Department of Housing, Planning, Community and Local Government to advance scheme at Mungret.
- Advanced the Northern Distributor Road Project. The variation to the Development Plan was approved in May 2017. DTTAS gave approval for the proposed scheme to advance to Detailed Financial Appraisal. Interim improvement works were carried out late 2017 from the Mackey roundabout to the junction with Cappamore on the R445.
- Advancement of the Parnell Street Re-development. Phase one of Parnell Street completed in 2017. Design and Tender for Phase 2 was completed.
- Advanced the preliminary design for the UL to City Centre Bus Corridor.
- Completion of junction upgrade to Catherine Street/ Roches Street junction to facilitate safe pedestrian and cyclist movements.
- Deliver on the requirements of the Water Framework Directive. Submission on Nitrates Action Programme completed. Completion of Catchment Characterisation in collaboration with the EPA. Carrying out investigative assessment of "at risk" water bodies; Supporting development of Rivers Trusts
- Review of characterisation of water bodies under Water Framework Directive and assessment of pressures on water quality.
- The revised strategic noise mapping for major roads in Limerick was completed and will provide the basis for the noise action plan.
- A network of ambient three air quality stations was established in Mungret, Castleconnell and O'Connell Street with real time information available to the public through the internet. Monthly air quality reports are also published on the Council's website.
- The following projects were also progressed and/or completed under the Smarter Travel Programme during 2017:
 - Route 2 – Shared walking and cycling path linking the City Centre, Corbally and the University of Limerick was completed and opened by Minister of Minister of State for Tourism, Mr. Patrick O'Donovan on 17 February 2017.
 - Route 4 – Ballysimon /Garryglass Walking Cycling Path commenced.
 - Bike Week 2017 was launched in Limerick by Minister of State for Tourism, Mr Patrick O'Donovan T.D. A weeklong programme of events was organised and hosted by Limerick Smarter Travel. These included cycling challenges for schools, campuses and workplaces. Bedford Row hosted two events on cycling safety in conjunction with An Garda Síochána, The Road Safety Authority, and Supervalu. A series of free bicycle checks were carried out the city. The City Bike Parade took place on 18 June 2017, commencing in O'Brien's Park and following the new Limerick Smarter Travel Route to the University of Limerick.
 - Implementation of a Behavioural Change Project across four project hub areas; City Centre, Corbally, Castletroy (incl. National Technology Park) and Southside Regeneration, working with 10 Communities, 32 Schools, 10 Workplaces and 5 Campuses.
 - Irish car sharing company GoCar, in partnership with Limerick City and County Council, launched a pilot Car Club in Limerick on 22 September 2017. Six on-street spaces have been designated as car club spaces throughout Limerick City. The six new on-street spaces for the Car Club are located as follows Clancy's Strand, O'Callaghan Strand, Charlotte's Quay, Bishop's Quay, Barrington Street and Pery Square.

SOME OF THE MAIN FUNDING ALLOCATIONS RECEIVED IN 2017

DEPARTMENT OF TRANSPORT, TOURISM AND SPORT:

Scheme	Allocation
Restoration Improvement	€6,425,671
Restoration Maintenance	€1,750,956
Discretionary Grant	€3,467,526
Bridge Rehabilitation	€428,000
Specific Improvement Grants- Thomond Bridge	€700,000
Strategic Regional and Local Grants- Coonagh to Knockalisheen Distributor Road	€2,500,000
Safety Improvement Works	€288,000
Speed Limits	€77,000
Training Grant	€68,000

NATIONAL TRANSPORT AUTHORITY

Schemes Funded

Parnell Street and Davis Street Upgrade
 Catherine Street/Roches Street Upgrade
 Dublin Road Bus Priority

OFFICE OF PUBLIC WORKS

Schemes Funded

Foynes Flood Alleviation Scheme
 King's Island Flood Alleviation Scheme

DEPARTMENT OF AGRICULTURE, FOOD AND THE MARINE

Schemes Funded

Kilteery Pier
 Ballysteen Pier



Limerick Smarter Travel Cycling and Walking Path - Linking University of Limerick to City Centre



Limerick Smarter Travel Cycling and Walking Path - Official Opening February, 2017

SOCIAL DEVELOPMENT DIRECTORATE

The Social Development Directorate is committed to improving the quality of life for people and communities as part of the social commitment of the Corporate Plan. It is responsible for policy and strategy including supporting the work of the Home and Social Development Strategic Policy Committee (SPC) and the Community, Leisure and Emergency Services SPC. It is also responsible for the Local Community Development Committee (LCDC), Public Participation Network (PPN), Local Economic and Community Plan (LECP), Social Inclusion and Community Activation Programme (SICAP), Rural Development Strategy (RDS), Healthy

Limerick, and liaises with Limerick Sports Partnership. The Directorate has the lead role on the selection and funding of capital housing projects under the Rebuilding Ireland programme and addressing homelessness, which was a particular challenge in 2017. The Limerick Regeneration Programme is led from within the Directorate.





SOCIAL DEVELOPMENT

THE LOCAL COMMUNITY DEVELOPMENT COMMITTEE (LCDC)

MEMBERSHIP OF THE COMMITTEE IS

Cllr Jerome Scanlon (Chairperson)	LCCC
Cllr Seamus Browne	LCCC
Cllr Eddie Ryan	LCCC
Cllr Daniel Butler (Vice Chair)	LCCC
Conn Murray	LCCC
Pádraig Casey	Ballyhoura Development Company
Anne Kavanagh	PAUL Partnership
Shay Riordan	West Limerick Resources
Zara O'Driscoll	Public Participation Network
Susan O'Neill	Public Participation Network
Trish Forde Brennan	Public Participation Network
Tony Lynch	Public Participation Network
Liz Price	Public Participation Network
George O'Callaghan	Limerick & Clare Education and Training Board
Jim Lynch	Department of Employment Affairs and Social Protection
Tony Quilty	Health Service Executive
Aidan Gleeson	Irish Farmers' Association
Fiona O'Grady	Limerick Youth Service
James Ring	Limerick Chamber of Commerce

The LCDC held thirteen (13) meetings during the year and was very active in the performance of its functions. As the statutory term of office for Chair ended in 2017, Cllr Jerome Scanlon replaced Cllr Eddie Ryan as Chairperson and Cllr Daniel Butler was elected Vice Chairman at the July meeting. The LCDC oversaw, and made decisions, when required, in relation to the Social Inclusion and Community Activation Programme (SICAP) and the EU Leader Programme and various grants schemes. In addition to the LCDC meetings, subgroup meetings also took place in relation to SICAP evaluation, monitoring and planning, LEADER operational matters, Healthy Limerick and evaluation of applications for various grant schemes.

STRATEGIES

The LCDC, in the delivery of its functions, has full regard to all relevant statutory requirements and in particular the Local Economic and Community Plan (LECP) and the Local Development Strategy (LDS) for Rural Development.

SOCIAL INCLUSION AND COMMUNITY ACTIVATION PROGRAMME (SICAP)

The LCDC oversaw the delivery of the SICAP programme, (€2.3 million per annum) and approved payments to the three Local Development Companies contracted to deliver the programme in Limerick. Following completion of a procurement process for the new programme, contracts were awarded to the three Local Development Companies.

EU LEADER PROGRAMME (2014-2020)

The EU Leader Programme (€9.276 million) advanced in 2017 and applications from various community and specific interest groups were sought following a series of public information and consultation events. Two Independent Evaluation Committees were established by the LCDC to assess all project applications and submit recommendations to the LCDC. During the year, €435,000 was allocated to 12 projects and it is expected that an additional €2.8 million euro will be offered to applicants to commence their Leader Projects in Q1, 2018.

HEALTHY LIMERICK

Healthy Limerick was officially launched in 2017 with Limerick City and County Council becoming the sixth member of the national Healthy Cities and Counties Network, which is a member of the World Health Organisation's international healthy cities initiative. Healthy Limerick is the only healthy city and county in Ireland with a full-time designated coordinator employed by a local authority (currently joint-funded by the HSE and Limerick City and County Council) and a steering group that is a subcommittee of the LCDC. With the support of Healthy Limerick, Limerick City and County Council and the Local Community Development Committee are committed to implementing Healthy Ireland, the national framework for improved health and wellbeing, in Limerick. Limerick LCDC successfully applied for €100,000 Healthy Ireland funding covering a range of initiatives progressing priorities in the LECP and Healthy Ireland.

GRANT SCHEMES

In 2017, the following grant schemes were administered by Limerick LCDC:

- CLÁR Programme (M3);
- Communities Facilities Scheme;
- RAPID Programme; and
- Outdoor Recreation Scheme.

The delivery of these grants resulted in up to 80 communities benefitting by addressing identified needs in local areas.

COMMUNITY LEISURE & EMERGENCY SERVICES SPC

The Community, Leisure and Emergency Services Strategic Policy Committee (SPC) met 4 times in 2017.

The following topics were considered:

- Local Economic and Community Plan;
- Healthy Limerick;
- Festivals and Events;
- Library Service;
- Access to Employment / Disability; and
- Limerick Sports Partnership.

OPEN LIBRARIES

A national objective proposed by the DHPLG regarding 'Open Libraries' was put forward at the November SPC meeting. At the most recent meeting that took place on 9 November 2017, SPC members recommended that Limerick City and County Council embeds "accessibility for all" in all Council policy documents going forward.

SPC Members were informed that this recommendation has been approved by Full Council and that "accessibility for all" will now be embedded in all policy documents going forward.

The following Notice of Motion and recommendation was promoted at SPC meetings in 2017.

NOTICE OF MOTION

To call on the Minister for Housing, Planning, Community and Local Government to retract the policy that has introduced the rollout of the 'Open Library' Initiative across Local Authorities.



Caption Caption

RECOMMENDATION

To ensure "accessibility for all" is embedded in all Council policy documents going forward.

INTEGRATION INITIATIVES

- **Integration Working Group:** four Integration Working Group (IWG) meetings, facilitated by Limerick City and County Council were held. These focused on the preparation of the Limerick Integration Plan 2017-2021 which concerns the integration of new communities into social and economic life in the city and county.
- **Intercultural Cities Programme:** Representatives from Limerick City and County Council attended an International Cities Conference, organised by Council of Europe, in Lisbon, Portugal in 2017, to mark the 10th anniversary of the establishment of the Intercultural Cities Programme.
- **Syrian Resettlement Programme:** Limerick City and County Council continued to support the Limerick Refugee Resettlement Programme. Doras Luimní was contracted to assist the 19 families that have now settled in Limerick.
- **Africa Day:** This festival is a celebration of the fusion of African cultures that have merged into and become part of Limerick today. It is organised by members of the African community, with support from the IWG. During Africa Day 2017, free events took place from 22 to 28 May, including a seminar on Africa Day with World Café style discussions, an intercultural soccer-fest, an African drumming session, and various musical events culminating in a family fun day in Limerick Milk Market with an opportunity to experience African fashion and cuisine.

LOCAL TRAVELLER ACCOMMODATION CONSULTATIVE COMMITTEE (LTACC)

The Local Traveller Accommodation Consultative Committee met 3 times during 2017. The Committee membership includes elected members, members of the Traveller Community and officials. It considers accommodation and related supports for Travellers.

COMMUNITY PLAYGROUNDS

The Council continued to support community playgrounds in the city and county. There are now 14 community playgrounds participating in Scheme of Assistance. They are located in Ballingarry, Broadford, Bruff, Croom, Caherconlish, Doon, Dooradoyle, Foynes, Glin, Hospital, Kilfinane, Murroe, Pallaskenry and Rathkeale.

SPORTING FACILITIES

The Council provided financial and technical support to facilities operating at Grove Island, Askeaton Pool and Leisure Centre and Rathbane Golf Course. These provide important recreation and leisure services across the city and county.

COMMUNITY INITIATIVE GRANTS

Limerick City and County Council provide grant funding for applications that encourage and support a number of community, cultural or heritage initiatives in Limerick. The scheme is open to community-based /not-for-profit organisation. Applications must be directly related to either:

- Initiatives / events that promote culture and local heritage; or
- Initiatives / events that generate civic pride.



Caption Caption



Mayor Stephen Keary with members of Learning Limerick with UNESCO Learning City Award



Residents of St. Patrick's Villas, Castleconnell with Pride of Place Award



Members of Limerick Older Peoples Council

Funding received per Municipal District in 2017:

Adare – Rathkeale	€22,000
Cappamore-Kilmallock	€11,900
Newcastle West	€20,000
Limerick Metropolitan District	
- Limerick City East	€10,000
- Limerick City North	€10,000
- Limerick City West	€10,000
Regional	€48,000
OVERALL TOTAL SPENT	€131,900

SCHOOL PROGRAMMES

- **School Meals Scheme:** This is a Department of Social Protection programme that provides light meals to children in DEIS schools. To date 14 schools in the City and County availed of this scheme.
- **Comhairle na nÓg:** The Limerick Comhairle met throughout 2017 and worked on the theme of 'Young People's Influence and Voice'. This resulted in the development of a peer-to-peer deliverable programme with young people working in conjunction with The University of Limerick. Members also participated in national consultations around Mental Health, local consultations on Limerick's river ways, a workshop on Healthy Ireland, the national Dáil na nÓg. An AGM was also held which, was attended by Young People from across Limerick City and

LIMERICK LIFELONG LEARNING

- Learning Limerick received a UNESCO Learning City Award at an International Conference held in Cork City Hall. The award was presented to 16 cities worldwide that had achieved "exceptional progress" in promoting lifelong learning.

- Learning Limerick Strategic Plan 2018-2022 entitled "Helping to grow Limerick as a Learning Region" was launched.
- The seventh Limerick Lifelong Learning Festival was held from 1 to 7 April. Theme this year was "Communities, Connecting, Learning" and over 200 events and activities were held.

PRIDE OF PLACE

Two Limerick groups were shortlisted for the awards, which were held in Donegal in December. St. Patrick's Villas, Castleconnell achieved runner-up in the housing estates category. Northside Youth Space, Ballynanty also participated in the community based youth initiative category.

AGE FRIENDLY

The Age Friendly Limerick Programme continues to engage at inter-agency level to implement the objectives of the Limerick Age Friendly Strategy 2015-2020. The process is being supported by the Limerick Older People's Council and the Limerick Age Friendly Alliance. Limerick hosted the Annual Convention of Older Peoples Councils of Ireland in 2017. The two-day convention was attended by Older People's Council members from 31 programmes across Ireland.

PUBLIC PARTICIPATION NETWORK (PPN)

The Local Authority continued to support PPN during 2017 in the development of its role as a critical representative structure for the Council, in the delivery of its functions and programmes. PPN members continue to contribute to Council policy through active participation in the committee structures of the Council.

LIMERICK SPORTS PARTNERSHIP (LSP)

The three key functions of the LSP are to Inform, Educate and Enable individuals and communities to engage in physical activities. The aim of the LSP is to increase participation numbers by 1% annually and decrease sedentary behaviour by 0.5% annually. In 2017 over 30,000 participants engaged in programmes, events and education initiatives throughout the year.

The LSP work was recognised with two National Award nominations in 2017, namely the Federation of Irish Sport (FIS), Sports Industry Awards for our Sports Inclusion Club through our Sports Inclusion Development Officer and the Local Authority Members Association (LAMA) Awards in recognition for the Beat the Street project.

Key successes in 2017 were the Beat the Street project which engaged over 14,000 participants during a 7-week game period. The engagement levels in Limerick were the highest of the 3 sites identified in Ireland for this programme delivery.

Other programmes delivered by LSP in 2017 included:

- Women on Wheels programme - 128 women aged 25-65 Years;
- Sportshall Athletics programme - 1,545 children;
- Great Limerick Run Schools training - 2,250 children;
- A Fitzkidz walking programme for 10 primary schools, with 1921 kids logging their walks over a 5 day period;
- UL Sport Kids run - 3,300 participants;
- Men on the Move;
- 2 sports ability days - 600 individuals with a disability participated;

- VIP Programme (Volunteer Inspired Participation) - 32 TY students attended from 15 schools;
- Community coaching training-course for jobseekers in partnership with the LCETB - 15 individuals participated;
- Sports first aid courses for clubs and community groups; and
- Community walking groups throughout Limerick.

SERVICE INDICATORS

The most recent service indicators for Comhairle and PPN outline the following information:

COMHAIRLE NA NÓG

- Percentage of local schools involved in the Local Youth Council/Comhairle na nÓg scheme: **48%**
- Total number of secondary schools in the LA area at 31/12/2016: **29**
- No. of second level schools in the LA area from which representatives attended the Comhairle na nÓg AGM: **14**

PPN

- No. of organisations in the County Register at 31/12/16 and proportion who opted in to the Social Inclusion College: **12%**
- No. of organisations in the County Register for the local authority area: **442**
- No. of organisations that registered for the first time in 2016: **7**
- No. of organisations that opted to join the Social Inclusion Electoral College: **52**



Fitzkidz Walking Programme for Primary Schools

HOUSING CAPITAL

REBUILDING IRELAND – ACTION PLAN FOR HOUSING AND HOMELESSNESS

'Rebuilding Ireland - Action Plan for Housing and Homelessness' is a key policy document underpinning the work of the Social Development Directorate. In 2017, the principal updates to this programme include an increase in funding from €5.35 billion to €6 billion, and an increase in the target of 47,000 units to 50,000 units to be delivered to 2021.

The five pillars of this action plan can be summarised as:

- Pillar 1 – Address Homelessness;
- Pillar 2 – Accelerate Social Housing;
- Pillar 3 – Build More Homes;
- Pillar 4 – Improve the Rental Sector; and
- Pillar 5 – Utilise Existing Housing.

Limerick City and County Council's target under Rebuilding Ireland for the period 2018-2021 is 1,365 units to be delivered with a blend of acquisitions, leasing and construction. A specific target of 251 units has been set for 2018. The number of Approved Housing projects across Limerick as at December 2017 will deliver 393 housing units, of which 92 units are Rapid Build schemes.

HOMELESSNESS

Homelessness presented a challenge nationally and in Limerick in 2017 with an unprecedented increase in homeless presentations. A combination of temporary transitional accommodation in family hubs and permanent housing was delivered in 2017 to provide 69 no. units of accommodation for homeless families. The breakdown of this accommodation is as follows:

- Twin Oaks Family Hub - 10 units;
- Childers Road Family Initiative - 30 units;
- Phoenix Lodge - 4 units; and
- 25 additional permanent homes provided through void refurbishment.

Ten demountable accommodation units for single occupants are under construction in St Patrick's Hostel, Clare Street, Limerick City, with anticipated completion in early 2018.

2017 HOUSING DELIVERY

254 Housing units were delivered in 2017 through construction, acquisition and leasing.

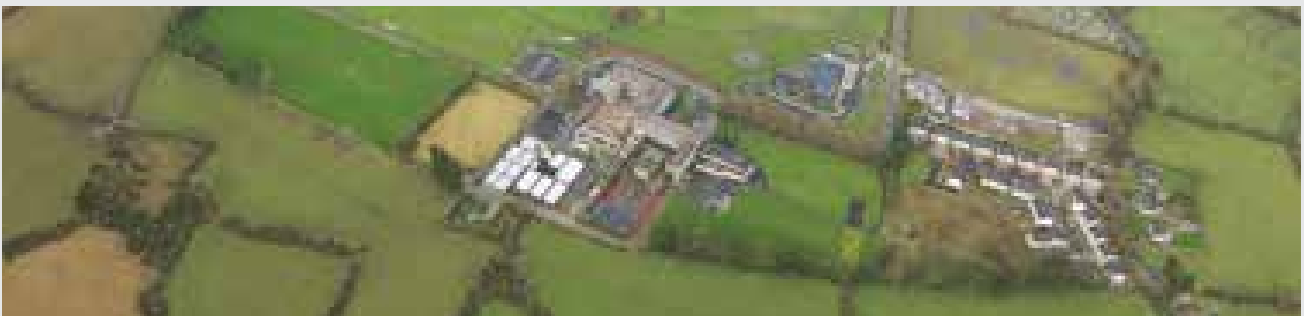
- Social Housing Investment Programme (SHIP) Acquisitions	71
- Part V Acquisitions	7
- Long Term Leases	18
- Capital Advance Leasing Facility (CALF)	37
- Capital Assistance Scheme (CAS) Acquisitions	32
- Construction of new housing units (Regeneration)	89
TOTAL	254 units

HOUSING CAPITAL – LOCAL INFRASTRUCTURE HOUSING ACTIVATION FUND (LIHAF)

The Local Infrastructure Housing Activation Fund (LIHAF) is a key element of Pillar 3 of Rebuilding Ireland: An Action Plan for Housing & Homelessness. The objective of the fund is to provide infrastructure on key sites to relieve critical infrastructure blockages. This will enable the accelerated delivery of housing on key development sites in urban areas of high demand for housing.

In March 2017, the Department of Housing, Planning and Local Government announced that Limerick City and County Council will receive funding for two Local Infrastructure Housing Activation Fund (LIHAF) proposals. These projects are:

Mungret €10.5 million: This site is located approximately 5km to the southwest of Limerick City. Limerick City and County Council is a partial owner of the lands. Works proposed include the upgrading of roads to allow for the development of 450 homes by 2021 with a potential for 2,700 homes on the lands. The infrastructure will also ensure the delivery of a post primary school in the area within the next 3 years.



Development land at Mungret which will benefit from LIHAF

Lands available for development at Mungret, Limerick Greenpark €4.93 million: This site is located between the Dock Road and the South Circular Road in the inner suburbs of Limerick City. This area is comprised of the lands formerly used as a racecourse, which remain undeveloped, comprising a 44-hectare site. Works proposed include the upgrading of roads infrastructure to support the development of approximately 400 units by 2021, with the potential to deliver 700 homes on the identified lands long term. The total length of the new link road will be 1,000 metres.

PUBLIC LAND ACTIVATION PROGRAMME

In addition to the targeted provision of social housing units by 2021 under the Rebuilding Ireland programme, another objective for Limerick is the expanded provision of new and affordable private homes. The Social Development Directorate is setting out an ambitious agenda for increasing the supply of new private homes and particularly new affordable homes for starter families and key-workers on key sites in its ownership in the city. A dedicated Public Land Activation Programme was established in early 2017 under the Directorate to pilot a number of viable and developable sites for mixed-tenure development in Limerick. Limerick City and County Council will prioritise in the first instance developing sites of significant scale that have the potential to yield the greatest number of homes in the short to medium-term. The sites that Limerick City and County Council are advancing are:

- Deerpark, Adare;
- Guinness Site, Carey's Road, Limerick City; and
- Parnell Street Site, Limerick City.

CAREBRIGHT COMMUNITY, BRUFF, CO. LIMERICK

The Carebright Community development was completed in 2017. This is Carebright Community Ireland's first purpose-built community for people living with dementia, and includes 18 residential units and

innovations such as a Community Hub and integrated support services. Limerick City and County Council funded six units and recognises the potential of this type of development to diversify housing provision in Limerick. Carebright Community will operate as a household model of care, with a personhood approach that shapes the physical environment and structure thus creating the atmosphere of a family home.

Carebright Community featured on a Christmas Special of RTE 1's 'At Your Service' in December 2017, and was included in the Open House Limerick architectural festival in October 2017.

CUAN MUIRE, BRUREE

The construction of six units at Cuan Mhuire, Bruree, commenced in 2017 with an anticipated completion in Q3 2018. Cuan Mhuire is Ireland's largest voluntary provider of Addiction Treatment Services and Residential Rehabilitation and its main objective is the rehabilitation of persons suffering from alcohol, drug and gambling addictions. Similar to the Carebright project in Bruree, this development marks a diversification in housing provision in Limerick to meet different needs. Cuan Mhuire provides a lived experience of Home, Family and Belonging, providing an 'open door' policy 365-days-a-year service. In addition to specific treatment programmes, Cuan Mhuire has the capacity to vary the length of stay to meet the specific needs of individual residents.

PARK VIEW ROW

This well-located 20-unit housing scheme is a major reconstruction of the former Hyde Road flats and was completed in December 2017. Designed in-house by Limerick City and County Council, the scheme was delivered by Cluid Housing Association under the Social Housing Current Expenditure Programme (SCHEP) Programme. This scheme illustrates the benefits of collaboration between the local authority and Approved Housing Body sector (AHB).



3D image of Carebright Community building that completed in 2017



Construction underway at Cuan Mhuire, Bruree



Caption

RESEARCH AND POLICY FORMATION

A number of submissions were made by the Social Development Directorate of Limerick City and County Council to Government in relation to policy matters including:

- Rebuilding Ireland;
- Housing Summit;
- Draft National Planning Framework;
- Vacant Homes Action Plan; and
- Draft Water Services Guidelines submission.

ACCELERATED DELIVERY

- Re-zoning Public Land from Private Open Space to Residential Use

A number of sites within Limerick City and County Council's ownership have been identified that are serviced, on underutilised lands and suitable for housing but which require a rezoning to statutory Development Plans and Local Area Plans. Seven sites for rezoning initially identified in Limerick city with potential to deliver approximately 80 units. Further sites are being examined, with an anticipated Variation process commencing in Q2 2018.

STRATEGIC DEVELOPMENT AND MANAGEMENT PLAN

A Strategic Development and Management Plan for Council-owned land in Limerick City was completed in 2017. The plan identifies a number of sites in Limerick city that are suitably zoned (i.e. residential), not located in a flood zone or in a statutory environmental designation and which may be suitable for residential use (social/mixed tenure/use) over the short, medium and long-term. Strategic Development Management Plans are currently being finalised for key towns and

villages in Limerick County. This will complement and support other active land management activities Enabling Private Contractor Development

To ensure the delivery of mixed, sustainable communities, private contractors are enabled to develop on Council-owned land through:

- Reduced Development Levies;
- Enabling private contractor development lands under licence i.e., Mungret (Limerick 2030); and
- Local Infrastructure Housing Activation Fund (LIHAF) will increase the supply of housing delivered through Private Contractor Development. The LIHAF fund will be used to:
 - Provide access infrastructure to facilitate the opening up of development on major housing sites in return for an 'affordability' dimension;
 - Aim to significantly increase the supply of housing. Sites at Greenpark and Mungret were successful LIHAF projects in Limerick.

RAPID BUILD

A Framework Panel was established by the Office of Government Procurement (OGP) for the procurement of Rapid Build house construction. Rapid Build projects must:

- Be of 50 units or less;
- Utilise standardised construction details across the project; and
- Be Housing schemes excluding apartments.

Five sites have been identified as suitable for Rapid Delivery Housing schemes, which will deliver 92 units. Dublin City Council (DCC) hosted visits for members of Limerick City and County Council on 2 May 2017 to the sites of three Rapid Build Housing Schemes in Poppintree, Ballymun, Belcamp Avenue and St Helena's Drive, Finglas.

VACANT HOMES

Buy and Renew and Repair and Lease Schemes

Two schemes, launched under Rebuilding Ireland, namely the Buy and Renew Scheme and the Repair and Lease Scheme, are targeted at returning vacant housing units to use. Limerick City and County Council recognise the potential of these schemes to generate wider benefits in addition to meeting accommodation requirements and are actively promoting implementation.

APPROVED HOUSING BODIES

Approved Housing Bodies (AHBs), also called housing associations or voluntary housing associations, are independent, not-for-profit organisations. They provide affordable rented housing for people who cannot afford to pay private sector rents or buy their own homes, or for particular groups, such as the elderly or homeless people. AHBs also include housing co-operatives, which are housing organisations controlled by their members/tenants who actively participate in setting their policies and making decisions.

A Special Meeting of the Municipal District of Adare-Rathkeale, held in April 2017, focused on the role of Approved Housing Bodies (AHBs), and included a presentation which outlined the role of AHBs in the provision of housing as part of Rebuilding Ireland, details on the current role of AHBs in Limerick, and the mechanisms available to AHBs in order to acquire, build or lease social housing units, in particular the 'Repair and Lease Scheme' and 'Buy & Renew Scheme'.

TRAVELLER ACCOMMODATION

Stage 1 Approval was received from the DHPLG in 2017 for Capital Works at four Traveller Accommodation sites in Limerick City under the Traveller Accommodation Programme 2014-2018 (TAP 2014-2018) with an overall budget allocation of €xxx These sites are:

- 1) New Crescent Halting Site, Childers Road, Limerick;
- 2) Clonlong Group Housing Scheme and Halting Site, Southill, Limerick;
- 3) Toppins Field Halting Site, Southill, Limerick; and
- 4) Kilmurry View, Castletroy Group Housing Scheme and Halting Site, Limerick.

LIMERICK REGENERATION

LIMERICK REGENERATION FRAMEWORK IMPLEMENTATION PLAN

The Limerick Regeneration Framework Implementation Plan (LRFIP), launched in September 2013, was adopted by the elected members of Limerick City Council in February 2014. With a budget of €300 million committed over a ten-year duration (2013- 2023), this plan set out a vision for four regeneration areas: Ballinacurra Weston, Southill, St Mary's Park and Moyross.

The plan will be delivered through a multi-agency approach, in partnership with communities, and comprises three pillars: Social, Physical and Economic. A review of the LRFIP took place in 2016 noted the significant progress and achievements of the plan to date. Over €40 million was committed under the programme in 2017.

SOCIAL AND ECONOMIC REGENERATION

The Social Intervention Fund (SIF)

The SIF continued to support social and economic projects developed and implemented by local community, voluntary organisations and key statutory agencies. In 2017, the total amount approved was €3,912,842. Approved projects are broken down into the following themes:

Education & Learning	40
Health & Well-being	36
Ageing Well	4
Employability and Work	12
Families and Youth at Risk	19
Community	30

Key larger scale projects included on-going support to the Community Enterprise Centres, located in or adjacent to regeneration communities, to deliver a wide range of local services (meals, homework clubs, training initiatives, information and legal advice services, café, environmental clean-up schemes) and management of CCTV monitoring from Moyross Community Enterprise Centre.

GALVONE INDUSTRIAL ESTATE

Limerick City and County Council in cooperation with other partners has been working to attract investment and new sources of employment to regeneration areas. In 2017, an American manufacturing company, Clenn Construction, announced it is establishing its first operation in the Irish market in the Galvone Industrial Estate. The company builds and manufactures modular houses. The enterprise will be operational in 2018, initially employing 50 people, with the potential for expansion and the creation of an estimated 300 to 400 direct and indirect jobs over the next three to five

years. The jobs will be in the assembly of timber frame modular housing sections. Employees with a range of skills including roofing, tiling, plumbing as well as groundworks and machine operatives will be required. The Regeneration Team, within the Social Directorate, Limerick City and County Council, is working with the company to identify the skillset required and with the Limerick and Clare Education and Training Board (LCETB), to design and deliver suitable training. In filling the training and job vacancies, Limerick City and County Council is working with the Department of Employment Affairs and Social Protection (DEASP) to target unemployed people, especially those living in regeneration areas, as potential trainees and employees. This approach mirrors that which is being applied to the film and hospitality sectors in Limerick, which have proved to be hugely successful.

A stakeholders group for Galvone Industrial Estate, comprising the businesses located on the estate, has been established by Limerick City and County Council to inform the direction of economic development interventions on the Industrial Estate. In addition, Limerick City and County Council has invested in the public realm improvements on the estate and in CCTV. Meetings with the stakeholders group have identified skills shortages in existing businesses in Galvone. Limerick City and County Council in Partnership with LCETB and local groups is developing training courses aimed at regeneration residents that can fulfil the requirements of these enterprises and lead to access to jobs for unemployed and economically inactive people.

The above actions are contributing to following objectives as set out in the Limerick Regeneration Framework Implementation Plan:

1. Ensuring the growth of local capacity through the provision of focused sectorised training and employment opportunities;
2. Development of a stronger engagement platform to promote economic activity in the target areas between all stakeholder groups and local resources;
3. Creation of a series of hubs for a thematic economic development approach across all communities;
4. Attract inward investment into areas of Regeneration through infrastructural improvements and institutional supports;
5. Creation of employment opportunities the Regeneration process for local residents and within new enterprise established in the area;
6. Economic integration of Limerick Regeneration areas within the broader economic and spatial development plans for Limerick City; and
7. Develop long-term engagement with the private sector to develop a sustainable level of economic activity in areas of regeneration.

HOSPITALITY EDUCATION AND TRAINING CENTRE (HETC)

The HETC offers a suite of training courses to unemployed people to address identified skills needs in the hospitality sector and support progression into employment. In 2017, the Centre continued to recruit a significant proportion of its trainees from regeneration areas (approximately 50% overall). It added new courses including an advanced career-training course for people who want to further develop their skills and progress in their career development. The HETC is the only provider of a new national Commis Chef Apprenticeship course. It developed new partnerships with employers – in particular, the new Longcourt Hotel, Newcastle West with the Centre training 16 unemployed people to take up jobs in the hotel in December 2017, and the recently re-opened Adare Manor Hotel. In recognition of the success of the pathways to employment model for long-term unemployed, the Hospitality Education and Training Centre was the winning project in the economic development category in the Chambers of Ireland Excellence in Local Government Awards.

TROY STUDIOS

With Troy Studios coming into production of its first TV series, a “bootcamp” training programme for PAs to the film production team was held for 40 trainees with 8 places filled from residents of regeneration areas (December 2017). Potential trainees were sourced in cooperation with Limerick City and County Council, Limerick and Clare Education and Training Board, Department of Employment Affairs and Social Protection and the Local Employment Service.

ICELAND, WATCH HOUSE CROSS MOYROSS

Iceland retail store opened at Watch House Cross in the retail unit previously occupied by Eurospar, creating 40 full-time positions. The Regeneration Team in cooperation with St. Mary’s AID organised the delivery of training in retail services to regeneration area residents who, in turn, would be considered for employment positions. Iceland proceeded to employ a number of the trainees who successfully completed this training.

TRAINING CENTRE DEVELOPMENTS

Limerick City and County Council, working with the Mid-West Action Plan for Jobs team and in partnership with the LCETB has identified areas of skills shortages and gaps in training provision. Skills deficits for jobs becoming available in Limerick are in evidence amongst residents of regeneration communities, particularly those ages 18 to 25 that are not in work, nor engaging in current and available education and training opportunities. It is planned to deliver industry-driven training courses with particular emphasis on the construction sector in both the Southill and Moyross. The target for job delivery from these training programmes is 200 jobs over 3 years.

GOVERNANCE OF COMMUNITY STRUCTURES

Limerick City and County Council in 2017 commenced a review of our community structures in regeneration areas with particular emphasis on the Community Centres. The purpose of the review is to work towards the sustainability of these operations in the long-term. This review will take into account current governance structures and business models and will recommend strategies and actions that apply best practice. This process will be completed in 2018 and the Council in partnership with the Community Centre's will seek to implement these recommendations.

SOCIO-ECONOMIC PROFILE OF REGENERATION AREAS, 2016

In 2017, data from Census 2016 were analysed to prepare a socio-economic profile and map changes in the city and the regeneration areas over the last three Census periods (2006-2011 and 2016). Drawing on a set of key indicators of socio-economic progress and the HP Index of Deprivation / Affluence, profiles of the regeneration areas were prepared. These were presented to the key stakeholders in regeneration using the structure of the Local Strategic Advisory and Monitoring Groups and each of the Local Regeneration Committees.

PHYSICAL REGENERATION

VARIATION OF THE LIMERICK CITY DEVELOPMENT PLAN 2010-2016 (AS EXTENDED)

A number of briefing sessions to the regeneration committees were undertaken in February 2017 on the proposed variation to the Limerick City Development Plan 2010-2016 (as extended) to incorporate the objectives of the adopted Limerick Regeneration Framework Implementation Plan (LRFIP). The Variation went on public display on 25 February 2017 and invited submissions until 27 March 2017. The elected members approved the Variation at the full meeting of Limerick City and County Council held on 29 May 2017. The proposed variation statutorily embeds the core objectives of the LRFIP into the City Plan.

NEW-BUILD HOUSE CONSTRUCTION

The LRFIP outlines a requirement to deliver 593 new homes and refurbishment of 1504 existing homes. Over 80% of the new-build programme has received approval from the Department of Housing, Planning and Local Government.

To date, 204 new build houses have complete under the LRFIP, and in 2017 new build completions comprised

- Lord Edward Street (79 units)
- Cliona Park Phase 2 (10 units)
- 8-10 Gaol Lane (3 units)

Mr Simon Coveney, TD, Minister for Housing, Planning, Community and Local Government, visited Limerick on 24 April 2017. During this visit, the Minister viewed progress at the Lord Edward Street building site, which is the largest new build social housing project in the country. The development is constructed on the site of the former Limerick Clothing Factory.



Mr Simon Coveney, TD, Minister for Housing, Planning, Community and Local Government, visited Lord Edward Street Housing Scheme construction site in 2017



Lord Edward Street Housing Scheme, which completed in December 2017, provided 81 new housing units

In Moyross, 10 new units were delivered on completion of Cliona Park Phase 2 in May 2017. In addition to providing new housing, this scheme creates a coherent street edge to Moyross Avenue and provides infill housing on a number of small sites, which improves the overall urban form of the estate.

The first phase of house construction underway at Churchfield, Southill will see the delivery of 42 no. units in 2018. The St Mary's Park Infill Housing project currently under construction will provide 19 no. new homes in 2018.

THERMAL UPGRADE PROGRAMME

The primary objective of the Thermal Upgrade Programme is to improve the thermal performance of residents' homes in addition to improving visual amenity and addressing the issue of fuel poverty. In 2017, the Thermal Upgrade Programme advanced with 226 units thermally upgraded to a Building Energy Rating (BER) of at least 'C' and a further 223 units commenced on site with an anticipated 2018 completion date, while 616 houses are in preparation stages (e.g., condition and other surveys are underway) with expected site commencement dates in 2018.

HERITAGE AND ARCHAEOLOGY

In line with the holistic approach outlined in the LRFIP, funding has been provided under the Regeneration Programme to protect and promote the City's heritage and buildings of special historic, archaeological, architectural or artistic interest.

Projects include the restoration of the Turner Vinery, Tait House, Southill, which is identified as a structure of national significance. This restoration project, which received funding in 2017, will deliver economic benefits as part of the Tait House campus redevelopment and will commence in 2018.

COONAGH-KNOCKALISHEEN ROAD

Construction of this strategically important road commenced in 2017. This route will connect Coonagh Cross with Knockalisheen Road via Moyross. This major infrastructure project will also see the extension of Moyross Avenue to create a Western entrance to Moyross, thus eliminating the existing cul-de-sac layout of this area and improving connectivity and transport links between it and the surrounding city.

COMMUNITY FACILITIES

MOYROSS COMMUNITY ENTERPRISE CENTRE

Minister Simon Coveney visited Moyross and turned the sod at the Moyross Community Enterprise Centre, during his visit to Limerick on 24 April 2017. This €3 million project, which is a significant investment in upgrading and expanding the existing facility, is an important contribution to the economic future of Moyross and demonstrates commitment to high quality community facilities in the regeneration areas. This building will benefit from the Coonagh-Knockalisheen Road project, which will place it on a well-connected street network in the city.

CHILD AND FAMILY CENTRE

Construction of the Child and Family Centre in Southill commenced in July 2017. The Child and Family Centre is part of the Southside Education Campus, and is being developed in conjunction with a consortium comprising the Health Service Executive (HSE), Tusla (Child and Family Agency), Limerick Clare ETB, DES and Limerick Social Service Council. The HSE will provide Outreach Services for early year's children in this centre, including specialist Speech and Language Therapy, Psychology and Dietetics. Tusla will fund a School Completion Programme, after school provision and breakfast club, while the LCETB will fund Family Support Services including adult education.

NICHOLAS STREET AND MARY STREET

Nicholas Street and Mary Street formed the primary axis between King John's Castle and Baal's Bridge in medieval Limerick. The objective of Limerick City and County Council is to revitalise this important street and promote new uses, which contribute to the tourism potential of this historic area

27 NICHOLAS STREET

27 Nicholas Street was refurbished in 2017 for use by St Mary's Parish Men's Shed. The works revealed an existing medieval basement and a medieval party wall. Working closely with the Department of Arts Heritage, Regional, Rural and Gaeltacht Affairs, Limerick City and County Council recorded these features and sequenced the works programme to minimise interference with the extant archaeology.



Cliona Park Phase 2 housing, which completed in May 2017, provided 10 new housing units



Churchfield Phase 1, will complete in early 2018 providing 42 new housing units



Historic photo of Turner Vinery, Tait House, awaiting restoration (Image courtesy of Kemmy Collection)



Construction of the Coonagh-Knackalisheen Road



Child and Family Centre under construction in Southside Education Campus



Child and Family Centre, Southside Education Campus, Roxborough



27 Nicholas Street refurbishment completed in September 2017



3D image of Child and Family Centre

FIREPLACE SITE

Intricate stabilisation works were carried out on the central wall, which contains a significant medieval fireplace, commencing in May and completing in September 2017. Given the archaeological importance of this site, LCCC worked closely with the Department of Arts Heritage, Regional, Rural and Gaeltacht Affairs to gain Ministerial Consent prior to commencement.

8-10 GAOL LANE, MARY STREET

The major refurbishment of existing derelict houses at 8-10 Gaol Lane, Mary Street was completed in 2017. The three houses, constructed in the late 19th Century, had lain derelict for some time. Following careful renovation, the houses are now occupied, bringing new life to King's Island and, in particular, Mary Street.

The major refurbishment of 8-10 Gaol Lane was visited by former resident Marie Meagher prior to the occupation of the homes by their new residents.

24 AND 25 NICHOLAS STREET

Following planning and identification of an appropriate use, site works are commencing in 2018 for pre-letting works to these former commercial units in close proximity to King John's Castle. A Limerick-based company will move into the premises on completion of the works, which will bring economic benefits to Nicholas Street and King's Island.

HOME AND SOCIAL DEVELOPMENT STRATEGIC POLICY COMMITTEE (SPC) PRESENTATION ON NICHOLAS STREET

A synopsis of the work carried out to date at Nicholas Street was delivered by Maria Donoghue to the Housing SPC meeting held on 27 February 2017. Projects underway in vacant properties, future occupants for the street and the value of developing heritage potential as an economic driver were all presented.

Following the presentation delivered to the Strategic Policy Committee (SPC) on 27 February 2017, a Site Visit to a number of projects on Nicholas Street for local councillors and Teachta Dálaí (TDs) was held on 10 April 2017.

PARADE PARK AND BRIDGE STREET PARKLETS

A vacant site rejuvenation project was carried out on Bridge Street Parklet in conjunction with Limerick Civic Trust. The works included hard and soft landscaping, fence removal, and the creation of the Sionna Mural, an artwork by local Limerick artists, Bold Details, commissioned for a blank gable on the vacant Bridge Street site was completed in November 2017.



An expert stonemason working on the Fireplace Site during Phase 1 Stabilisation Works in 2017



The major refurbishment of 8-10 Gaol



PERCENT FOR ART

The Percent for Art scheme is a government initiative, first introduced in 1988, whereby a percentage of the cost of any publicly funded capital, infrastructural and building development is allocated to the commissioning of a work of art. Since 1997, this scheme has been available to all capital projects across all government departments. Limerick City and County Council utilised this funding in 2017 to deliver the following projects:

"A STITCH IN TIME: A HISTORY OF LIMERICK CLOTHING FACTORY"

"A Stitch in Time: A History of Limerick Clothing Factory's", a book commissioned by Social Development, Limerick City and County Council to document the story of the Limerick Clothing Factory. This factory was located on the site of the recently completed Lord Edward Street Housing Project. The book, which was researched and authored by Sharon Slater. The new residents received a complimentary copy of the book with the keys to their new homes.



Former Limerick Clothing Factory employee, Maura Stapleton, presents Minister Eoghan Murphy with a copy of "A Stitch in Time: A History of Limerick Clothing Factory"



Maria Donoghue leading a tour of No. 27 Nicholas Street which was refurbished for St. Mary's Parish Men's Shed

SIONNA MURAL PUBLIC ART WORK, BRIDGE STREET

Sionna Mural, an artwork by local Limerick artists, Bold Details, commissioned for a prominent gable on the vacant Bridge Street site was completed in November 2017. This work was part of a site rejuvenation project carried out in conjunction with Limerick Civic Trust, and was very well received by the citizens.

The Social Development Directorate have supported arts events in previous years. Of particular note were the performances of Limerick Soprano, Sarah Shine, in the Opera Centre Site during Culture Night 2015 and 2016. Open House Limerick has also been supported since its inception in 2012.

Limerick City and County Council are exploring other sites for public art projects in 2018, and also the utilisation on a temporary basis of vacant public buildings for arts-related uses.

6.0 SYMPOSIA, CONFERENCE AND WORKSHOPS

All Ireland Academic Research Group 2017

On 25 and 26 January 2017, Sarah Newell and Maria Donoghue presented papers at the All Ireland Academic Research Group (AIARG) 2017 Conference held in the School of Architecture, Waterford Institute of Technology. Maria Donoghue presented a paper focussing on the process of working with the Development and Archaeology Strategy for King's Island, Limerick (DASKIL) in the session entitled 'Design versus Conservation and the Value of Time'. In the session 'Concealed or exposed? Ireland and Concrete', Sarah Newell presented on the topic of 'The Fair Face of Brutalism'.

JOINT HOUSING CONFERENCE

A presentation on 'Design Quality through Development Codes' was delivered by Seamus Hanrahan and Sarah Newell of the Social Development Directorate at the Joint Housing Conference organised by the Department of Housing, Planning, Community and Local Government (DHPLG) and the Royal Institute of Architects of Ireland (RIAI) that was held in Dublin Castle on the 13 and 14 February.

DESIGN AND PLACE-MAKING CONFERENCE

Sarah Newell presented at the University College Cork (UCC) Planning Society's Annual Conference on 24 February 2017 on the topic of 'Design and Place-making: Reasserting the Public Good Through a People-led Approach'.

Ó CUALANN CO-HOUSING ALLIANCE

Limerick City and County Council invited Hugh Brennan, Chief Executive of the Ó Cualann Co-Housing Alliance, to present their process, which delivered 49 completed co-operative, affordable homes in Poppintree, Ballymun, with support from Dublin City Council. Limerick City & County Council are particularly interested in exploring a model similar to Ó Cualann to deliver much needed affordable housing in the City and County.



Bust of Goddess Sionna, Bridge Street. Photo Courtesy of Bold Details.

CUSTOMER SERVICES, CULTURE & ARTS DIRECTORATE





CUSTOMER SERVICES

CUSTOMER SERVICES

In 2017, approximately 38,000 customers interacted at our counters in Dooradoyle and Merchant's Quay, with requests to access the detailed services provided by the Council.

Customer Services continued to expand the number of services it provided in 2017, with the integration of Motor Tax calls. This is in line with the principles under 'Putting People First' along which we aim to have services delivered to the customer at the closest point of contact.

2017 also saw the Customer Services Call Centre go live in September under a single contact number for the Council. There were on average 750 calls per day answered with an average time to pick up of 11 seconds. The call centre was also in use during Storm Ophelia, when Customer Services staff acted as an emergency call centre during the storm with extended opening hours to support our citizen'.

Customer Services also worked closely with the Digital Strategy Department on the production of the MyLimerick section of our website, www.limerick.ie. This allows citizens and public representatives the opportunity to access services online. This includes applying for a dog licence and logging/following up on requests for service. The MyLimerick platform allows our customers visibility on the status of these requests and the relevant updates at any time.

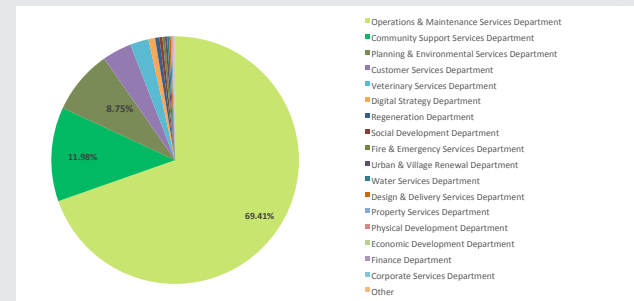
Work also advanced in 2017 towards a formal integration of Housing Maintenance into Customer Services. This integration will have a strong business improvement approach. It will provide more instant information from contractors who act on the Council's behalf and will also capture more detail around Council assets. This will further enhance the service we provide to our customers and will provide more regular updates on maintenance requests. The following figures detail the amount of requests from the public and elected representatives that were recorded on SugarCRM, the Council's Customer Relationship Management system in 2017.

- 29,220 Requests received with 81.91% closed and 76.41% resolved.
- 4,589 Representations received from 40 Councillors, 7 TD's, 2 Ministers and 3 Senators, with 86.94% closed and 70.84% resolved.

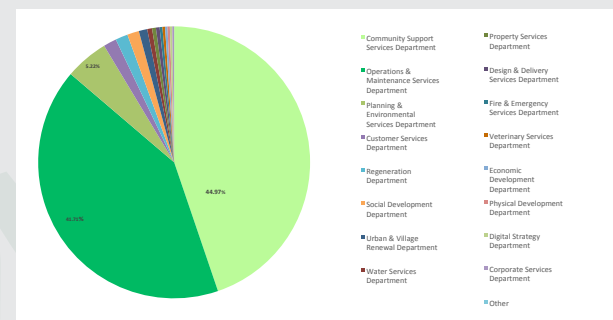
HOW LONG DOES IT TAKE?

- 7 working days to solve most requests (median)
- 21 working days (average).

WHAT ARE THE HIGH DEMAND AREAS? WHAT DEPARTMENTS RECEIVE THE MOST REPRESENTATIONS FROM PUBLIC



REPRESENTATIVES? CUSTOMER SURVEY



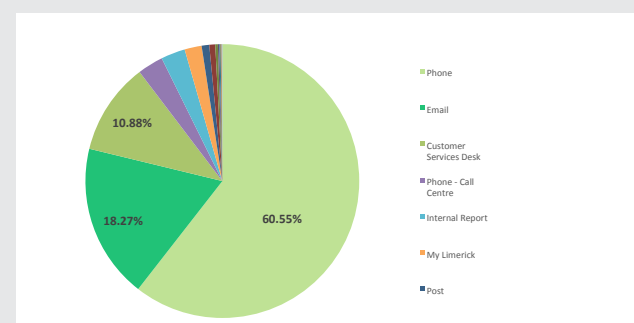
Representations in 2017

Customer Surveys continued in 2017 and allowed for the provision of independent feedback from customers regarding the Council's service delivery. This also allows and encourages the citizen to recommend changes and voice their opinions on the services the Council provides so as to allow us to improve the services we deliver.

Based on responses received in 2017:

- 65% of customers were satisfied with the service received
- 65% of customers found it easy to get help
- 83% of customers agree customer services advisors are helpful
- 60% of customers agree that we solved their issue.

CUSTOMER CHANNELS USED IN 2017



LIBRARY SERVICE

CULTURAL, COMMUNITY AND HISTORICAL EVENTS:

- Newcastle West Library hosted the official opening of Éigse Michael Hartnett 2017 in April. The Mayor of the City and County of Limerick, Councillor Kieran O'Hanlon, officiated, and the presentation of the Michael Hartnett Poetry Award was made to Seosamh Ó Murchú. Special guest on the night was Philomena Lee who was interviewed by Seamus Hennessy. The interview centered on Philomena's life, which is chronicled in the book *The Lost Child of Philomena Lee* by Martin Sixsmith.
- Mike Finn, playwright, screenwriter and artist-in-residence at Limerick's Belltable Theatre, visited the Granary, Newcastle West, Watch House Cross and Kilmallock Libraries to talk about the Limerick Soviet of 1919 and his approach to researching and writing a new play, *Bread Not Profits*, which is to be performed in April 2019, marking the centenary of this major event in Limerick's history.
- Kilmallock Library commemorated the 150th anniversary of the Fenian attack on the RIC Barracks at Kilmallock in March. Students from Kilmallock National School visited the Library to experience Irish History Live, a fast and furious run through of Irish History, which placed the Fenian attack at Kilmallock into historical context. The Library also exhibited some wonderful historical artefacts from the period as part of this commemorative event.
- Dooradoyle Library marked a 20-year milestone with a series of free events to thank its dedicated readers and to welcome new ones to this busy and friendly library. History, drama, magic and storytelling all featured in the celebrations with visits from author Roisin Meaney, history expert Michael Moylan and magician Myster Magic among the events enjoyed by both children and adults of all ages.

- Abbeyfeale Library hosted the opening of the Fleadh by the Feale 2017 in April with the presentation of the Art Poster Competition prizes, an exhibition, and traditional entertainment from pupils of Scoil Mháthair Dé.
- The Granary Evening Lecture series continued to flourish in 2017 with a varied and fascinating programme of talks including *Ammemorium: an illustrated talk* by John Hyatt and Sam Windrim, *Jim Kemmy: 20 years in hindsight* by Dr. Brian Callanan, and *Using the 1911 Census for Writing History: A Case Study* by Janet Moody.
- Adare, Newcastle West and Abbeyfeale Libraries all hosted a series of Digital Skills training courses aimed at beginners and new users. These courses were designed to give participants the knowledge, skills and confidence to use the internet and accomplish basic tasks online such as email, banking and Skype.

LITERARY EVENTS:

The Library hosted several books launches and author readings throughout 2017.

Highlights included:

- The Granary Central Library welcomed best-selling authors Carol Drinkwater in October and Jo Spain in May. Both authors read from their latest books and spoke about their work to an enthralled audience of book lovers.
- In partnership with February's Limerick Literary Festival in honour of Kate O'Brien, the Granary Library was delighted to host poet Martin Dyer and novelist Donal Ryan for a joint reading and book signing.
- In April 26th, a small, but passionate group of poetry lovers attended the Lunchtime Recitation hour at Glin Library to celebrate National Poetry Ireland Day.
- Books launched during the year included *Messy Play*



Philomena Lee being interviewed by Seamus Hennessy at the official launch of Éigse Michael Hartnett 2017 in Newcastle West Library, April 6th, 2017



Philomena Lee meeting some audience members at the launch of Éigse Michael Hartnett 2017 in Newcastle West Library, April 6th, 2017

for *Babies* by local writer Denise Croucher at Watch House Cross Library in February, Tom McElligott's collection of short stories, *A Table for Two*, at Dooradoyle Library in March and *Limerick and Kerry Railway: The Twilight Years* by Liam O'Mahony which was launched at Newcastle West Library as part of their Culture Night celebrations in September.

CHILDREN'S EVENTS:

- *Spring into Storytime* was celebrated in April with large numbers attending story time sessions throughout Limerick's branch libraries. The *Spring into Storytime* programme aims to promote and encourage families reading together and is a key element of the national Right to Read Campaign supporting literacy in the community.
- The annual *Summer Stars* reading challenge was hugely successful again in 2017. Best-selling author Roisin Meaney officially launched *Summer Stars* in Kilmallock Library with the help of children from Scoil Mocheallóg national school. In total, over 2,200 children took part in the challenge from all across Limerick City and County and their achievements were celebrated in the Library Branches with an accompanying programme of events, activities and prize giving ceremonies.

- **Children's Book Festival** in October is a very important time in the Library calendar and 2017 saw a packed programme of events with book-themed entertainments and activities throughout the month.

Highlights included:

- Marita Conlon-McKenna, the award winning Irish writer best known for her Children of the Famine series read to hundreds of children in The Granary and Watch House Cross libraries.
- Michael Moylan of Irish History Live entertained invited school groups in the Granary, Dooradoyle and Watch House Cross libraries with his uniquely entertaining insight into medieval times and the Second World War with artefacts, fun facts and lots of audience participation.
- Master storyteller Niall de Búrca visited Watch House Cross and Granary libraries while PigNut Productions show "The Trouble with Fairies" was a big hit in Newcastle West.
- Gabriel Fitzmaurice read from his work to a very appreciative audience in Kilmallock, Newcastle West and Adare libraries
- Kilmallock Library hosted several events including a visit from a very special guest - the one and only Big Friendly Giant from Roald Dahl's hugely popular tale the BFG.



Students from Kilmallock National School learn about the Fenian attack on the RIC Barracks at Kilmallock during an Irish History Live workshop at Kilmallock Library, March 14th, 2017



Pupils from Scoil Mocheallóg meeting the BFG on his visit to Kilmallock Library during Children's Book Festival, October 2017



Story and Rhyme Time at Adare Library

Some of the other children's events that took place in 2017 included:

- Newcastle West and Adare Libraries, in partnership with West Limerick Resources, hosted the very successful Story and Rhyme Time at the Library, a series of free, interactive story and nursery rhyme reading sessions for children aged up to six years.
- World Book Day was celebrated on Thursday March 2 in Dooradoyle and Watch House Cross libraries. Both hosted table quizzes and invited schools to attend *The Rubbish Monster* an interactive puppet show teaching the importance of recycling.
- In November, Newcastle West Library held a celebration of the Irish language in all its forms including filíocht, amhránaíocht agus scéalaíocht. Students from all three post-primary schools in Newcastle West enjoyed the day. Gabriel Fitzmaurice regaled the pupils with stories in this event, which was supported by Foras Na Gaeilge.
- To celebrate Bike Week, Green Schools Travel and the Limerick Smarter Travel School Project ran a Miniature Bicycle Competition where students from across the city were invited to make their own miniature bicycle out of recycled material. The competition generated a huge response with over 50 entries from schools throughout the city. Entries from the competition formed part of an exhibition, which was displayed in the Granary Library.



Myster Magic entertains the crowd during Dooradoyle Library's 20-year birthday celebrations on May 12th, 2017



The pupils of Scoil Mháthair Dé performing at the opening of the Fleadh by the Feale in Abbeyfeale Library, April 2017



Pupils from Scoil Mocheallóg national school with author Róisín Meaney at the launch of the annual Summer Stars Reading Challenge, Kilmallock Library, June 2017



Marita Conlon-McKenna, the award winning Irish writer, appearing at Watch House Cross Library during Children's Book Festival, October 2017



Authors Carol Drinkwater and Róisín Meaney with former City Librarian, Dolores Doyle and City and County Librarian, Damien Brady at the Granary Library, October 5th, 2017

CULTURE & ARTS

EXHIBITIONS:

- A stunning exhibition of ceramics entitled *Kiln Time* by Limerick School of Art and Design 3rd Year students ran in March at the Granary Library. Also at the Granary in October was an exhibition titled "*Conrad: The Nostromo Passenger*" featuring images of the life, work and legacy of Joseph Conrad Korzeniowski.
- Dooradoyle Library hosted several exhibitions during 2017 including the Basement Artists in March, Inis Artists in August, the Limerick Art Society in October and Jean Ryan Hakizimana in December.
- Newcastle West Library also had a busy year for exhibitions including "Obair na mBan", paintings from the Killulta ICA Painters in March, "No Limits", an art exhibition created by Shanagolden vocational Training Opportunities Scheme in June, and "Scenes of Celtic Nature" by local artist Ian in October.
- Moyross group, "Threads", held an Easter Craft Fair in Watch House Cross Library in April, displaying their knitting, crochet and card making skills.

MUSIC EVENTS:

- In its popular music series, The Granary Library presented a number of live music performances in 2017. The Clonlara House Session Group played a wonderful selection of traditional Irish music to a very appreciative audience in March. A concert by Mike O'Donovan with Dave Keary and James Hanley took place in May while in August the Modern Irish Quartet gave a wonderful performance of Jazz and Classical Rock music.
- In honour of St. Brigid's Day and the start of spring, Glin Library held a "Singing Night" led by musician Paul O'Brien. Ballads by Leonard Cohen, Bob Dylan and many Irish favourites were to be heard in the street and a very enjoyable evening was had by all.
- The Rock Record Round Table at the Granary continued to be a musical highlight and featured entertaining interviews with renowned music enthusiasts coupled with selections from their eclectic record collections. Guests in 2017 included D.J. Nicky Woulfe and journalist Alan English.

CROSS PARTY CULTURE AND ARTS WORKING GROUP

The Cross Party Culture and Arts working group put in place by the Elected Members, undertook research visits to Liverpool, Manchester, and Glasgow in order to learn and gather information on delivery models for Culture going forward. Recommendations from the visits informed the process of a new model of delivery.

The Mayor of the City and County of Limerick, Cllr. Kieran O'Hanlon invited anyone interested in the strategic investment in culture in Limerick to a World Cafe Consultation Event on 16 May. Feedback from this event was gathered and recommendations brought to the Culture and Arts Working Group to inform the new model of delivery.

The work of the Culture and Arts Cross Party Working Group was completed. A report was prepared for consideration and approval was submitted to the Full Council in July 2017.

The key recommendations of the report included;

1. Proposed establishment of a Strategic Policy Committee for Cultural Services in Limerick
2. A Cultural Services Department in Limerick City and County Council to include, Libraries, Museum, Limerick Arts Office and Limerick City Gallery of Art
3. To adopt the eleven recommendations of the working group

These recommendations were approved and the work of the setting up the Strategic Policy Committee commenced. At the meeting Cmhlr. Ó Ceallaigh was appointed as Chair-Designate of the new Culture SPC. The inaugural meeting of the Limerick City and County Council Cultural Strategic Policy Committee took place on 12 December 2017.

CREATIVE IRELAND

Creative Ireland, is the Government's Legacy Programme for Ireland 2016 – a five-year initiative, from 2017 to 2022, which placed creativity at the centre of public policy. A public meeting took place in March 2017. From that a Culture and Creativity Plan for Limerick was prepared across departments in Limerick City and County Council. The projects included in the plan respond to Pillar 2 of the Creative Ireland Programme - Enabling Creativity in Every Community and determine gaps in current opportunities and services focused on the area of active engagement through culture and creativity. In these initial stages of implementation, we built capacity around existing projects driven by access and engagement.

The first public manifestation of Creative Ireland Programme in Limerick took place on Easter Monday as part of Cruinniú na Cásca - Walking Limerick - Luimneach ag Siúl, a programme of free guided walking tours was delivered in collaboration with local civic organisations and tour guides who are active and passionate about connecting citizens to the heritage of Limerick.

In partnership with Limerick Archives and Mary Immaculate College, an open call out for expressions of interest to produce a short documentary on the Shannon Fisherman traditions of Limerick's salmon fishermen was issued. This documentary is to complement the major oral history project being undertaken by Mary Immaculate and Limerick Archives to capture and index the memories of the fishermen and other linked trades. This documentary will deliver an archive in an essential first step in preservation of this story of Limerick's relationship with the river.

Limerick Museum in association with Creative Ireland, created a pop up museum inviting the public to bring along historic objects relating to their community, including but not limited to old postcards, photographs or from local sporting events or businesses. The purpose of the pop up museum is to engage people of all ages and walks of life in a reflection and conversation about the meaning of objects in our lives and histories.

The project took place over six weeks in the months of October and November in the three Municipal Districts

FUNDING AND OPEN CALLS

- The annual Grants under the Arts Act 2017 were advertised via an open call. Information sessions with potential applicants were provided, assessed by a panel and recommendations passed by the Council in March 27th. There were 75 applications, 41 of which were successful, with a total grant allocation of €20,000.
- Call Out for Limerick Festival Dates 2018 issued in October to ensure that Limerick.ie is the key point of information for festivals and events in Limerick
- Open call for practitioners to attend a week long training school - European Outdoor Arts Academy: Limerick School of Spectacle 2017 sharing and learning new skills
- Open call for bursaries for four artists to attend 'Introduction to Arts and Heath Workshop' taking place at UHL in partnership with Waterford Healing Arts Trust
- Open Call for Artists' Studios in James' Street, Limerick City and Cappamore Arts Studios
- Open call for International Mobility Award Call to allow artists to travel internationally

FESTIVALS AND EVENTS

This open call was part of the actions to support the implementation of the Limerick Cultural Strategy – A Framework 2016 – 2030. Limerick City and County Council believe that Festivals/Events which focus on Arts, Culture and Heritage play a distinctive role in developing vibrant and sustainable creative communities.

Two information clinics were held, in Limerick City and Newcastle West and were well attended. This competitive open call offered the opportunity for funding for festivals, events and heritage events under three Strands.

The Strands were:

1. Delivery and Programming of Small and Community focused Festivals/Events
2. Delivery and Programming of Medium and Large Scale Festivals/Events
3. Festival Development and Sustainability

GENERAL MUNICIPAL ALLOCATIONS (GMA) FESTIVALS AND EVENTS OPEN CALL

Following an open call for the GMA of the Metropolitan District, Council Festivals and Events Scheme, Limerick Arts Office, convened the agreed assessment panel composed of elected members and experts in the area of festivals and events. The panel was chaired by the Cllr. Sean Lynch, Mayor of the Metropolitan District of Limerick.

Strand 1 Awards: There were 12 applications, requesting a total of €116,600, of which 5 were successful, with a total grant allocation of €10,000.

Strand 2 Awards: There were 27 applications, requesting a total of €430,694, of which 17 were successful, with a total grant allocation of €100,000. 4 applications were deemed ineligible.



Caption



Mike Finn discussing his new play Bread Not Profits at the Granary Library, November 28th, 2017

CIVIC FESTIVALS – DEVELOPMENT AND DELIVERY

ST. PATRICK'S FESTIVAL AND THE INTERNATIONAL BAND CHAMPIONSHIP

The St Patrick's Festival was officially launched by the Mayor of the City and County of Limerick, Councillor Kieran O'Hanlon in the Workbench at Bank of Ireland on 28 February, with a sneak peak of what was in store with Lumen Street Theatre, The Redemptorist Centre of Music Concert Band and Grand Marshal Luke Culhane.

Despite the very poor weather conditions Limerick still managed to deliver: two parades; 60 commissioned artists/performers; 95 volunteers; 17 marching bands; 1,000 musicians; and audience of 55,000.

RIVERFEST

Riverfest took place from the 28 April until 1 May with audiences of 90,000, up 20% on last year. As part of the capacity building measures being put in place an audience evaluation was carried out during the festival to gather statistical information about the demographics of the festival audience which this year secured Fáilte Ireland Funding.

New measures for the festival included:

- Addition of a Free to Public Zip wire
- Relocation of BBQ
- Expansion of Fireworks show to include water and laser performances
- Increased branding of the site for sponsors and Limerick City and County Council
- Expansion of water programme to include wider selection of local water based organisations and clubs.
- An application has been submitted to Chamber Ireland Excellence in Local Government Awards for Best Festival

CULTURE NIGHT

An open call for registration of Limerick Culture Night Events was issued to cultural organisations, communities and individuals to be part of this year's exciting programme across the city and county. All events programmed were aimed at showcasing culture under the strands of heritage, children, family, arts, design, theatre, film, music and dance. One of the thousands of people who attended Culture Night Grainne Burrows said via Twitter her children Donnacha and Clíodhna were having a superb Culture Night in Limerick and they were looking forward 'to the next 100 culture nights'! before adding it was 'better than the [Late Late] Toy Show. Highlights included celebrated author Darren Shan; behind the scenes of a radio station at Spin Southwest; The World Recipe Exchange on

Bedford Row; Ceolchoirm le Kate and Deirdre Cussen at Red Door Gallery Newcastle West. Limerick City and County Council was awarded €15,000 by Department of Culture, Heritage and the Gaeltacht towards Limerick Culture Night, the highest award to any one local authority.

Total Audience Count: 21,600 audience members

Total Events: 94 programmed events

Total Venues: 78 venues/locations

This represents an increase of 12% in audience numbers from last year

CHRISTMAS IN LIMERICK

1. **Light Up Limerick** in November was the starting point of six weeks of celebrations for Christmas in Limerick. The turning on of the Christmas lights attracted more than 15,000 people onto O'Connell Street to mark the official start of the Christmas period.
2. **Musical Treats on Thomas Street** – in the centre of Limerick's vibrant shopping district were filled with festive cheer by local Limerick artists including carol singers, bands and choirs, who entertained Christmas shoppers and passers-by from the quirky caravan stage.
3. **Festive Craft Fair** – at Bedford Row included free hands on workshops for children and families including Christmas wreath making workshops, Limerick Printmakers 'pull a print' workshops, ceramics and patchwork.
4. **Santa's Post Box supported by Limerick Chamber** – on Bedford Row, where elves were busy collecting children's wishes and dreams where letters were posted to Santa in plenty of time for Christmas. On street family friendly entertainment included Christmas characters, carousel rides, festive music, food stalls and a special Christmas themed photo booth from 9th and 10th December from 12-6pm

CONTINUED PROFESSIONAL DEVELOPMENT FOR THE CULTURE AND ARTS SECTOR

A series of opportunities for continued professional development of creative practitioners under five different bursaries was announced. These bursaries contribute to growing Limerick's Cultural capacity by supporting focused sectoral training, upskilling and investment for creative's at different stages in their careers.

1. Blas International Summer School Bursary
2. Meitheal Summer School Bursary
3. Irish Youth Choir Bursary
4. Drama League of Ireland Summer School Bursary
5. Tyrone Guthrie Centre Regional Bursary

An open call to recognised cultural practitioners to apply for the use of one of Limerick's subsidised residential apartments in John's Square was announced. The Artists' Apartments create conditions for affordable living spaces for individual artists, attract and keep artists living and working in Limerick.

Marie Le Sourd, EU Cultural Management and Funding Consultant was invited to visit Limerick in partnership with the Irish World Academy at University of Limerick and as part of the MA in Festive Arts lecture series. She gave insights to those in attendance on funding opportunities for the mobility of Artists. In the afternoon at Culture House she provided five one to one sessions to creative practitioners and Limerick Cultural Organisations on European/internationalisation of careers, accessing funding and networking.

In association with Words Ireland a collective of seven Irish literature organisations came together to create a National Mentoring Programme, to provide paying work for professional mentors and support the development for emerging writers. Catriona Quirke was Limerick's literature mentee from an open call and the writer being mentored was Niall Williams.

Letters of Support were issued to individual artists and arts organisations for submission to the national open calls - Arts Council's 'Visual Artists Workspace Scheme' and Arts Council's 'Festivals Investment Scheme'.

SUCCESSFUL FUNDING AWARDED TO LIMERICK ARTS OFFICE

Limerick Arts Office partnered on two applications to the Arts Council for funding under their grant scheme "An Invitation to Collaborate". This funding scheme supports initiatives in the field of local-authority-led arts development and is rooted in the policies set out in the Arts Council's ten-year strategy (2016--2025), Making Great Art Work: Leading the Development of the Arts in Ireland

The first application was a research project involving a strategic partnership of four Local Authorities, Leitrim, Kildare, Fingal and Limerick to collaborate to evaluate the role and function of our services, leading to recommendations to meet the sectors needs. This progressed aim and objective 7 of the Limerick Cultural Strategy - to become a centre for active research and problem solving.

The second application was for a large-scale interdisciplinary project with a powerful youth focus with multiple local partners, called The Autonomy Project and led by dance artist Lisa McLoughlin. The Autonomy Project. The Autonomy Project was launched

in December by Councillor Frankie Daly. This is a bold and exciting collaborative project between multiple partners including Limerick Youth Theatre, Dance Limerick, The Irish World Academy of Music and Dance, Music Generation and GOSHH. The aim of this project is to promote access to and engagement with the arts and asks young people – what is the relationship between the individual and society. How can artists help young people to explore and develop their own sense of independence, freedom and self-determination.

Limerick Arts Office secured €10,000 in total from Fáilte Ireland from the Regional Festivals and Participatory Events Scheme. Two separate applications were made for Riverfest and the International Marching Band Championships, securing the maximum of €5,000 each.

ARTS COUNCIL

The annual application to the Arts Council under the Arts Council Partnership Local Authority Grant was submitted on 15 September. The purpose of the Partnership Local Authority Grant was to support the ongoing programme and strategic actions of the local authority arts services in developing the arts locally.

The Arts Council / CCMA agreement, A Framework for Collaboration 2016 - 2025' - three year work plan (2016 – 2018) had a commitment in 2017 to allow Local Authorities and the Arts Council to enter into a process of developing an individual Framework Agreement . Limerick Arts Office responded to the expression of interest call to be included in the first phase of these framework agreements.

ARTS OFFICE PROGRAMME

The continued delivery of the Arts Office programme included;

All Saints Church in Castleconnell was once again the venue for the 12th edition of the **Castleconnell Autumn Concert Series**. The aim in presenting these concerts was to give the people of Limerick the opportunity to enjoy live classical music, performed by highly skilled Irish and international musicians at a wonderful venue that is both intimate and local. We were delighted to welcome Liz Nolan of RTE LyricFM on board as a collaborator on the programme and as the presenter of the series.

A strategic partnership with the Literary and Arts Festival **Éigse Michael Hartnett** has been developed as part of our capacity building programme for festivals and events. As a result we have, in partnership, prepared an Memorandum of Understanding prioritising clear reporting of outcomes and annual

review. The Éigse Festival took place during April in a variety of venues including Newcastle West Library, The Red Door Gallery, The Limerick City and County Council District Office and local hostels.

The County Limerick Youth Theatre travelled to Finland with the Mayor Cllr. Stephen Keary. The aim of the trip was to promote intercultural dialogue and discuss models of best practice around Youth Theatres. The invitation to Limerick was extended via the County Limerick Youth Theatre from Loimaa Council. The exchange is funded by the European Commission and is part of Erasmus+. The theatre exchange project 'Acting Out 100!' is for young people to explore issues surrounding Ireland's 1916 uprising and Finland's 1917 revolution. The project allows young people to share their understanding of their own history and their own abilities, provides safe spaces for young people to socialise, develop and learn and it actively engages young people in building social capital.

European Outdoor Academy - School of Spectacle

The history and heritage of the Hospital area of County Limerick was brought to life in a spectacular pageant including aerial dance, fire-drawing, lantern making and mass movement on 18 November 2017. The spectacular event was co created by Walk the Plank from the UK and Limerick based Fidget Feet. Twenty-five local children and artists along with and creative practitioners from Greece, Cyprus, Lithuania, Bulgaria, UK, Italy, Argentina and Ireland told the story through performance of Glean Áine Alight. This performance was the culmination of an eight day 'school' in Limerick involving 25 creative artists (18 local and seven international) who shared their knowledge and learned new skills in outdoor arts for night time events. The arts festival committee in Hospital brought together children and adults to share in this experience through lantern making and percussion workshops and performance. The local Hospital / Herbertstown GAA club was the base for all the activity during the week as well as the public performance. The project was co funded through Creative Europe and Limerick City and County Council.

School	Dates	District	No of workshops	No of pupils	Creative Practitioners
Coolcappa National School	January/ February 2017	Adare-Rathkeale	4	26	OpenHouse: Caelan Bristow and Mary Conroy
Kilfinny National School	January/ February 2017	Adare-Rathkeale	4	12	OpenHouse: Caelan Bristow and Mary Conroy
Kildimo National School	January/ February 2017	Adare-Rathkeale	4	30	OpenHouse: Caelan Bristow and Mary Conroy
Caherline National School	May 2017	Cappamore-Killmallock	4	30	HearSay: Diarmuid McIntyre and Michael Umney
Doon CBS	May 2017	Cappamore-Killmallock	4	40	HearSay: Diarmuid McIntyre and Michael Umney
Martinstown National School	May 2017	Cappamore-Killmallock	4	30	HearSay: Diarmuid McIntyre and Michael Umney
Total: 6 schools			Total: 24 workshops	Total: 168pupils	Total: 2 festivals, 4 creative practitioners



Caption?????

SERVICES OPERATIONS DIRECTORATE





COMMUNITY SUPPORT SERVICES

Community Support Services is one of the primary delivery agency of services provided to all communities served by Limerick City and County Council. This section, based in Merchants Quay, has responsibility for the majority of housing services provided by the Council in addition to areas such as Cemeteries and Environmental Awareness. The following is a review of the work undertaken by Community Support Services in 2017.

REFUSE COLLECTION CHARGES SUBSIDY SCHEME

Limerick City and County Council continued to provide a waiver scheme during 2017.

The qualifying criteria for inclusion in the scheme is as follows:

- Applicant must be of pension age, i.e. 66 years old or over.
- Applicant must be in receipt of a State Contributory/ Non Contributory Pension/Widows (ers) Pension only.
- Applicant must be living alone or with a spouse/ partner who is a qualifying OAP also.
- Applicant must be in receipt of a Disability Allowance

The waiver scheme service was provided to 3,071 households who qualify on income grounds in 2017. The level of service delivered is as follows:

- 18 lifts Residual Waste Bin or 180 kg in total whichever is reached first
- 18 lifts Dry Recycling bin or 180 kg in total whichever is reached first
- 18 lifts Organic Waste bin or 180 kg in total whichever is reached first.

LEGAL

Consents to Sale: 79 applications received in 2017, 64 issued and 16 awaiting further information from Solicitors/purchasers.

Deeds of Discharge: 156 applications received 147 Deeds issued 18 awaiting further information. Cottage Purchase Annuities: 33 applications received, 25 issued and 9 awaiting further information.

LOANS

There were 50 applications for loans received in 2017, which include 13 Shared Ownership restructuring loans. Shared Ownership Restructuring Loans: This scheme was introduced by the Department in 2016 to give people the option to consolidate remaining shared ownership loan balances along with the rental equity balance (i.e. the share of the house still in the ownership of the Council) to one annuity loan.

2016 TENANT (INCREMENTAL) PURCHASE SCHEME

From 1 January 2016, existing tenants of Limerick City and County Council have an opportunity to purchase their homes through an Incremental Purchase Scheme introduced under Part 3 of Housing (Miscellaneous Provisions) Act 2014. Limerick City and County Council have received 73 applications in 2017.

CEMETERIES

In 2017, there have been 557 internments in Mount Saint Lawrence, Mount Saint Oliver, Kilmurry and Castlemungret. In the County Cemeteries there have been on average 380 internments.

The Annual Burial Grounds Awards Ceremony took place on 22 November 2017.

A total of 24 prizes were awarded on the night, however there were two overall winners in two separate categories as follows;

- 1) The Ancient Category was awarded to Mahoonagh Beg Burial Ground and
- 2) The Modern Category was awarded to Monagea Community Burial Ground.

HOME IMPROVEMENT PROGRAMMES

There are three different types of home improvement grants. This year 453 households benefited from receipt of a total of €2.28m, as per the following table:

	District Amount 2017	No. of Grants
Rathkeale	€205,941.74	47
NCW	€68,709.91	145
Kilmallock	€261,149.67	42
Metropolitan	€1,128,077.	219
Total	€2,280,879.21	453

The details of the grants are as follows:

Home Adaptation Grant: This grant assists in the carrying out of works that are necessary for the purpose of rendering a house more suitable for the accommodation of a person with a disability. The type of works allowable includes the provision of access ramps, downstairs toilet facilities, stair-lifts, accessible showers, adaptations to facilitate wheelchair access and extensions.

Mobility Aids Grant: This grant is available to cover a basic suite of works to address mobility problems, the works aided are grab-rails, access ramps, level access showers and stair-lifts.



Limerick City and County Council's Awards Ceremony Committee

Housing Aid for Older Grant – This Grant is available to assist older people living in poor housing conditions to have necessary repairs or improvements carried out, the types of works aided include re-roofing, re-wiring, replacement of windows and doors and the provision of central heating (where none exists).

DISABLED PERSONS GRANTS -

This year 81 households who are tenants of Limerick City and County Council received works to the value of €654,002.36 to support independent living for people with disabilities.

District	Amount 2017	No. of Grants
Rathkeale	€ 87,277.20	5
NCW	€106,182.99	14
Metropolitan	€333,098.67	44
Kilmallock	€ 127,443.50	18
Total	€654,002.36	81

All of the above schemes are subject to qualifying criteria.

HOUSING ASSISTANCE PAYMENT LIMERICK (HAP)/ RENTAL ACCOMMODATION SCHEME (RAS)

Housing Assistance Payments (HAP) Limerick HAP has been introduced to provide a more integrated system of housing supports and aims to:

- Allow all social housing supports to be accessed through the local authority
- Allow recipients to take up full-time employment and still keep their housing support.

Any household that qualifies for social housing support qualifies for HAP. Rent Supplement recipients who qualify for social housing support are being transferred to HAP on a phased basis.

HAP Limerick carries out a range of functions, the principal ones being:

- Setting-up and commencement of HAP tenancies in Limerick city and county
- Calculating differential rent for all HAP tenancies in Limerick city and county
- Amendments to existing Limerick HAP tenancies

At 31 December 2017, there were 1,948 HAP tenancies in place in Limerick. This is an increase of 422 active tenancies over the course of 2017.

RENTAL ACCOMMODATION SCHEME (RAS)

Under the Rental Accommodation Scheme (RAS), Limerick City and County Council arranges for accommodation for qualifying households with private landlords and voluntary/ approved housing bodies. In order to qualify for RAS, a household must be in receipt of Rent Supplement for a minimum of 18 months. The Council pays the landlord an agreed monthly rent, and the RAS tenant pays the Council a weekly differential rent.

At 31 December 2017, there were 1,110 RAS tenancies in place, including 55 new tenancies during the calendar year.

PRIVATE RENTED INSPECTIONS UNIT

Housing Authorities are responsible, through inspection, for determining whether a property meets the standards for rental accommodation and, where the property does not, to ensure compliance through the use of improvement and prohibition notices and legal proceedings.

The minimum standards required are provided for in the Housing (Standards for Rented Houses) Regulations 2017, which came into effect on 1 July 2017.

Under current legislation, the landlord is legally required to provide the tenant with a property that provides a safe and healthy environment. The landlord is responsible for the maintenance and repair of dwelling and equipment provided in it, subject to normal wear and tear.

The tenant must exercise due care when using the dwelling and the equipment in it, must report repairs promptly to the landlord, and is responsible for the repair of damage (accidental or deliberate) above normal wear and tear.

Number of Properties Inspected 2017	926
Total Number of Inspections 2017	1,052
Improvement Notices Issued	5
Prohibition Notices Issued	1

HOUSING ASSESSMENTS AND ALLOCATIONS SECTION

- 1) No of new tenancies created in 2017 (excluding HAP/ RAS) – **254**
- 2) No of offers made – **385**
- 3) No of offers refused – **254** and **35**
- 4) Total no of CRM cases assigned to Allocations Team – **1023**
- 5) Total no of CRM cases assigned to Assessments Team – **636**
- 6) Total No of CRM cases closed by both teams - Allocations **1008** and Assessments **634** respectively.

HOUSING WELFARE UNIT

The Housing Welfare Unit is comprised of three main strands:

- Traveller Assessments & Allocations
- Housing Welfare Issues
- Housing Grant Applications



An aerial view of the new Housing Development at Lord Edward St., 81 units have been allocated in this development.

Limerick City and County Council continues to implement the Council's Five Year Traveller Accommodation Programme by providing new units to families and managing existing Traveller specific accommodation stock. LCCC maintain 11 Traveller specific housing schemes. The Traveller Accommodation Programme was reviewed in December 2016; the progress of the programme will continue to be monitored by the Local Traveller Accommodation Consultative Committee.

In 2017 there were 597 cases on CRM, 556 were closed by 31 December 2017

The number of Grant applications processed through this unit were as follows;
42 DPGs and 15 Private Grants

Traveller Clinic: 28 Clinics were held since March 2017 and a total of 253 clients attended at these clinics.

Mobile Homes: 20 Purchase of Mobile Homes

Traveller Housing Allocations: 25

Traveller Housing Transfers: 7

Traveller Housing Refusals: 5

ENVIRONMENTAL AWARENESS

WASTE PREVENTION

In 2017, two very successful events were held to raise awareness around food waste prevention:

1. Catherine Fulvio

Over 200 people attended the food waste prevention Cookery Demonstration with Catherine Fulvio. This event was run in conjunction with Live 95fm and Limerick Institute of Technology.



Minister Eoghan Murphy attending the official opening of the new development.



Screening of multi-award winning documentary - Just Eat It: A Food Waste Story with Limerick Institute of Technology Millennium theatre

2. Screening of multi-award winning documentary -

Just Eat It: A Food Waste Story with Limerick Institute of Technology Millennium Theatre.

GLAD RAGS CHALLENGE

Challenging Perceptions: A high profile and successful "Glad Rags Challenge" event was held in conjunction with Limerick's Live 95fm with assistance from Celia Holmen Lee and I love Limerick's Richard Lynch, was held. The Glad Rags Challenge was carried out as a Waste Prevention Event in line with National Waste Policy and the Southern Regional Waste Management Plan.

LIMERICK GOING FOR GOLD GRAND FINAL

The Limerick Going for Gold Grand Final was held on 10 October 2017 with a total prize fund of €76,000. The top prize of €10,000 in the Challenge Category was awarded to Adare Tidy Towns, with Abbeyfeale Tidy Towns taking 2nd place and a prize of €7,000 and Oola Tidy Towns being awarded 3rd place and a prize of €5,000. The competition encompassed groups from across Limerick City and County with the Limerick in Bloom Awards being incorporated under the Limerick Going for Gold banner.

Kilteely Tidy Towns won the overall Limerick in Bloom award and a prize of €5,000. Other winners on the night included Kilcornan Tidy Towns who were awarded €2,000 in the Tidy Towns Incentive Category, Caherdavin who won the Overall Residential Area/Estates Category and received a prize of €2,000 and to celebrate National Reuse Month. UL Environment Committee and Our Lady of Lourdes Community won an award for their reuse projects.

Adare accepting their award as overall winners in the 2017 Limerick Going for Gold competition.

GREEN SCHOOLS

ANNUAL GREEN SCHOOL'S SEMINAR

More than 70 Teachers from across Limerick schools participated in the Limerick City and County Council Annual Green School Seminar in the Maldron Hotel. The teachers were treated to a range of workshops across six Environmental Themes, Litter and Waste, Energy, Water, Biodiversity, Global Citizenship, and Marine Litter.

- 40 visits to schools complete
- 33 Green Flag assessments (+ 9 on travel theme carried out by An Taisce)
- 42 Limerick Schools awarded Green Flag in 2017

NATIONAL TIDY TOWNS

54 Groups participated in the National Tidy Towns Competition in 2017. Adare was awarded a Silver Medal along with the Limerick County award in the National Tidy Towns Competition 2016. Limerick City, Galbally, Ardpatrick, Kilmallock and Newcastle West have all been awarded Bronze Medals in this year's competition, with Adare receiving a County Award and Ardpatrick a highly commended and Galbally a commended award. Kilcornan Tidy Towns have received a Special Endeavour Award.

The Council's Annual Tidy Towns Seminar took place in February. Promoting community involvement in the improvement and enhancement of the local environment is a primary objective of the Council. Enhanced community involvement in the maintenance of their areas is delivered through the public spirit and initiative of community groups, tidy towns committees, residents' associations and local businesses. This community Team Limerick Cleanup. Campaign, National Spring Clean and the Limerick Going for Gold Environmental Improvement Grant and Competition.

JUDGING TIDY TOWNS/VILLAGES COMPETITIONS

2017 - 145 Groups supported and judged

- Supporting Ballyhoura Tidy Towns Awards
- Going for Gold Competition and Judging
- Cappamore Estates judging by Environmental Awareness Officer
- LA21 initiatives (five)

Offering General support, advice and assistance to RAs and TT groups)

ANTI-DOG LITTER AWARENESS

The local authority teamed up with Limerick's Live 95fm Street Boy, who took to Newcastle West, Askeaton, Limerick City, Kilmallock, Caherconlish, Adare and Bruff.

The message:

- Always clean up after your dog
- Remind your relations, neighbours and friends to do the same
- Take multiple bags on walks, just in case
- Use any bag any public bin, your own bin or flush the poo down the loo.

Anti-Dog litter Cinema Advert in December 2017.

ENVIRONMENT AWARENESS STAND AT CAPPAMORE SHOW

The average family throws out in the region of €700 per annum. Food waste prevention was promoted to visitors at the Cappamore Show.



Caption

TLC3 WASTE CHARACTERISATION RESULTS ANNOUNCED

- Litter collected during the 2017 TLC campaign was characterised for the first time.
- The Study is in line with the National Waste Characterisation Study.
- The intention behind this is to gather information from clean ups which help inform policy locally and nationally.

SNAPSHOT OF RESULTS

- 10% soft plastic wrappings (packaging) was the most common material
- 9% clothes
- 8% PET plastic
- 7% Aluminium cans
- 5% paper/cardboard packaging
- < 2% single use paper based cups including coffee cups.
- 0.6% Cigarettes and related materials

STARTLING STATISTICS

TLC3 Volunteers collected the following on Good Friday 2017

- 46,526 Glass Bottles
- 123,636 Paper cups
- 319,463 Aluminium cans
- 549,495 PET bottles

TEAM LIMERICK CLEAN UP

- Over 16,500 volunteers participated in TLC3 on Good Friday.
- TLC3 supplies distributed over three TLC distribution days the first week in April. Locations – Newcastle West, Kilmallock, Rathkeale and Limerick City.
- Over 244 Litter collection points across the City and County.
- 68 tonnes of litter collected, (approximately 2,600 household wheelie bins). Feedback from a number of groups was there was less litter on routes that were covered in 2014/2015.
- Nine Mr. Binman trucks and crews.
- No Health and Safety incidents reported from the Good Friday event. 650 Groups supported during litter clean ups

LIFE LONG LEARNING WEEK

- Facilitated the Irish Peat Land Conservation Council Environmental Stand at the Live Long Learning Festival Show Case Event in Mary Immaculate College
- TLC Short listed for LAMA Award and preparations for TLC ongoing.
- 15 Green Schools Assessments/Visits.
- Managing waste and composting talk to the GIY group in Caherconlish
- Participating in the National – Local Authority Prevention Network Plenary
- Limerick's Going for Gold Environment Improvement Grant and Competition Applications announced.



Caption



Adare accepting their award as overall winners in the 2017 Limerick Going for Gold competition.

FAIRTRADE

Mayor Kieran O Hanlon launched Fairtrade Fortnight locally. Fairtrade worker, Heydi Janeth Espino Mairena from the Soppexcca Coffee Co-operative, Nicaragua was among the special guests in attendance at the launch. Heydi gave a first-hand account of what Fairtrade means for her community. Successful Limerick City and County Council annual Tidy Towns Seminar took place in Woodlands Hotel Adare Limerick 120 participants were treated to presentations/talks on Listowel Tidy Towns, The Limerick City and County Council Invasive Plant Species App and Ideas for the Managing Waste and Resource Efficiency Category and an open discussion chaired by Tidy Towns Adjudicator Lorraine Power.

ESTATE MANAGEMENT UNIT

The Estate Management Unit is comprised of three main strands:

1. Estate Support
2. Individual Tenant Support
3. Tenancy Enforcement/Anti-Social Behaviour

ESTATE SUPPORTS

- The main aim of this programme is the provision of supports with a view to improving quality of life and developing community spirit within Council estates. To this end, the Unit works closely with existing residents' associations and encourages the formation of new groups, supporting the implementation of key actions identified by them to improve their estates. Two new committees were established in 2017 one in Newcastle

West to represent residents in the Sycamore Crescent/Oak Crescent/Ash Crescent and Rowan Court and the other in Limerick City to represent residents in Sarsfield Park, Rosbrien.

The support provided varied from assistance in provision of minor infrastructural works such as fencing, walls, signage etc. to softer measures such as committee skills training, contributing towards clean-up days, events for children etc.

- Two meetings of the very successful Estate Residents Representative Forum were held during the year. The main purpose of the Forum is to provide a platform where representatives from each residents' association can meet with each other and with Council officials with a view to sharing information and experiences in a spirit of partnership. Guest speakers with expertise in a variety of areas are also invited to speak.
- Estate management support in the larger urban estates was provided mainly through the Office of Regeneration and/or through approved bodies grant-aided by the Council. This unit engaged intensively with the Crescent Residents Association in Newcastle West and to a lesser extent with the residents of Thomond Court, Thomondgate.

INDIVIDUAL TENANT SUPPORT.

- The Unit provides a service, supported by the Housing Welfare Officer, of intensive support for tenants who may be identified as vulnerable or in need of such help for any other reason. In addition, there is monitoring of individual tenancies that may require particular attention to prevent problems occurring.
- Pre-Tenancy training is provided for all newly appointed tenants. Among other things, the terms of the Letting Agreements, which are signed, are clearly explained so that the obligations of both the tenants and, indeed, the Council are clearly understood.

The number of such training meetings in 2017 was 211.

TENANCY ENFORCEMENT/ANTI-SOCIAL BEHAVIOUR

- The Unit deals with in excess of 400 complaints each year, with approximately half of these relating to alleged antisocial behaviour. The Council's policy is to respond to these issues quickly and firmly and it works in close co-operation with An Garda Síochána where necessary.
- The unit secured four new excluding orders against individuals in the District Court in 2017, the effect of which was to legally bar those individuals from named locations.

This brought the total number of such Orders in operation by the end of the year to nine. A breach of such an Order is deemed a criminal offence, punishable by fine and/or imprisonment. Gardaí have been very

pro-active in enforcing these and some offenders were in receipt of prison sentences for breaches. Limerick City and County Council is one of the most proactive local authorities in the country in the use of this powerful legislative tool.

- New legal provisions for dealing with breaches of tenancy were introduced in April 2015 when relevant sections of the Housing (Miscellaneous Provisions) Act were enacted. Again, the Council has been very proactive in using these legal powers to deal with a variety of issues
- The Unit carries out garda checks on prospective new tenants, 1286 formal reviews were undertaken during the year.

HOMELESS SERVICES

The Homeless Action Team, led by Limerick City and County Council, provides a multidisciplinary approach to solving the needs of homeless persons or homeless families in Limerick.

The service is provided with the close partnership of the HSE, Department of Social Protection and Voluntary Housing Bodies.

On presentation to the Homeless Action Team, the homeless person or homeless family are fully assessed using a Holistic Needs Assessment to ensure that all of their needs in terms of economic, health and accommodation are met.

Limerick City and County Council made significant progress in addressing homelessness in 2017, thereby reducing the use of emergency hotel and BandB accommodation for homeless families. The Childers Road Family Initiative opened in December, operated on behalf of Limerick City and County Council by our partners Focus Ireland. This initiative can provide accommodation in self-contained units for up to 30 families. A further four families will be accommodated in a family hub at Phoenix Lodge, which was also completed in December 2017. In addition to this, Limerick City and County Council has made a significant number of social housing allocations in 2017, which enabled families to be removed from homelessness and into long-term, sustainable social housing tenancies. A number of tenancies are supported by our partners Sophia Housing and the Peter McVerry Trust. This occurred in addition to significant work with homeless families and individuals undertaken by a number of non-governmental organisations, such as Novas, DePaul, Respond!, Associated Charities Trust and Extern, in partnership with the Council.

OPERATIONS AND MAINTENANCE SERVICES



Limerick Metropolitan Area. SEVERE WEATHER & RESTORATION IMPROVEMENT FUNDING - CAPPAMORE VILLAGE 2016/ 2017. Drawing showing the extent of Improvement works in Cappamore village. The extent of the works is along Lower Main Street and along Moore Street to the Medical centre.



Completed works at Bridge Street Cappamore.



Roadworks in Progress at Flood Street, Garryowen, Limerick. Works carried out by Roadstone. Plane out entire existing concrete pavement. Replace with Asphalt surfacing



Roadworks in Progress at Annacotty, Limerick. On-going works on R445 at Annacotty. The scheme cost €600,000. The works were undertaken by Roadstone Ltd and was carried out during November and December 2017 during night-time. This scheme had a positive impact on traffic entering and leaving Limerick City during peak periods reducing queuing lengths.



The photographs above show the footpath construction located between the Community Centre at Cappamore and the Cappamore G.A.A grounds, 500m. The cost of the scheme was €100,000 approx. and was funded through the General Municipal Allocation 2017 - €10,000, Small Towns & Villages 2016 - €30,000 and Clár scheme 2016 - €30,000, Restoration Improvement Grants - €20,000 and Own resources - €15,000. This project involved land-take from 2 landowners, alteration of ESB network, provision of public lighting, 500m footpath construction, surface water drainage and surface dressing of road pavement. The scheme was completed in July 2017.

CAPPAMORE MUNICIPAL DISTRICT 2017

SERVICE OPERATIONS DIRECTORATE - ROADS

Expenditure on maintenance and improvement works on roads in 2017 was financed by way of Government grants and the Council's own resources.

Road expenditure programmes during 2017 included:

- Road surface dressing 20 projects at a cost of €520,799
- Road reconstruction works, 20 projects to the value of €2,023,051
- Local Improvement, 4 projects to the value of €98,941
- Low cost safety improvement works, 3 projects at a cost of €102,000
- 1.5 km. of footpath construction/repairs at a cost of €97,610
- Signage, Road markings and Lining to the value of €11,191
- Bridge repairs at Ballyfroota and Coolfree Bridge at a cost of €55,000
- Winter Maintenance

SERVICE OPERATIONS DIRECTORATE - HOUSING MAINTENANCE

The housing crew in the Cappamore-Kilmallock Municipal District maintained 722 social houses at a cost of €350,000.

Twenty-six houses repaired and prepared for re-letting and re-let to qualified social housing applicants during 2017.

Housing Maintenance dealt with a total of 988 service requests.

SERVICE OPERATIONS DIRECTORATE – CEMETERIES MAINTENANCE

The cemeteries maintenance budget for the Cappamore-Kilmallock Municipal District was €32,400 for 2017. Ballingaddy (New) Burial ground – 699 burial plots provided in the new graveyard, first burial took place in 2017.

SERVICE OPERATIONS DIRECTORATE - COMMUNITY SUPPORT SERVICES

During 2017, 69 private house grants to the value of €375,113 were approved and paid to qualifying applicants under the Housing Adaptation, Mobility Aid and Housing Aid for Older People Grant's schemes.

Also In 2017 there were 18 Disabled Persons Grant's completed for Council Houses in the Cappamore-Kilmallock Municipal District Area entailing total expenditure of €127,443.50.

KILMALLOCK WALLED TOWNS

In November 2017, the work on the West Wall walkway commenced. This project was funded by the Charleville/Kilmallock Economic Development Zone Initiative 2016, through the Department of Environment, Community and Local Government and by Limerick City and County Council.

When complete, it will provide a 535m long pathway along the outside of one of the best stretches of medieval town walls in the country, traversing a 3.5-acre park.

In 2017, through the Heritage Council's Irish Walled Towns Network, a 50m section of town wall was repaired from Blossom Gate through to the rear entrance to the SuperValu in Kilmallock.

Kilmallock was also successful in its application under the Town and Village Renewal 2017 scheme and this will support five community projects, which will be completed in 2018.

SUPPORT SERVICES DIRECTORATE - CORPORATE SERVICES

The Cappamore-Kilmallock Municipal District held 11 meetings, along with four workshops during 2017. They received deputations from Bruree and Hospital Community Councils, and County Limerick Youth Theatre during the year.



Severe weather fund – concrete channel on L1516 Ballintober

Municipal District Civic Receptions were held on two occasions:

- On 20th May 2017, the Elected Members of the Cappamore-Kilmallock Municipal District honoured St John the Baptist School, Hospital for the success of five school teams in winning All Ireland competitions.
- On 12th December 2017, the Elected Members of the Cappamore-Kilmallock Municipal District held a Municipal District Reception for the following in recognition of their sporting achievements during 2017:
 - Hospital-Herbertstown GAA U14 Feile Hurling team;
 - Bruff-Grange-Meanus Community Games U14 Spike Ball team;
 - Liam Donovan, Pitch and Putt;
 - Claire and Maria Cronin, Kick Boxing;
 - Cappamore GAA U14 Feile Football team;
 - Joe Hargrow, Irish Wheelchair Basketball team.



Presentation to Bruff-Grange-Meanus Community Games U14 Spike Ball team



Presentation to Claire & Maria Cronin, Kick Boxing



Severe weather fund – concrete channel on L1516 Ballintober

THE JUNIOR SCHOOL WARDENS OF ST JOSEPH'S BOYS NATIONAL

School Rathkeale and Ballylanders Primary schools continued to provide safe crossing facilities for their classmates during 2017. The scheme which has been in operation in the County since 1975 owes its continued success to the huge commitment and dedication of the pupils, parents, teachers and the Gardaí.

LIFESAVER PROJECT

The successful Lifesaver Project initiative, which is led by An Garda Síochána and supported by the Limerick Ambulance Service, the H.S.E., Limerick City and County Council Fire Service and the Road Safety Departments of Limerick City and County Council continued during 2017 with two presentations held in the Southcourt Hotel Raheen.

This programme continues to attract large numbers of students from second and third level institutions in both City and County and has been integrated as part of the transition year programme. Participation in the programme continues steadily with attendance figures in the region of 1400 during 2017. Lifesaver Project is a very honest account of the reality of Road Safety in Ireland today with students participating in the programme receiving poignant, focused information and advice on the dangers and consequences of road traffic collisions.

CYCLING SAFETY TRAINING

The new Cycle Right programme was rolled out in January 2017. Cycle Right is the new national cyclist road safety training programme designed to give cyclists the knowledge and skills to move safely through the road system. The course is delivered over three stages as part of the school curriculum with participants gaining skills and knowledge on a phased basis which prepares the individual to cycle in increasingly complex road scenarios. Ten Primary Schools participated in this programme during 2017 with 252 pupils receiving training.



Junior School Wardens Ballylanders National School 2017

This programme is subvented by Limerick City and County Council.

2017 BRIDGE REHABILITATION SCHEME

Limerick City and County Council carried out repairs and a full replacement to six bridges in County Limerick in 2017.

The works consisted of one full bridge replacement, and structural repairs to five structures. Works included cleaning, re-pointing, sealing (combination of installation of concrete rubbing strip and surface dressing).

The craftsmanship that built these bridges over a hundred years ago is now visible again and the life of the structures has been extended.

The following structures were repaired :

- Clash Road , Athea
- Toor, Kilmallock
- Kilacullen, Newcastle West
- Coofree, Kilmallock
- Gleenosheen , Kilmallock

Full bridge reinstatement :

- Courtbrown, Askeaton

The design of the repairs/replacements was carried out by Punch Consulting Engineers and construction works were carried out by Cumnor Construction Ltd. The bridge replacement carried out by P and D Lydon.

Works were carried out in consultation with all the relevant statutory authorities and were supervised by Council staff and Punch Consulting Engineers. Examples of the works carried out are as shown on the following photographs.



Lifesaver Project South Court Hotel Raheen November 2017



Coolfree (before and after)

ADARE/RATHKEALE MUNICIPAL DISTRICT 2017

SERVICE OPERATIONS DIRECTORATE (WEST) OPERATIONS AND MAINTENANCE - ROADS

Expenditure on maintenance and improvement works on roads in 2017 was financed by way of Government grants and the Council's own resources.

Road expenditure programmes during 2017 included:

- Road Surface Dressing to 14kms of roadway at a cost of €348,927
- Road Reconstruction Works to 11.25kms of roadway to the value of €1.2 million.
- Bridge rehabilitation works to the value of €90,000 at Courtbrown, Rathkeale.
- Low cost safety improvement works on the R518 at Artomin to the value of €136,000.
- Winter Maintenance of the N21 and N69 (Transport Infrastructure Ireland funded)

GMA AND DEVELOPMENT FUND PROJECTS

- General Municipal Allocation from the Travel and Transport Budget to the value of €115,000 included upgrading of paving works and footpaths at Adare, Shanagolden, Ballyhahill, Curraghchase and Banogue respectively.
- Development fund Projects to the value of €70,000 provided for footpath upgrades, hand rails and car park refurbishment at Pallaskenry and Rathkeale.

COMMUNITY INVOLVEMENT SCHEMES

Two projects to the value of €55,419 at Mount Trenchard and Ballingarry.

LOCAL IMPROVEMENT SCHEMES

Six schemes completed to the value of €159,873 completed at Adare, Askeaton, Ballyhahill, Croagh, Rathkeale.

CAPITAL WORKS

Funding in the sum of €216,000 was allocated for the installation of traffic calming measures in Rathkeale town.



Clash Road, Athea:



Bridge refurbishment at Courtbrown, Rathkeale.



Kilaculleen



Glenosheen

FISHERY HARBOUR AND COASTAL INFRASTRUCTURE

Works totaling €205,000 were completed under this programme and included for structural repairs and pointing works at Killeary Pier together with surfacing and safety works at Ballysteen Pier.

HOUSING

The Adare Rathkeale Housing Department carried out maintenance and improvement works to its stock of housing units as well as maintenance works to Council Burial Grounds, residential caravan sites and libraries in the Municipal District during 2017.

Housing Aid Grants such as the Housing Adaptation Grant for People with Disabilities, the Housing Aid for Older People Scheme and the Mobility Aids Grant Scheme. An allocation of €300,000 was received from the Department of Environment Heritage and Local Government during 2017 with a total of 52 applicants receiving grant aid under these various schemes.

NEWCASTLE WEST MUNICIPAL DISTRICT 2017

SERVICE OPERATIONS DIRECTORATE - WEST OPERATIONS AND MAINTENANCE - ROADS

Expenditure on maintenance and improvement works on roads in 2017 was financed by way of Government grants and the Council's own resources.

Road expenditure programmes during 2017 included:

- Road surface dressing of 20km of roadway at a cost of €511,006
- Road reconstruction works to the value of €1,451,000.
- Road overlay in Mountcollins Village and Dromcollogher Village.
- Repairs to N21 overlay in Abbeyfeale
- Bridge rehabilitation works to the value of €198,000
- Low cost safety improvement works at junctions in Feohanagh €25,000
- Footpath works at Beechwood, Kilcolman Drive, Bishop Street, Newcastle West, Abbeyfeale, Mountcollins, Athea, Glin, Knockaderry, Dromcollogher.
- Major improvements at Ballyagran on footpaths and street lighting.
- Winter Maintenance

SERVICE OPERATIONS DIRECTORATE - WEST OPERATIONS AND MAINTENANCE - HOUSING MAINTENANCE

The Housing Maintenance crew for the Newcastle West Municipal District is also part of the Newcastle West office.

Eleven Council houses were upgraded with funding under the 2017 Pre-letting and Voids Programme. These have now been let to new tenants.

Routine maintenance issues with houses also forms part of the works of the Maintenance crew. In 2017 there were 1,117 service requests which were attended to by the Newcastle West Housing Maintenance crew.



Ballysteen Pier

DISTRICT PROJECTS

- Regional Athletics Hub Newcastle West**
 Limerick City and County Council purchased 9.44 acres in Cloonyschrehane, Newcastle West for the development of a 400m, eight lane athletics track with associated field sports. An integrated multidisciplinary design team was appointed to progress the project to Part 8 planning.
- Curlings Bridge and Maiden Street Newcastle West**
 There was major structural upgrading works carried out on Curlings Foot Bridge. The bridge dates back to 1866 and provides an important bridging point over the River Arra linking the southern area of town with Saint Mary's Roman Catholic Church and the central business area of Newcastle West.
 There was new heritage lighting erected on Maiden Street which improved the streetscape. These projects were funded under REDZ and town and village renewal funding.
- Glin Public Realm Plan**
 Consultants were appointed to prepare a public realm plan for Glin.
- Fullers Folly**
 Limerick City and County Council purchased part of Fullers Folly in 2017. It was purchased by the Council as a potential tourism hub for the town and the surrounding area.
- CLAR Projects**
 Under the CLAR programme there was safety measures carried out Feenagh, Kilmeedy, Ahalin, Knocknasna, Mountcollins, Meenkilly and Glengort National Schools. The works included the installation of child safety signage, digital speed safety signs, road markings and access footpaths.
- Signage**
 There was new "Welcome" signage erected on the N21 approaches to Newcastle West and Abbeyfeale.
- Abbeyfeale Town**
 There were town improvements works carried out in Abbeyfeale with the building of planters on the town approaches signage, surfacing within the town park, erection of safety bollards and the cleaning and painting of lamp poles. There was also the erecting of heritage plaques, tourist interpretative board and map of the town in the square.
- Newcastle West- Vision 2023**
 This strategic plan was published in 2017 to provide a blue print for the future development of Newcastle West with a focus on priority initiatives that once implemented will achieve the overall vision for Newcastle West which is: A vibrant active community to live in, work in and visit. The plan was commissioned by Newcastle West Community Council and Chamber of Commerce and funded by Limerick City and County Council.

SERVICE OPERATIONS DIRECTORATE – WEST OPERATIONS AND MAINTENANCE – CEMETERIES MAINTENANCE

The cemeteries maintenance budget for the Newcastle West Municipal District was €26,265 for 2017. Maintenance works were carried out at Relig Íde Naofa, Abbeyfeale, Templeglantine Cemetery, Calvary Newcastle West, Dromcollogher Cemetery and Kilfergus, Glin.

SERVICES OPERATIONS DIRECTORATE - BALLINGRANE BITUMEN DEPOT AND MACHINERY YARD

The Bitumen Depot at Ballingrane and the Machinery yard based in Newcastle West continues to play a central role in the Road Works Programme. All bitumen used in the county is distributed through the central depot at Ballingrane and the Council fleet of vehicles is maintained by the Machinery Yard. Upgrading of the fleet vehicles continued during 2017.

SERVICES OPERATIONS DIRECTORATE - COMMUNITY SUPPORT SERVICES

Housing Grants Scheme Newcastle West Municipal District

In 2017, 17 applications under the Housing Adaptation Grants for People with a Disability were approved at a cost of €112,615.50.

53 applications under the Mobility Aids Housing Grants were approved at a cost of €234,280.03

78 applications under the Housing Aid for Older People were approved at a cost of €350,493.53.

Also 14 Council properties within the district had works completed on them for persons with a disability at a cost of €106,183.

SUPPORT SERVICES DIRECTORATE - CORPORATE SERVICES

The Newcastle West Municipal District held 13 meetings and held one Municipal District Reception during 2017. The Municipal reception was held in October to acknowledge the success of young people within the District on their sporting and musical achievements. Those presented with scrolls included Kori Goad, Niamh Foley, Sophie Meredith, Brian Scannell, James O'Connor and Maura O'Connor.

SUPPORT SERVICES DIRECTORATE - MOTOR TAXATION

The Motor Taxation Section in Newcastle West had a total of 23,291 routine transactions during 2017.

CUSTOMER SERVICES DIRECTORATE - CUSTOMER SERVICES

The roll out of the customer services initiative with the introduction of the Sugar CRM system continues to be expanded upon. All calls with regard to housing maintenance, housing grants, roads maintenance and general environmental queries are logged on this system by the Newcastle West District office. Also a new telephone system was installed at the Newcastle West Office during 2017.

REGIONAL SERVICES DIRECTORATE - WATER SERVICES

Irish Water has been established as the organisation with overall responsibility for water and waste water matters throughout Ireland. The water crew at Newcastle West acts as an agent for this organisation and on their behalf operates and maintains a large number of water schemes throughout West Limerick.

HOUSING MAINTENANCE

2017 was yet another active year for Housing Maintenance and one that saw the alignment of the section in terms of staffing structures between each of the Electoral Districts. The new structure has reinforced the section's ability to deal with over 13,000 requests for maintenance services in 2017. These requests are the single largest request area on the Customer Relationship Management System. 2017 also saw the introduction of new technology to the area with the newly piloted Digital Application that empowered front line staff manage caseloads remotely, which throughout the year improved performance and has set the benchmark for continued improvement moving forward. While the core business of Housing Maintenance is

to provide a reactive response to our Customers, the section also delivered over 200 new lettings through the year. Many of these properties had been earmarked for families experiencing homelessness with both our Direct Council Labour Teams and highly skilled Contractors delivering a range of high quality homes to families in need. Housing Maintenance also helped to deliver the Authority's first Family Homeless Hub, a refurbished bed and breakfast. This Family Hub provided a challenge to all parties involved in the refurbishment and utilised the experience and expertise of Council Technical and Project Managers.

PARKS AND LANDSCAPING:

Limerick City and County Council Parks and Landscaping Team carried out an extensive grass cutting programme in 2017, cutting approximately 220 hectares of grass between April and October. Flowers and bedding plants were cultivated in our nursery to ensure that our roundabouts, bridges, hanging baskets and public spaces were looking at their best at all times. Tree pruning and landscaping works were carried out between November and April. The Parks and Landscaping Department also provided advice and support to Tidy Towns, Going For Gold Groups and school groups, and worked closely with the Planning Department to facilitate events in our public parks.



Curlings Bridge, Newcastle West

STREET CLEANING:

The street cleaning crews continue to provide a 365-day service to ensure that the streets are swept and the rubbish is removed. The street cleaning crews provide extensive assistance to Limerick Going for Gold and Tidy Towns, while also providing additional services for events such as Rugby and GAA matches, The Great Limerick Run and St Patrick's weekend.

RECYCLING CENTRES AND BOTTLEBANKS.

There are approximately 64 bottle bank locations throughout Limerick City and County that are managed by the Operations & Maintenance Services Department. There are four recycling centres, located in Newcastle West, Kilmallock, Mungret and Park Road, Limerick. The recycling centre in Mungret also operates a green waste yard for the intake of green waste and generation of compost. Special waste collection days are also held including hazardous waste disposal and a confidential shredding day.

CEMETERIES:

The Cemeteries Maintenance team is responsible for the maintenance of over 250 cemeteries throughout Limerick City and County. Grass cutting, litter picking and maintenance programmes are in operation in the larger cemeteries.

Improvement works were carried out in Athea, Castlemunget and Mt St Oliver to facilitate future burials while footpath repair/replacement works were carried out in Dromcollogher, Patrickswell and Glin cemeteries. A number of site assessments were also carried out at the request of Community Committees.



Footpath and Lighting at Ballyagran

PROPERTY SERVICES

The Property Services Department was established in 2015 and covers three specific areas:

- Property Management
- Facilities Management
- Corporate Buildings Upgrade

Property Management provides a key support to other directorates for the acquisition, disposal, leasing and licencing of all council properties. During 2017 this team took over the processing of all social housing acquisitions. 56 social housing properties were acquired during the year.

Other significant acquisitions that were processed by the Property Team during 2017 included:

- The Maldron Suites development
- 25 acres at Rosbrien – currently being master planned for future use
- Salesian Secondary School
- Land for the Newcastle West Athletics Hub
- Fullers Folly Newcastle West

The department is also responsible for all disposals (including freehold and leasehold property interests) under Section 183 of the Local Government Act, 2001 (as amended). 15 Section 183s were presented to council during 2017.

Other projects that were completed during the year were the refurbishment of the Old Grange Schoolhouse and the Thomas Fitzgerald Centre in Bruff – both of which are now supporting local community groups. Works to the ground floor of 58 O'Connell street (old county library) were completed – an excellent example of what investment in Georgian Limerick can achieve.

Phase 1 of the Property Interest Register was completed during 2017, which saw the inputting of all significant council owned buildings and lands over 0.2 hectares into a GIS based property information system to aid in the maintenance of local authority property records.

Facilities Management manages, maintains and protects the corporate building portfolio. During 2017 a 7th building was added to the facilities portfolio with the opening of the Limerick Museum on the site of the old Franciscan church at Henry Street. Challenges are increasing in this area, due to the age profile of some of the buildings combined with new legislation and standards for office accommodation and energy efficiency.

Corporate Buildings customises and refurbishes the office space within the Corporate Building Structure. In addition, supervisory works are undertaken over building projects in other council owned properties.

During 2017 the ground floor of Merchants Quay was transformed following the redesign of the area to accommodate the Human Resource Department and a new Customer Services area. In addition, this redevelopment combined with the transfer of the Museum to the Franciscan site allowed for the re-opening of Istabraq Hall. This has provided an impressive centre for both Civic and Cultural events. Istabraq Hall hosted the signing ceremony for the European Investment Banks loan facility in November which was attended by European, National and Local Dignitaries and provided an impressive backdrop for these historic events. In addition, the area has showcased exhibitions for local artists and groups since its refurbishment.



Caption

DESIGN & DELIVERY SERVICES

Design and Delivery Services is a department within the Service Operations Directorate. It is a corporate department responsible for the following:

- The construction of large and financially costly infrastructure
- Large scale, non-routine, renewal or refurbishment programmes that are likely to involve external contractors
- The creation of Frameworks or Panels of consultants/contractors which may be used for works of different scales

- Civil Engineering contracts of a scale that are not carried out by our own maintenance crews
- New-build of houses or offices for Council ownership
- Archaeology Services
- Corporate Procurement advice and processing services

The Department is responsible for projects from their inception to completion. It carries out its work in conjunction with the Economic, Social and Physical Development Directorates.

The following sets out the projects it was working on and the particular stage in their development at the end of 2017.



Caption



Caption



Caption



Caption



Caption



DESIGN & DELIVERY SERVICES

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Project Name	Project Type	Project Name	Project Type	Stage at the end of 2017
Clonmacken, Limerick City	Housing	Foynes Flood Alleviation Scheme	Flood Protection	Completed
Deerpark, Adare	Housing	King's Island Flood Relief (Verdant Place)	Flood Protection	Completed
Glenview Drive, Hospital	Housing	King's Island Flood Relief (Main Scheme)	Flood Protection	Preliminary Design
Lisheen Park, Patrickswell	Housing	Patrickswell Village Renewal	Village Renewal	Under Construction
Waller's Well Phase 2, Limerick City	Housing	Abbeyfeale Traffic Management	Urban Renewal	Part 8 Planning
Joseph Street, Limerick City	Housing	Mungret Roadworks	Road Improvement	Completed
Rathbane Road, Limerick City	Housing	Croom Distributor Road	New Road Construction	Part 8 Planning
Sycamore Avenue, Limerick City	Housing	UL -City Centre Bus Lane	Sustainable Transport	Preliminary Design
Clare Street, Limerick City	Housing	Thomond Bridge	Bridge Protection Works	Completed
Hassett Villas, Thomondgate	Housing	Coonagh to Knockalisheen Distributor Road Phase 1	New Road Construction	Under Construction
Kilmurry Court, Garryowen	Housing	Catherine St/Roches St	Urban Renewal	Completed
Site beside Athlunkard Boat Club, Limerick	Housing	O'Connell Street	Urban Renewal	Preliminary Design
Sexton Street North & Kileely Court	Housing	Lynch's Corner, Caherconlish	Village Renewal	Part 8 Planning Granted
Musgrave Street, Limerick	Housing	Dublin Road Kilmurry Roundabout	Sustainable Transport	Preliminary Design
Gough Place, Rosbrien Road, Limerick	Housing	LIHAF Mungret	New Road Construction	Preliminary Design

Project Name	Project Type	Project Name	Project Type	Stage at the end of 2017
CHAS, Mary Street Limerick	Housing	Parnell Street/Wickham Street	Urban Renewal	Part 8 Planning Granted
1-12 Bourke Avenue, Limerick	Housing	Parnell Street/Davis Street	Urban Renewal	Completed
St Patricks Villas, Castleconnell	Housing	Thermal Upgrades	Houses funded by Regeneration	561 Completed
Lord Edward Street	Housing	Thermal Upgrades	Houses funded by Regeneration	328 On Site
Churchfield, Phase 1, Limerick city	Housing	Thermal Upgrades	Houses funded by Regeneration	566 In Preparation
Cosgrave Park, Limerick City	Housing			
Palm Close, Limerick City	Housing			
Orchard Site, Kings Island Limerick	Housing			
Cliona Park Phase 2	Housing			
St. Mary's Park Infill Schmes	Housing			
Cliona Park Phase 3	Housing			
45-46 Cliona Park	Housing			
Dalgaish Park	Housing			

PLANNING AND ENVIRONMENT

Planning and Environmental Services Department has now been operational for nearly two years. It deals with all consents, licences, permits, inspections and enforcement relating to planning and environmental matters.

PLANNING

Development Management
Development Contributions
Architectural Conservation
Enforcement
Taking in Charge Service Indicators
Planning Key Performances Indicators

ENVIRONMENT

Waste
Litter
Air Noise and Water
Discharging Licensing
Septic tank inspections
Summary of Activity 2017

PLANNING DEVELOPMENT MANAGEMENT

There has been a continuant increase in terms of planning activity over this year, from pre-planning meetings, planning applications received and general enquiries from the public.

A significant increase in terms of major planning applications with some which are listed below are also noted this year:

16/1154 – Permission granted to Bloomfield Homes Limited for the construction of 95 dwelling houses comprising of 17 no. detached, 72 no. semi-detached and 6 no. terraced houses, single storey creche facility; internal access roads, landscaping, boundary treatments, car parking, services and ancillary site works at Bloomfield, Annacotty, Limerick

16/1196 – Permission granted to Homely Developments Limited for the construction of a mixed-use development consisting of 201 no. dwelling units, neighbourhood crèche, associated access roads, new connections to public water main foul & surface water drainage, footpaths parking refuse areas, proposed landscaping and all ancillary site works and to demolish a structure formally used as a dwelling house. The proposed 201 no. residential units consist of 150 no. semi-detached dwellings, 8 no. terraced dwellings, 20 no. duplex dwellings and 23 no. apartments. Access to the proposed development will be via a new access road with junction to existing R510 road at Baunacloka, Mungret, Co. Limerick

17/295 – Permission granted to IDA Ireland for a three-Storey Advanced Office Building [of gross area 4544 sqm]. The proposed development also provides for all site development works including adjustment to site levels, internal access roads, car parking, cycle parking, footpaths, open space, public lighting, signage zones on buildings, podium signage, landscaping, services, boundary treatments and all associated site works at the National Technology Park, Plassey, Limerick

17/383 – Permission granted to Rockspring Developments Limited for the construction of 54 no dwelling houses, comprising of 12 detached dwellings, 34 semi-detached dwellings and 8 terraced dwellings, together with all roads, services, landscaping and associated site works at Carrig Desmond, Churchtown Road, Newcastle West, Co Limerick

17/465 – Permission granted to Jana Developments Limited for the construction of 56 No. dwelling units, crèche, internal roads and connection to public services and all ancillary site works at Ros Mor Estate, Kilmallock Road, Crossagalla, Limerick.

17/1180 – Permission granted to Rugby World Experience Limited for the demolition of existing structures and the construction of a new building consisting of a 7-storey block (32 m high) with 2-storey portico fronting O'Connell Street, and a part 2-storey/ part 3-storey block to the rear with stair core extending 7-storeys all over single storey basement; a part 2-storey/part 3-storey block at the corner of O'Connell Street and Cecil Street comprising 2-storeys over the existing ground floor retail premises (Fines Jewellers), and 3-storeys fronting Cecil Street. The development will provide multi-media visitor experience, exhibition and education space for the 'International Rugby Experience'; ancillary retail area (81sq.m) and ancillary cafe (83 sq.m) at ground floor level. Vehicular access for servicing purposes and staff pedestrian and cycle access via an existing vehicular entrance on the laneway to the rear of the site linking Cecil Street and Catherine Street. The development will also include ancillary plant, storage areas, staff facilities; public lighting; building signage; diversion of underground services; and all related site development and excavation works above and below ground at 40, 41, 42 O'Connell Street/1 Cecil Street, Limerick.

DEVELOPMENT CONTRIBUTIONS

Monies received in 2017 in accordance with Development Contribution Schemes €2,778,002

ARCHITECTURAL CONSERVATION

During the course of the year €335,493 was awarded by Limerick City and County Council under the provisions of the Built Heritage Investment Scheme operated by the Department of the Arts, Heritage, Regional, Rural, and Gaeltacht Affairs (DAHRR&GA). Approximately 29% of this funding was dispersed to projects within the Metropolitan District, while the balance was dispersed to projects throughout the county. The total number of projects aided came to 51.

Two projects in the county qualified for assistance under the Structures at Risk Scheme, which is also operated by the Council on behalf of DAHRR&GA. These received grants of €11,000 and €10,000 respectively.

An aspect of the conservation works undertaken by some owners in 2017 was the success enjoyed from making applications for assistance under the provisions of other grant schemes, such as those available from the Heritage Council or operated by the Irish Georgian Society. Other property owners, who have buildings that qualify, were assisted by the Thatching Grant Scheme operated by the Department of Housing, Planning, Community, and Local Government. Indeed, some owners of thatched houses received grant-aid from three different sources to assist in defraying the cost of restoring their buildings.

All projects aided involve structures which will contribute to the mainstream economy through being additions to the tourism product, improved places to work, or providing refurbished dwellings.

A further option by which owners are assisted in undertaking appropriate works, and which is gaining increased attention, is the tax-break available for dwellings and commercial premises in selected historic cores in Limerick through the Living City Initiative.

No structures were added to the Record of Protected Structures. There were 3 removals from the Record of Protected Structures in the County, decided at the Newcastle West Municipal District Meeting on 6th September 2017.

ENFORCEMENT

Complaints Received	391
Dismissed	186
Resolved	28
Warning Letters Issued	162
Enforcement Notices Issued	115
Prosecutions Initiated	45
Injunctions	0
Convictions	7

ENVIRONMENT

The Environmental Services cover a broad range of responsibilities relating to over 100 pieces of Environmental law in three main areas namely Infrastructure, Regulation and Enforcement. The general categories in these areas are Waste, Litter, Water, Air, Noise and Public Health but also includes Dangerous Structures and assisting Irish Water's functions in relation to Commercial discharges to the Sewerage system. Principal section activity relates to Environmental Complaints, Granting relevant Environmental Permissions. Carrying out inspections and monitoring of granted permissions and statutory obligations.

WASTE

LANDFILLS

Two licensed Landfills although closed for disposal are actively managed during their aftercare phase. Aftercare includes leachate treatment, gas management and general licence compliance. At Gortadroma the Landfill gas is used to generate electricity. During 2017, 6,763,915 KWh of electricity was produced, the sale of which provides income for the Council to subsidise aftercare costs. Gortadroma operates a civic amenity centre and waste transfer station that handled 3679 transactions in 2017 for local residents and West Limerick in general.

NEW TYRE REGULATIONS

These Regulations came into force during 2017. All car tyres sales (commercial charges will follow in 2018) now require a recycling charge to be paid at point of sale of €2.80 plus VAT and €1.50 plus Vat for Motor Cycles. Historically 50% of all tyres were not recycled. These new Regulations are there to enable a new organisation, RepakELT to track all tyres in the state and fund their recycling. The Council's role is to ensure compliance.

LITTER MANAGEMENT

The Council's Litter Management Team continued to tackle the problems of littering, fly posting and illegal dumping during 2017 by enforcing the provisions of the Litter Pollution Acts, Waste Management Acts. The Council also enforces the Limerick County Council (Storage, Presentation and Segregation for the purpose of and in the course of the Collection of Household and Commercial Waste) Bye-Laws 2011 and the Limerick City Council Bye Laws for the "Presentation and Collection of Household Waste and Commercial Waste". A combination of awareness / enforcement measures are consistently utilised to stem the trend of illegal waste disposal activity in the city and county.

A total of 2,018 complaints related to litter were investigated during 2017, 1940 (96%) of which were resolved.

476 on-the-spot fines were issued for litter / presentation of waste offences.

The total amount of income from spot fines was in excess of €20,755.

53 cases were referred for legal proceedings under the Litter Pollution Act.

A total of 337 "other" enforcements including Warnings, Notices, Directions were also issued during the year.

Household Waste Disposal surveys were issued to properties in urban / rural areas in order to ascertain that households had proper refuse collection arrangements in place.

Clean-up works were undertaken at a number of heavily

littered sites in the city and county under the 2017 Anti-Dumping Initiative Scheme administered by the Department of Communications, Climate Action and Environment.

Signs were erected at some locations and temporary C.C.T.V. units were also installed, where feasible.

The Litter Team includes five(no) Inspectors who carry out litter / illegal dumping patrols in the city and county.

AIR NOISE AND WATER

The Air Noise and Water Team is responsible for the implementation of Local Government environmental legislation aimed at protecting and improving water quality and air quality and preventing or alleviating noise and other nuisance.

Significant efforts continued in 2017 to raise awareness of the Solid Fuels Regulations and the ban on marketing, selling, distributing or burning smoky fuels within the restricted area. Awareness campaigns were run using posters and social media. A total of 39 inspections were carried out in 2017 under the Solid Fuel Regulations. Fixed Penalty Notices have been introduced for alleged offences under the Regulations. Persons found to be marketing, selling or distributing prohibited fuels in breach of the Regulations are now liable for a fixed payment notice of between €250 and €1,000. The Council issued one fine for alleged breach of the regulations in 2017.

DISCHARGE LICENSING

TAKING IN CHARGE SERVICE INDICATORS 2017

A.	The number of residential estates for which the planning permission has expired, in respect of which formal written requests for taking in charge (from residents or developers), were on hands at the beginning of the year.	60
B	Number of estates that were taken in charge in the year in question	15
C	Number of dwellings in respect of column B	436
D	Number of estates in column A not completed to the satisfaction of the planning authority in line with the planning permission	15
E	Number of estates in Column D in respect of which enforcement action was taken in the year in question and/or the bond was called in	1
F	Number of estates in Column D in respect of which works were undertaken by the authority to bring the estate to taking in charge standard.	10

ROUTINE WASTE INSPECTIONS CARRIED OUT

Description of type of Inspection	The	Quantity
Waste Permitted Facilities		55
Joint inspections with National Transfrontier Shipment Office		7
Inspections of Cert of Registration sites (private)		6
Vehicle Checkpoints		2
Joint inspections agreed regionally through the WERLAs (Waste Enforcement Regional Local Authority (Cork Cork County Council))		2
Construction and Demolition Sites handling inspections at development sites (e.g. Waste Mgt. Plans, Gypsum handling etc.)		110
Household Waste Surveys (including monitoring of compliance with segregation requirements)		667
Inspections relating to Pay By Weight Household		12
Inspections in relation to roll out of Brown Bin by Waste collectors to households		27
Other inspections of waste collection permit holders including data validation audits but not included above in Pay by Weight or Brown Bin inspections		14
Commercial Food Waste Inspections		24
Tyre Outlet Inspections - "Waste Tyre Regulations"		70
Inspections in relation to ELV's (end of life vehicles – ie scrap cars)		9
Total Routine Waste Inspections		1021

Council is responsible for licensing discharges of trade and sewage effluent to waters from unsewered industries. There are currently 32 such licences in place which cover a range of facilities including hotels, nursing homes, quarries and industrial premises. All of these licences have been screened to ensure that the conditions attached to them are compatible with the achievement of our water quality obligations under the WFD. A total of 78 compliance checks were carried out in 2016, including on-site audits and submission reviews.

SEPTIC TANK INSPECTIONS

The programme of septic tank inspections continued in 2017, with 42 systems inspected during the year.

Total septic tanks inspection	Compliant	Non compliant	Registered	Un registered
42	12	30	22	20

SUMMARY OF ACTIVITY 2017

Complaints Investigated	Investigated in Reporting Year
Litter	2018
Waste	532
Water/Wastewater	128
Air/Odour	93
Noise	98
National Environmental Complaints Line	43
Totals	2912

Inspection Activities	Completed End of Year
Waste /Litter Inspections	5284
Water/Wastewater Inspections	1485
Air/Noise Inspections	95
Environmental reviews of planning applications / permissions	569
Totals	7433

Environmental Enforcement Actions	Completed End of Year
Waste 'warning letters'	255
Waste Statutory Notices	150
Waste Fines(FPN €500)	5
Litter Fines – Include pres of waste	219
Water 'warning letters'	111
Water Statutory Notices	15
Air 'warning letters'	8

VETERINARY SERVICES.

the year. This service is provided under a contract arrangement with the Food Safety Authority of Ireland. The premises supervised included 6 abattoirs, and 13 small meat manufacturing premises located in Limerick City and County.

At the abattoirs, all animals intended for slaughter for human consumption were inspected by a veterinary inspector before and after slaughter, as required under food safety law. Total numbers inspected in 2017 were as follows; Cattle 7339, Sheep 10,420, Pigs 173, Goats 11. A total of 125 samples were taken and sent for analysis under the National Residue Control Programme, and the National Microbiological Control Programme.

CONTROL OF DOGS

Veterinary Services received 551 complaints re stray dogs and out of control dogs in 2017. Our dog wardens dealt with a total of 527 stray and unwanted dogs during 2017. Of these, 12% were reclaimed and 73% were re-homed. Re homing rates have improved significantly since the introduction of the Limerick Dog Shelter face book page, with 382 dogs being re homed in 2017. The Limerick Dog Shelter Facebook page is one of the main public contact points for members of the public and since its inception in 2015 it has received over 12,000 likes. Veterinary Services continues to promote the micro-chipping of dogs in keeping with the relevant Regulations enacted in 2015.

There were 35 Dog Breeding Establishments on the Limerick City and County Council Register of Dog Breeding Establishments at the end of 2017. Veterinary staff carry out regular planned inspections of dog breeding establishment based on a risk assessment of each premises.

CONTROL OF HORSES

Veterinary Services dealt with 163 cases/complaints re stray horses in 2017. 166 stray or wandering horses were seized and impounded, of which only 11 were reclaimed by their owners, and a further 17 horses were re homed.

FOOD SAFETY

Veterinary Services delivered official veterinary controls in 19 approved meat processing premises during

URBAN & VILLAGE RENEWAL

The Urban and Village Renewal Department was established in October 2017 within the Service Operations Directorate.

The operational focus of this new department is 3 fold:

1. Provide a stronger focus on active land management

This includes four key areas - vacant sites, vacant homes, vacant commercial property and also derelict sites.

An area based approach has been implemented and Limerick City & County Council have assigned staff members to each municipal/metropolitan district to address vacancy and dereliction.

2. Assist in managing and identifying opportunities for Council Property

The Council has a significant land bank and non-housing related building stock. The Urban & Village Renewal Department work closely with the Property Services Department and provide a skill set to assist in exploring opportunities for properties that are underutilised or not already identified for a specific purpose.

3. Deliver public realm improvements and town and village renewal schemes

The Urban and Village Renewal department work alongside community groups throughout the city and county to develop a range of improvement projects that can be delivered as part of the Town and Village Renewal scheme and other funding initiatives. Alongside this, the department provide early design input and advice to members of the public who wish to avail of the Living City Initiative and other schemes.

BUSINESS IMPROVEMENT DEPARTMENT

Following on from organisational developments over the last few years in Limerick City and County Council (LCCC), the exciting new place we now find ourselves in is one of business improvement with a view to smarter working. Policy and political changes, digital and service evolution keep us moving along the road of offering our customers the best service - both the external customer and the internal customer. The team in the Business Improvement Department work with colleagues to create a workplace that has clear, consistent and challenging standards of service provision. We have a core team of five staff who have skills and experience in a range of business improvement competencies. The Staff Liaison Network, made up of representatives from all departments, continue to support two-way communication with regards to progress on the ground. Management Team govern the work of the Business Improvement Department but have put in place a Coordination Group for the Business Improvement Approach which seeks to embed and drive corporate wide improvements via an agreed strategy and action plan for delivery. The group is made up of representatives from customer services, digital strategy, information communication technology, finance, human resources and corporate services.

The end will need to justify the means with the approach adopted so measures are in place to gauge service improvements, customer satisfaction, staff satisfaction, cost and time efficiencies. We need to constantly assure our customers the same level of service as we ourselves expect from others and see our services through their eyes. This way we can ensure our organisation stays ambitious and agile enough to respond to Limerick's needs as they change and grow.

BUSINESS IMPROVEMENT SERVICES

A small dynamic team made up of staff from a range of skills and competencies drive and support the business improvement approach in the organisation to promote smarter working practices in our organisation. Our function is to support the management of the organisation through our primary services:

- Business Improvement Strategy Development
- Service Catalogue Maintenance
- Service Design Coordination
- Programme Management
- Business Improvement Support to Departments

BUSINESS IMPROVEMENT PROJECTS

By working with staff, we identify areas for business improvement. We have put in place a Business Improvement Strategy 2017-2019 which outlines key projects which LCCC are currently working on:

1. Limerick Information Transformation eProgramme LITe
2. Integration of Maintenance Services with Customer Services
3. Financial Management Improvement Programme
4. Staff Development Programme
5. Strategic Workforce Planning
6. Insight Limerick Data Governance Project
7. LCCC Project Management Framework
8. ICT and Digital Strategy Improvement Plans

Each team member has been assigned to a department to work with them on ensuring they are adopting the eight Steps to Business Improvement so that:

1. Services and functions defined
2. Business Process Improvements completed
3. Risk Register updated
4. Team Communication Approach active
5. Operational Level Agreements between departments in place
6. Key Performance Indicators defined
7. Customer Service Integration (where relevant) and CRM Training completed
8. Workforce Planning active

BUSINESS IMPROVEMENT APPROACH - DMAIC

The business improvement approach being used by us in Limerick City and County Council is known as DMAIC - Define, Measure, Analyse, Improve and Control. It is a tool to guide departments in Step. It offers a sequence and a set of prompts for staff to work through when addressing an issue in service provision with the intention of improving the service. It is a technique used in industry which is equally applicable to local government. Support will be provided by the Business Improvement Team in using DMAIC. Some of the projects that are currently being worked on include Personal Protective Equipment, Part V Planning Applications, iHouse document management and property valuations, to name but a few.

PROJECT18 – OUR APPROACH TO PROJECT MANAGEMENT

As part of our delivery of public services, much of our work involves delivering an array of projects for the benefit of the public ranging in value from thousands to millions of euro. Our primary challenge is to achieve all the project goals within the given constraints of which the primary ones are scope, cost and time. The project management approach is important in the context outlined above but is equally important for ensuring our operating model works to best effect, in particular given the separation of strategic and operational functions. Project 18 consists of:

- 4.1 Governance structure for project management
- 4.2 Workflow for project management
- 4.3 Standardised plans and documents
- 4.4 Financial controls incl. The Public Spending Code and Audit Committee requirements
- 4.5 A project tracking system CRM Project module for oversight of projects and status reports
- 4.6 Naming convention for projects
- 4.7 Quality control of projects including assessment of maturity of PM in LCCC
- 4.8 Learning and development opportunities for staff

To date, eighty five staff have been trained in Applied Project Management in UL. An external advisor is in place to guide us through the process and to ensure we respect the integrity of project management. Digital staff are supporting the approach with applying our requirements to our current SugarCRM system. The next stage will see rigorous testing of the approach in a number of different project types. The combination of this will, in time, ensure the approach gets traction in the organisation as staff see the value of it.

COMMUNICATION

Finally, the Staff Liaison Network which is facilitated by the Business Improvement Team continues to provide two-way communication with representatives from all work areas to ensure effective business improvements. Staff focus groups were run in November to get feedback on how best to improve our current operating model, introduced in April 2016. This will form part of a more comprehensive report in 2018. The second staff survey was undertaken in December 2017 and is currently being analysed for the findings and recommendations to be fed back to staff. A monthly staff newsletter with 4 short articles goes out via email in conjunction with the Communications Office by means of keeping staff up to date on progressions in the organisation.



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SUPPORT SERVICES DIRECTORATE

CORPORATE SERVICES

Corporate Services Department provides a wide range of support services to Mayor, Councillors, staff and management of Limerick City & County Council. In this regard the primary role or function of Corporate Services is Meetings Administration for Meetings of Limerick City and County Council, Metropolitan District Meetings, Municipal District Meetings, Joint Policing Meetings and Local Electoral Area Briefings. The department also deals with Register of Electors, Higher Education Grants, Freedom of Information, Office of Ombudsman, support services for Mayor, Twinning/Sister City Relationships, Civic and Mayoral Receptions, Corporate Plan, Irish Language Scheme, Child Safeguarding Policy and Procedures and a wide variety of ancillary services relating to Council business.

REGISTER OF ELECTORS 2017/2018

The Register of Electors is updated and produced annually and comprises a list of all persons over the age of 18 years resident in Limerick City and County who are entitled to vote in Elections to the Dáil, the European Parliament, Presidential, Local Elections and Referendums. The publication date for the Live Register of Electors is 1st February and the Register comes into effect on the 15th February each year.

In 2017, there were 2 Dáil Constituencies in Limerick. The constituencies and number of Dáil Seats in each were as follows:

- Limerick City 4 Seats
- Limerick County 3 Seats

There were 136,882 Presidential Electors and 142,671 Local Government Electors on the Live 2017/2018 Register of Electors which was published on the 1st February 2017 and the Local Government Electorate is broken down as follows between the 6 Local Electoral Areas:-

Adare-Rathkeale	22,886
Cappamore-Kilmallock	27,443
Limerick City East	28,366
Limerick City North	21,259
Limerick City West	21,073
Newcastle West	21,644

Members of the public can check if they are registered correctly on the Electoral Register online by visiting: www.checktheregister.ie. If their details are incorrect or they are not registered, they can apply for an application form by e-mailing: registerofelectors@limerick.ie

HIGHER EDUCATION GRANTS

Limerick City and County Council administered the Higher Education Grants Scheme for Renewals only for the 2016/2017 academic year. All new Higher Education Grant applications and applications for students who changed course were processed by the single awarding authority Student Universal Support Ireland (SUSI).

Limerick City and County Council processed 7 applications. Total expenditure amounted to €30,555.00 and this included an amount of €4050.00 that was paid out as Special Rate of Maintenance Grants. A total of 2 students were awarded the Special Rate of Maintenance Grant in 2016/2017.

HEALTH AND SAFETY TRAINING UNIT

The Health and Safety training function was formally transferred from Human Resources to Corporate Services in July 2017. Limerick City and County Council Health and Safety training activities for 2017 included:

- Development and implementation of Health and Safety Training as a core function within Corporate Services.
- Introduction and implementation of Health & Safety Training Policies and Procedures.
- The following list outlines health & safety training provided to staff during 2017:

Course Name	Total
De Walt Power Tools	46
Driver CPC	128
Chainsaw Training	30
Signing Lighting and Guarding	39
Emergency First Responder	9
First Aid Responder	25
Occupational First Aid	10
Refresher First Aid	3
Fire Warden Training	64
Manual Handling	392
Breathing Apparatus Refresher	90
Breathing Apparatus Initial Wearers	3
Safe Pass	59
Abrasive Wheels	181
Asbestos Awareness	53
Winter Service Operators	20
Waste Water Treatment Plant Assessor	21
MEWP(Mobile Elevating Work Platform Training	2
Chlorine Handling	6
Roller Driving	41
Water Clarification Process	2
WERLA Inspection Skills	6
Temporary Traffic Management Design	16
Waste Water Treatment Safety and Assessment	2
EVAC Chair Trainer	1
Abrasive Wheels Instructor	1
Water Conservation Leakage Control	1
Payment Surface Condition Index Surveyor	4
Working at Height Instructor	1
Water Treatment Dealing with Problems	1
Project Supervisor Construction PSCS	11

FREEDOM OF INFORMATION REQUESTS

It is the policy of Limerick City and County Council to give members of the public access to information held by the Authority in accordance with the provisions of the Freedom of Information Act 2014. Further information and application forms are available on the Council's website

<https://www.limerick.ie/council/services/your-council/freedom-of-information>

In 2017 there were 197 requests made under the Freedom of Information Act 2014 to Limerick City & County Council:

Decisions:

Granted	56
Part Granted	90
Refused	36
Withdrawn	10
Transferred	2
Live cases at 31st Dec 2017	15

OMBUDSMAN REQUESTS

The Office of the Ombudsman was established under the Ombudsman Act 1980. The role of the Office is to investigate complaints about administrative actions, delays or inactions adversely affecting persons or bodies in their dealings with state bodies including Local Authorities.

In 2017 Limerick City and County Council dealt with 29 complaints that were made to the Ombudsman in relation to decisions/actions taken by the Council.

ACCESS TO INFORMATION ON THE ENVIRONMENT

Limerick City and County Council comply with Access to Information on the Environment Regulations 2007 to 2014 whereby, subject to certain exceptions, information relating to the Environment must be made available on request. In 2017 Limerick City & County Council received 8 requests.

HEALTH AND SAFETY

Key Limerick City and County Council Health and Safety activities for 2017 include:

- Completion of the annual work programme.
- 58 incidents were recorded in 2016 where 19% related to violence and aggression against employees and 36% involved the use of equipment.
- Over 1268 employees received health and safety training related to their work

- To demonstrate continual improvement and manage our significant risks 10 new Health and Safety Policies and Procedures.
- To measure our health and safety performance 541 inspections were carried out across all activities

TWINNING

An official delegation of forty one people from Hohenlohekreis, Germany, led by The Landrat of Hohenlohekreis, Dr. Matthias Neth, came to Limerick on an official visit from 30th September, to 3rd October, 2017 inclusive.

Limerick County Council had been twinned with Hohenlohe for a period of 25 years prior to the amalgamation and the relationship has continued between Hohenlohekreis and Limerick City and County Council.

While in Limerick the Delegation visited many landmark places e.g. The Flying Boat Museum, Foynes, Cliffs of Moher, Bunratty Castle, King Johns Castle, Lough Gur Heritage Centre and John F. Kennedy Museum Bruff. The visit involved a number of meetings to strengthen the educational, economic, social and cultural links between Hohenlohe, Germany and Limerick. One such meeting was with Dr. Briga Hynes, Head of Dept of Management and Marketing, University of Limerick. The Reinhold Wurth Hochschule in Kunselsau, which is the Faculty of Technology and Economics of the University of Heilbronn, has a formal Erasmus and partnership with the University of Limerick since Spring 2017 and now the Faculty in Kunselsau is keen to extend the partnership to include the marketing area and would like to establish contact with the Kemmy Business School and it's Department of Management & Marketing with a view to setting up a co-operation and developing friendship with the School.

Another meeting was held with the following at Limerick Institute of Technology - Mr. Paschal Meehan, Head of Faculty of Applied Science, Engineering and Technology, Dr. Frances Hardiman, Head and Mr. Keith Moloney, Lecturer, Department of Electrical and Electronic Engineering and Mr. Garrett Greene, International Officer. This meeting was to establish engineering and technical links between Hohenlohe and Limerick.

Members of the delegation also attended a meeting with officials of Limerick City and County Council to discuss expanding and strengthening links between Limerick and Hohenlohekreis.



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SISTER CITIES

Limerick has a Sister Cities Relationship with Spokane in Washington State, New Brunswick in New Jersey for many years.

Foremost amongst the objectives of the relationship is to foster and encourage bonds of friendship and understanding between the two cities and to bring events of Irish culture to Spokane. There have been many exchanges, visits and links developed between the cities since the initial agreement was signed in 1990.

Mayor Condon of Spokane issued an invitation to the Mayor of the City and County of Limerick to visit Spokane and to serve as the Honorary Grand Marshall of the Lilac Festival Armed Forces Torchlight Parade and to attend the President's Dinner. The Mayor of the City and County of Limerick, Councillor Kieran O'Hanlon accepted Mayor Condon's invitation and travelled to Spokane on 17th – 21st May, 2017. Whilst there Mayor O'Hanlon also attended a Breakfast meeting at Eastern Washington University which is twinned with the University of Limerick. Also in attendance at these meetings were Members from the Board of Trustees, Chairman Jim Murphy (Limerick Board Member), Maureen Peterson and Tim Higgins (Limerick Board); Eastern President Mary Lynch Cullinan and Catherine Dixon, Executive Director, Office of Global Initiatives. He was given a tour of the Waste-to-Energy Plant on the West Plains and had a meeting with the Mayor of Spokane, David Condon. He also attended a Reception in Spokane City Hall which was hosted by the Mayor, the Council President and the Spokane City Council.

NATIONAL DAY OF COMMEMORATION

The Council hosted a Day of Commemoration Ceremony on Sunday, 9th July 2017 to honour all Irish men and women who died in past wars or on service with the United Nations. This was the seventh year in which the ceremony was held at Merchant's Quay and more than 400 people were in attendance. The 12th Infantry Battalion, Sarsfield Barracks performed the Guard of Honour and rendered honours when the National Flag was hoisted to full mast. Representatives of the Catholic Church, Church of Ireland, the United Presbyterian and Methodist Churches, the Jewish Community and Islamic Community conducted the multi faith commemoration, at which Councillor Stephen Keary, Mayor of the City and County of Limerick presided.

The music for the event was very moving and was provided by Limerick based Choir "The Curraghgowder Singers" under the direction of Choir Master, Mr. Timothy Schinnick. There was over 80 members of the Choir in attendance at the ceremony. Some of their songs included "River in Judea" and "Let the River Run" which were very appropriate for the occasion. Uilleann piper – Michael O'Connell, bugler – Martin Doyle and drummer – Sadhbh Ryan, performed individual pieces which made the event even more special.



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ARCHIVES

Limerick Archives undertook a major project in 2017 in the field of digitization. There were three major aspects to the project that were focused on. Firstly, there was a complete overhaul of the online space that Limerick Archives had on Limerick.ie. This revamp, in line with the layout of the new site, allowed Limerick Archives' online resources to take new shape. Secondly, we digitised and uploaded a number of collections that had not been publicly available in an online space before. These included the Limerick County Council minute books up until the 1970s, and the Limerick Council

Special Meeting minute books. Thirdly, we created a new online resource that allowed users to experience all of the previous projects that we had undertaken since 2010. We uploaded digital versions of our exhibitions on Limerick Lace, Ranks Mills, and many others, while also creating new e-books of our extensive collection of publications. Many of these out-of-print books were given a new audience with their digital publication.



'Pigtown: A History of Limerick's Bacon Industry' was published by Limerick Archives in February 2017 detailing the history of Limerick's famous bacon industry when four bacon factories operated at the heart of the city.



For Culture Night 2017, Limerick Archives hosted an exhibition on Limerick's military history, which extended into the end of September. The exhibition had many new and unique material, such as the men from Limerick who fought in World War II, as well as in the Vietnam War.

CORPORATE PLAN

The Corporate Plan 2015 – 2019 was adopted on 23rd March 2015.

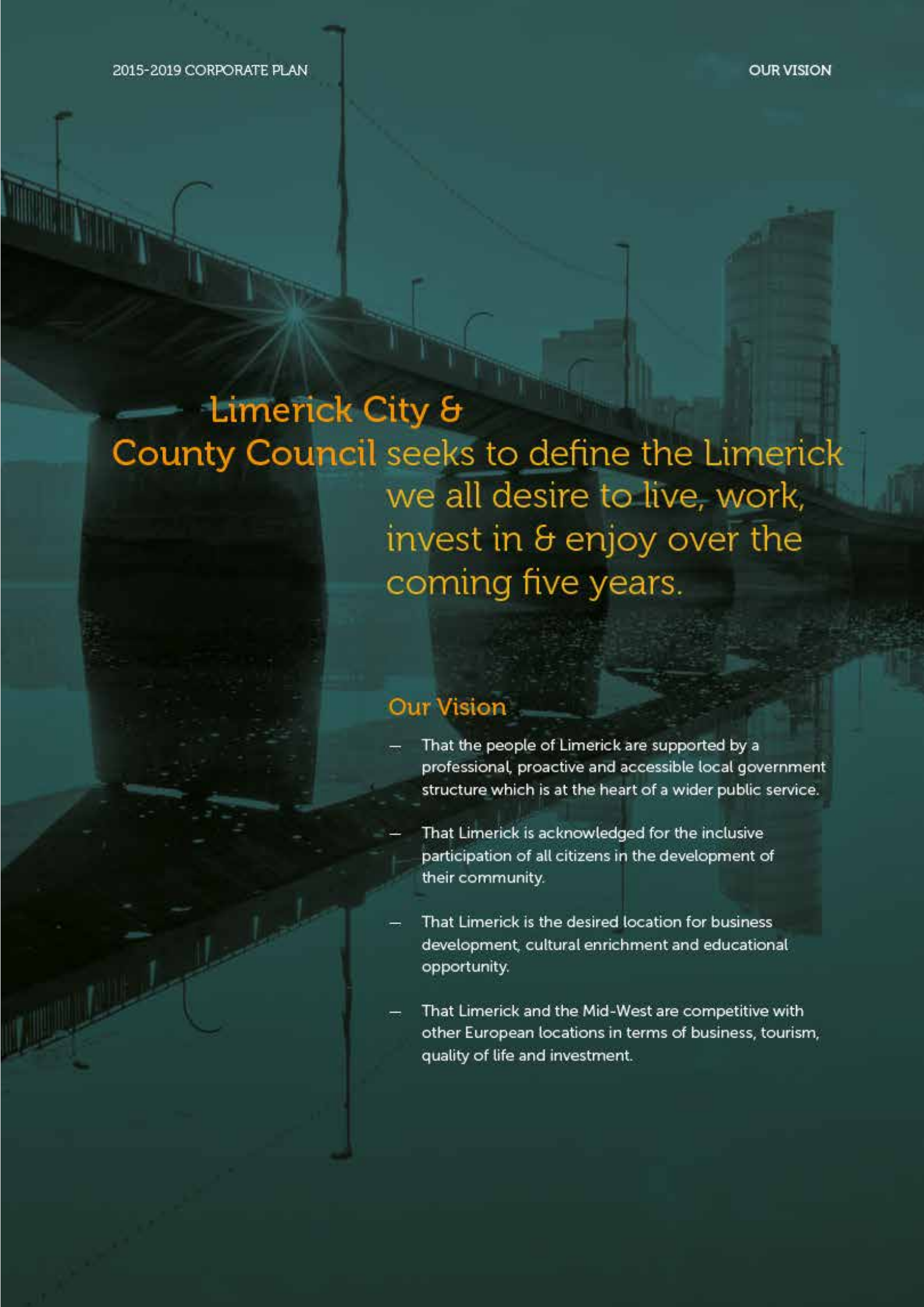
OUR STRATEGY

We will:

- Empower the people of Limerick to participate in the development of their community, both rural and urban.
- Create a pro-business environment for sustainable economic development and job creation.
- Create a new model of local governance and service delivery based on excellence in council leadership.

Our Aims:

- Build a city and county council that is recognised as ambitious for the people of Limerick
- Actively engage with our communities.
- Work with our colleagues across the public sector and our partners in the private sector to deliver on a shared commitment to Limerick as set out in the Charter for Limerick.
- Build our economy and create opportunity in Limerick.
- Be efficient, effective and committed to providing services that will underpin an innovative Limerick.
- Invest in Limerick's infrastructure and protect its natural and built environment and unique heritage.
- Promote a socially integrated, healthy and safe Limerick.



Limerick City & County Council seeks to define the Limerick we all desire to live, work, invest in & enjoy over the coming five years.

Our Vision

- That the people of Limerick are supported by a professional, proactive and accessible local government structure which is at the heart of a wider public service.
- That Limerick is acknowledged for the inclusive participation of all 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 are competitive with other European locations in terms of business, tourism, quality of life and investment.

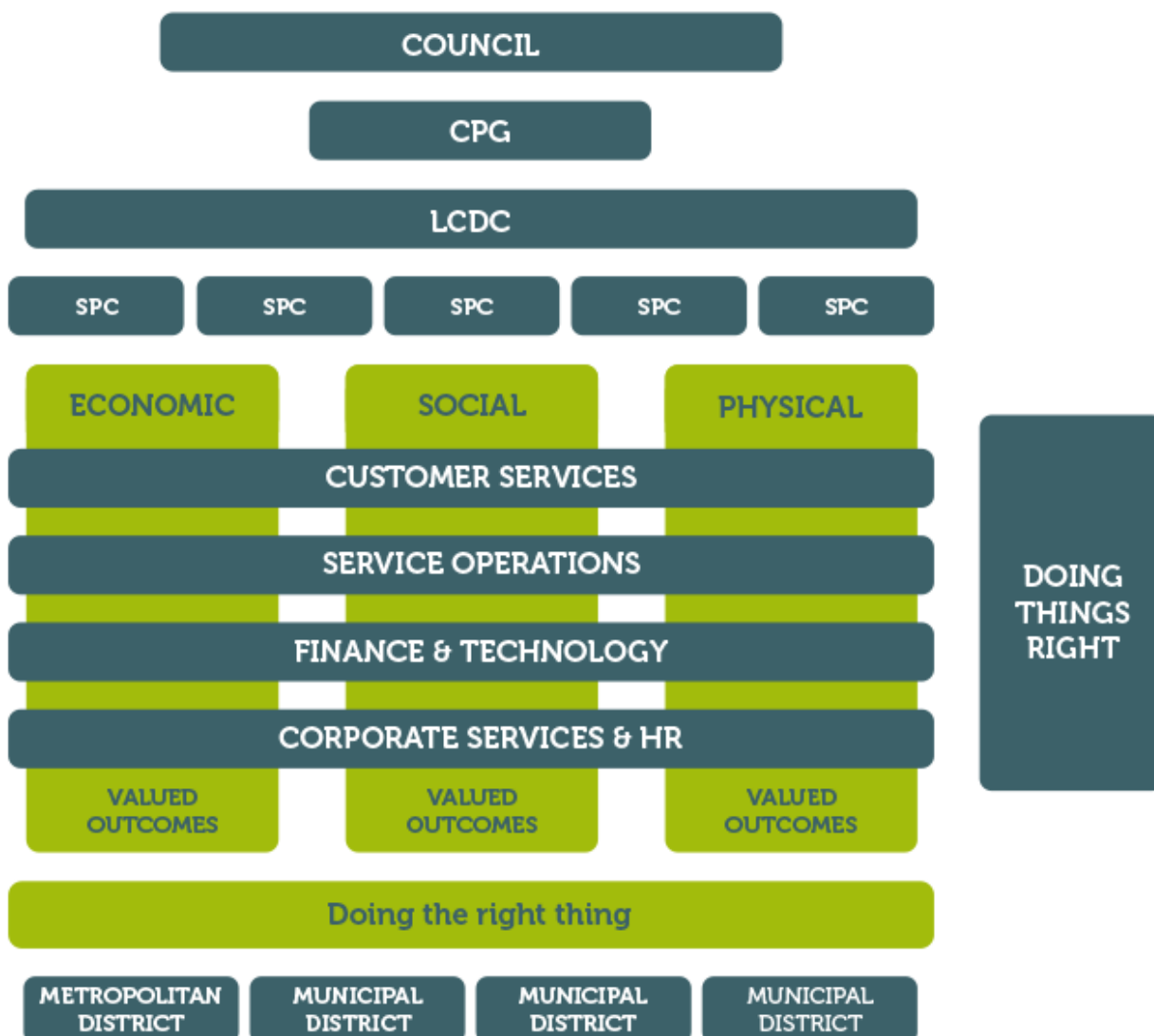


Our Values

Democratic
Ethical
Respectful
Impartial
Accountable
Transparent
Participative
Open
Innovative
Efficient
Trust
Effective
Flexible
Ambitious
Equality
Fair
Accessible

OUR STRUCTURE

We will do the right thing by doing things right



Limerick City and County Council Energy Cost & Consumption 2017	€uro
2017 Total Energy Spend	€3,541,977
2017 Electricity - Total Annual Spend	€2,451,245
2017 Electricity - Annual Spend on Water Services	€47,795
2017 Electricity - Annual Spend on Public Lighting	€1,674,831
2017 Electricity - Other than water & PL	€728,619
2017 Road Fuels (diesel / petrol / biofuel) - Total Annual Spend	€890,059
2017 Heating Fuels (Gas/ oil/ biomass etc) - Total Annual Spend	€193,295
2017 Misc. other fossil fuels (sml lpg etc) - Total Annual Spend	€7,378

2017 Energy By Use	MWh
2017 Electricity-Grid MWh	16,451.3
2017 Fossil Fuels MWh	12,064.7
2017 Renewable Energy - MWh	44.7
Total Energy MWh	28,560.7



During 2017 the Human Resource Department continued to provide a range of supports to our most important resource- our staff. The supports we provide to our people come in many forms, whether it is our Learning and Development programme, our Family Friendly policies or fostering productive relationships with our Unions.

LEARNING AND DEVELOPMENT

- The Learning and Development Unit, created during 2017, manage learning and development and further education requests received from our staff through their Personal Development Plan. The following opportunities were provided to our staff in 2017. (Excludes all Health & Safety Training)
 - Essential Training - 54 courses held with 774 participants.
 - Further Education – 16 staff given direct supports.
- Staff Welfare/wellbeing initiatives – 17 events held with 322 attendees.
 - Mindfulness.
 - Safe Talk.
 - Mind Your Mental Health Workshop.
 - Dealing with Bereavement.
 - Health Promotion Briefings, i.e. information on health screening;
 - Breast Check – Cervical Check – Bowel Screen – Diabetic Retina.

- Retirement Planning – 2 seminars held (2 x 2 days). Our retirement planning programmes were attended and provided important and useful information to our staff who wish to plan ahead in a bid to ease that transition.
- 170 Eye-sight Vouchers issued.
- 3 Tax Saver Scheme applications processed.
- 38 Cycle to Work Scheme applications processed.
- 4 Workplace Partnership Meetings held.

WORK/LIFE BALANCE MEASURES

A range of work/life balance schemes were made available to our staff. These included Parental Leave, Work-Sharing, Shorter Working Year and the option of taking a Career Break. During 2017, 245 employees availed of the various schemes.

HUMAN RESOURCES MANAGEMENT SYSTEM (CORE)

Core Safety Management System became operational during 2017.

SHARED SERVICES

During 2017, preparatory work continued on the transfer of the Council's pension administration to MyPay, the local government payroll/superannuation Shared Services, based in Laois County Council. The transfer is expected to take place end of May/early June 2018.

ACCESS OFFICER

The Access Officer's role in helping customers with disabilities to access the Council's services, buildings, and information was enhanced through the agreement of a work programme with the Disability Federation of Ireland, which will be rolled out in 2018. The work programme includes;

- Disability awareness training for frontline staff
- Support and promote the Make Way Day programme.
- Setting up a disability section on Limerick.ie
- Work placement programme as agreed with Employability Limerick for people with disability needs.

A Staff Disability Census commenced in 2017, per the National Disability Authority requirements in relation to this matter.

RECRUITMENT

2017 was another busy year for recruitment. 64 competitions were held. Among the competitions held, Limerick was the lead authority in a regional Clerical Officer process, working with both Clare County Council and Tipperary County Council. A large General Operative recruitment process was also completed during 2017. The strong focus on recruitment means that we are well placed in terms of workforce planning into the future, allowing us to build capacity and position ourselves to respond to the ever changing needs of our citizens.

Our Recruitment Schedule, published at regular intervals, sets out our recruitment plan for the weeks and months ahead. For those preparing applications, interview preparation videos and our interview preparation booklet is freely available to everyone, on our Learning and Development Platform at <http://training.limerick.ie/>.

FINANCE SERVICES

FINANCIAL REVIEW

Annual Financial Statement for Financial Year ended 31st December.

BALANCE SHEET REVIEW

The Balance Sheet presented shows that Limerick City & County Council had Fixed Assets of €3,282,124,381 and Work In Progress of €74,935,749 as at 31 December 2017.

Capital income amounted to €106.11m in 2017, A decrease of €2.72m on the 2016 figure of €108.83m. Grants accounted for 74% of total capital income in 2017, with loan financing accounting for 7.8%.

Collection percentages for Commercial Rates and Housing Rents performed better in 2017 than 2016 with collection percentages for Housing Loans under constant pressure (see Appendix 7 of the AFS for figures).

REVENUE EXPENDITURE REVIEW

Revenue expenditure for the year amounted to €340,672,244 before transfers. Transfer to reserves amounted to €12,830,894 giving a total expenditure figure for 2017 of €353,503,138. The details of the additional expenditure over adopted budget at Service level are set out in the report to Council under Section 104 of the Local Government Act 2001 (as amended by Local Government Reform Act, 2014), which will be circulated to Council. Actual income for the year was €353,504,992 leading to a revenue surplus for 2017 of €1,853. This when added to the opening surplus of €810,407 gives an accumulated surplus at 31 December 2017 of €812,260.

Payroll continues to be the most significant cost with a total payroll cost in 2017 of €68,598,836. The change between 2016 and 2017 is mainly due to the increased operational expenditure from HAP and increase in pensions/ gratuities. The pay costs and staff numbers will continue to be examined during 2018 in order to identify further savings where possible.

Expenditure is summarised by main area of expenditure as follows:

	2017	% of Expenditure	2016	% of Expenditure
	€	%	€	%
Payroll	68,598,836	19.4%	66,339,116	29.0%
Operational expenses	248,712,196	70.4%	126,155,631	55.2%
Administration expenses	11,427,313	3.2%	9,074,655	4.0%
Establishment expenses	2,796,870	0.8%	2,677,393	1.2%
Financial expenses	4,041,425	1.1%	3,328,338	1.5%
Miscellaneous	5,095,603	1.4%	4,896,161	2.1%
Transfers to reserves	12,830,894	3.6%	15,907,053	7.0%
Total Expenditure	353,503,138	100%	171,379,819	100%

INCOME REVIEW

Revenue income for the year amounted to €353,504,992. This represented an increase of €125,076,129 on the total income in 2016 (€228,428,863). The following table summarises the main income sources:

	2017 €	%	2016 €	%
Grants & Subsidies	182,956,027	52%	93,685,313	41%
Contributions from other local authorities	3,098,927	1%	2,699,688	1%
Goods & Services	93,994,945	27%	64,180,872	28%
	280,049,899	79%	160,565,873	70%
Local Property Tax	19,121,272	5%	14,625,159	6%
Rates	53,750,219	15%	50,965,698	22%
Pension Related Deduction	-	0.0%	2,053,048	1%
Transfer from Reserves	583,602	0.2%	219,084	0.1%
Total Income	353,504,992	100%	228,428,863	100%

A number of income areas performed ahead of budget in 2017 resulting in surplus income over budget. In particular the non-principal private residence charge contributed to a favourable outturn versus budget. I would like to commend the significant effort by staff in these sections to generate additional income. Housing Assistance Payment (HAP) is the main reason for increase in income from Goods and Services.

SUMMARY

The revenue surplus for 2017 is €1,853. As a result the accumulated revenue surplus at the end of 2016 is increased to €812,260 compared to €810,407 at the end of 2016. The retention of cumulative surplus is a very positive reflection of the efforts of the elected members and staff to manage the financial situation of Limerick City & County Council, and is also reflective of the continuous efforts of the staff of Limerick City & County Council in achieving better value for money and increasing overall efficiencies.

STATEMENT OF COMPREHENSIVE INCOME (INCOME & EXPENDITURE ACCOUNT STATEMENT) FOR YEAR ENDING 31ST DECEMBER

The Income and Expenditure Account Statement brings together all the revenue related income and expenditure.

It shows the surplus/(deficit) for the year. Transfers to/from reserves are shown separately and not allocated by service division.

EXPENDITURE BY DIVISION

	Gross Expenditure	Income	Net Expenditure	Net Expenditure
	2017	2017	2017	2016
	€	€	€	€
Housing & Building	224,953,268	225,552,137	(598,869)	(1,336,512)
Roads Transportation & Safety	36,433,088	17,974,160	18,458,929	15,250,057
Water Services	12,629,352	12,717,764	(88,412)	(75,385)
Development Management	15,108,265	6,030,685	9,077,580	7,481,365
Environmental Services	29,921,392	9,153,225	20,768,167	22,531,588
Recreation & Amenity	11,679,541	749,318	10,930,223	10,437,199
Agriculture, Education, Health & Welfare	1,150,199	538,859	611,340	703,462
Miscellaneous Services	8,545,557	7,176,755	1,368,802	139,658
Total Expenditure/Income	340,672,244	280,049,899		
Net cost of Divisions to be funded from Rates & Local Property Tax			60,622,345	51,905,420
Rates			53,750,219	50,965,698
Local Property Tax			19,121,272	14,625,159
Pension Related Deduction			-	2,053,048
Surplus/(Deficit) for Year before Transfers			12,249,146	15,738,485
Transfers from/(to) Reserves			(12,247,293)	(15,687,969)
Overall Surplus/(Deficit) for Year			1,853	50,516
General Reserve @ 1st January 2015			810,407	759,891
General Reserve @ 31st December 2015			812,260	810,407

DRAFT STATEMENT OF FINANCIAL POSITION

(BALANCE SHEET) AT 31ST DECEMBER 2017

	2017 €	2016 €
Fixed Assets		
Operational	707,868,114	696,412,681
Infrastructural	2,524,678,353	2,519,493,081
Community	13,174,855	13,022,422
Non-Operational	37,045,061	33,154,069
	3,282,124,381	3,266,140,124
Work in Progress and Preliminary Expenses	74,935,749	47,021,851
Long Term Debtors	73,325,492	52,013,709
Current Assets		
Stocks	309,352	347,335
Trade Debtors & Prepayments	41,084,035	25,170,962
Bank Investments	70,340,089	84,174,364
Cash at Bank	3,630,808	490,400
Cash in Transit	4,827	4,827
	115,369,110	110,187,889
Current Liabilities (Amounts falling due within one year)		
Bank Overdraft	-	-
Creditors & Accruals	59,527,412	32,285,843
Finance Leases	-	-
	59,527,412	32,285,843
Net Current Assets / (Liabilities)	55,841,697	77,902,046
Creditors (Amounts falling due after more than one year)		
Loans Payable	84,441,076	81,401,809
Finance Leases	0	0
Refundable deposits	2,233,610	1,893,531
Other	2,485,181	830,697
	89,159,867	84,126,037
Net Assets	3,397,067,452	3,358,951,692
Represented by		
Capitalisation Account	3,282,124,381	3,266,140,124
Income WIP	73,204,816	47,224,666
Specific Revenue Reserve	-	-
General Revenue Reserve	812,260	810,407
Other Balances	40,925,995	44,776,496
Total Reserves	3,397,067,452	3,358,951,692

INFORMATION & COMMUNICATION TECHNOLOGIES (ICT)

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The ICT Section of Limerick City and County Council continued to support sections in achieving their objectives throughout 2017. In addition to the operational activities such as, monitoring security, maintaining infrastructure and systems, and providing user and desktop support throughout 2017, several major projects were undertaken.

Some of these projects undertaken during 2017 were :-

UNIFIED COMMUNICATIONS VOIP TELEPHONE SYSTEM

This project implemented a "State of the Art" Unified Telephone\Communication system that will support the business of Limerick City & County Council into the future. It provides new features to increase business efficiency and boost staff productivity, while maximising ongoing cost reduction.

The new UC VoIP System, which involved the rollout of 850 new phones over 16 sites, provides many new features that increase business efficiency, boost staff productivity, while maximising ongoing cost reduction. These new features include :-

- **CISCO Unified Contact Centre (Finesse).**
 - Single Contact Centre over a number of sites improves Customer Experience.
 - Routes each customer to the most appropriate resource for their needs within the Council.
 - Real-Time information on status of call queues.
 - Management Reporting which will assist decision making to improve customer experience.
 - Being used by Customer Services, HAP Shared Services Centre and ICT.
- **CISCO Jabber.**

Cisco Jabber streamlines communications and enhances productivity providing :-

 - Telephone Directory.
 - Instant Messaging (IM).

- Desktop Sharing.
- Voice and Video Calls.
- Video Conferencing.
- Presence – represents a staff members availability.

Find the right people, see whether and how they are available and collaborate the way you want. As part of the new VoIP Phone system rollout the Council implemented a new single number.

1. The new Council number is 061-556000, replacing the existing 061-407100 in Merchants Quay and 061-496000 in Dooradoyle.
2. The new main number will run in tandem with the old numbers for a period of time (yet to be determined), to allow familiarisation with the new numbers by staff and members of the public.

VIDEO CONFERENCING

Staff in Limerick City and County Council travel between Merchants Quay and Dooradoyle offices to attend meetings this is inefficient use of time. Staff also spend up to 5 hours travelling to hour-long meetings in other cities, wasting up to a whole day to attend a meeting.

- With meeting rooms having high quality video conferencing facilities, staff can attend meetings without the requirement to travel between offices. Video Conferencing equipment was installed in four meeting rooms during 2017 as follows :-
1. Chief Executives Meeting Room, Merchants Quay.
 2. Chief Executives Boardroom, Merchants Quay.
 3. Training Room, Dooradoyle.
 4. Conference Room, 7/8 Patrick Street.

The Video Conferencing system integrates with our VoIP Telephone system with CISCO Jabber facilitating Conferencing from a Desktop PC or Laptop. This feature will be rolled out to relevant staff during 2018.



View of Dooradoyle Training Room & Presentation as it would be seen from Other Video Conferencing Locations

LIMERICK.IE FREE PUBLIC WI-FI

BENEFITS OF HAVING FREE PUBLIC WI-FI.

- Contributes towards a 'Smart Limerick'.
- Can Redirect users to Limerick.ie once they connect.
- Can use it to Gather Data – e.g. Footfall,
- It can provide internet access for people that could not otherwise afford it.
- Help tourists avoid crippling data roaming charges and navigate around a city.

WI-FI ACCESS POINTS HAVE BEEN INSTALLED AT THE FOLLOWING LOCATIONS.

- Three access points along Bishop's Quay\Howley's Quay, and one access point at the junction of Henry Street & Bedford Row.
 - These provide coverage in the following locations.
 - Both sides of the River Shannon between Shannon Bridge and Sarsfield Bridge.
 - Henry Street from junction with Mallow street to Arthurs Quay Park.
 - Thomas Street from O'Connell Street junction to Catherine Street junction.
 - Sarsfield Street.
- Access Points at the Art Gallery, Pery Square and Parks Department Building, Peoples Park.
 - These provide coverage in the following locations.
 - Pery Square.
 - Areas within Peoples Park (Trees make full coverage of the area difficult).
- Access Point Outside Colbert Station.
 - This provides coverage in the following locations.
 - Plaza Outside Colbert Station.
 - Parnell Street.

- Access Point outside the Tourist Office, Arthurs Quay.
 - This provides coverage in the following locations.
 - Arthurs Quay Park.
 - Honan's Quay.
 - Francis Street.
- Access Point at the Junction of Cruises Street and O'Connell Street.
 - This provides coverage in the following locations.
 - Cruises Street.
 - Patrick Street.
 - O'Connell Street from junction with Patrick Street to junction with Thomas Street.
- Limerick.ie free Public Wi-Fi is also available in the Museum, Henry Street.

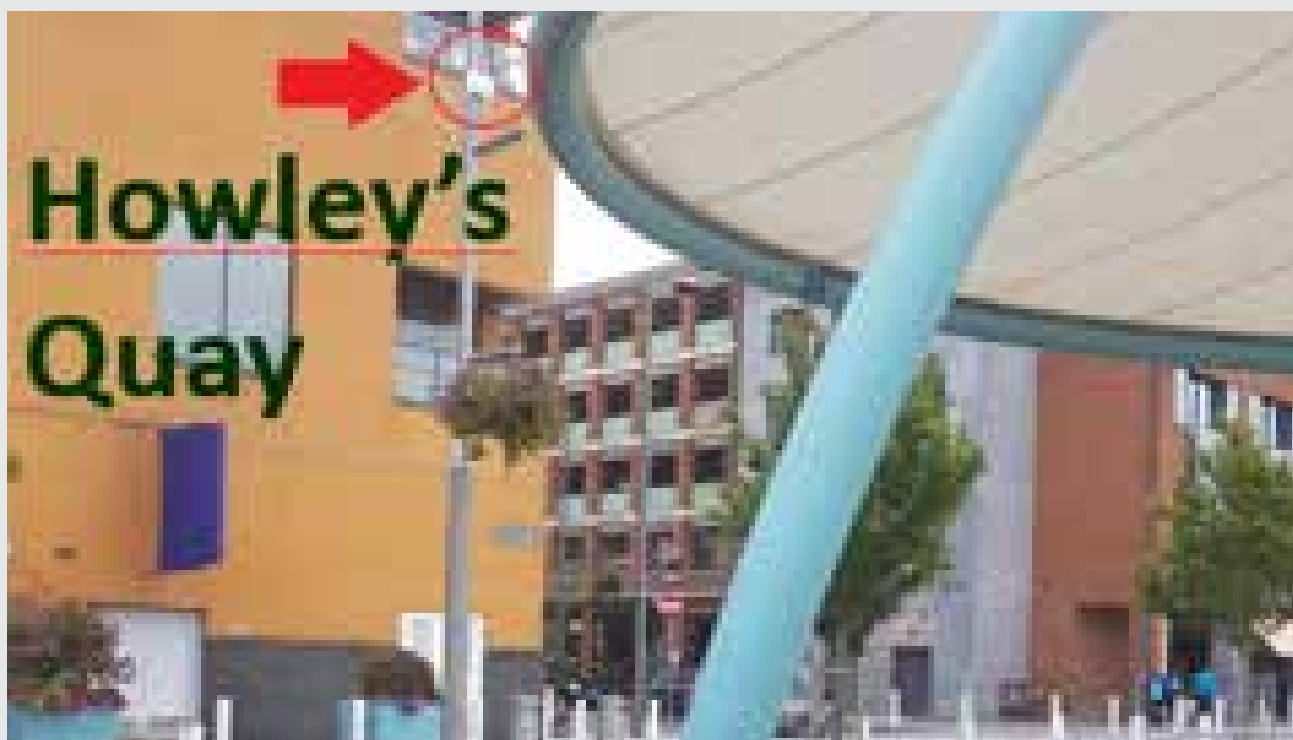
ICT will be investigating the feasibility of extending Limerick.ie Free Public Wi-Fi to other locations in Limerick City and County Towns during 2018.

MICROSOFT OFFICE PRODUCTIVITY SUITE 2016

At the start of 2017, Councils staff were using Microsoft Office 2007 for word processing, spreadsheets, and presentation software. Outlook Web Access (OWA) was in use for accessing email. This version of Microsoft Office reached end-of-life 10th October, 2017, and is not supported by Microsoft after this date. Using unsupported software can expose the Council to security vulnerabilities.

A business case for the selection of an Office Productivity suite was prepared by the Head of Information Systems and approved by Management Team. Microsoft Office Productivity Suite was the preferred choice having been compared to Open Source alternatives under a number of headings. A tender process was completed by the end of June,





Access Point located at Howley's Quay.

2017. A project plan for the implementation of MS Office 2016 was prepared with rollout commencing during Q4-2017. Rollout included 'Getting Started' training for users, which introduced users to the main features of the suite. Once individual users were trained the new version was installed on their desktop. Rollout included replacing Outlook Web Access (OWA) with the Microsoft Outlook Client for accessing email.

Microsoft Office 2016 integrates with the presence feature in the new VoIP Telephone System.

FIBRE PROJECTS

The ICT section extended the Council Fibre Network during 2017, adding four sites to the network, bringing the total to 20 sites as set out :-

- Merchants Quay to Dooradoyle.
- The Granary.
- Fire Station Mulgrave Street
- Park Road Depot.
- Parks Department, Edward Street.
- Innovate Limerick in LEDP.
- Roxboro Library.
- New Museum, Henry Street.
- North-Side Regeneration Office.
- Culture House, Pery Square.
- Lissanalta House
- Patrick Street.
- Art Gallery, Pery Square.
- Roads Depot, Park Road.
- Southside CCTV Recording Centre in Limerick Enterprise Development Partnership.
- South-Side Regeneration Office.
- Rathbane Housing Depot.
- Dooradoyle Library.
- Watchhouse Cross Library.
- Moyross Community Enterprise Centre.

In addition to providing a high speed Wide Area Network between Council Offices, this fibre has been utilised for traffic control and CCTV cameras. It is proposed to extend this Fibre Network further during 2018, and bring the monitoring of all Council owned CCTV cameras in Limerick to a single central point.

ACTIVE EQUIPMENT

Active equipment, mainly Network Switches are the main components of an IP Network. All network endpoints like PC's, Laptops, Printers etc, connect to these switches. These switches distribute data between all devices on the network, without them, or in the event of failure, endpoints would not have access to any network systems or data.

Network Switches in a number of Council Offices required replacement as the equipment was old and in some cases had caused down-time due to unreliability and failure. During 2017 Active Equipment was replaced in a number of locations, this also facilitated 'Power over Ethernet (PoE)' for the new VoIP Telephone System. PoE gave the ability to power the phones using the network data cable, in turn looping data to the desktop PC through the phone. This method halved the number of network cables required (in-turn halved the number of Network switches), and eliminated the need for separate power cables for telephones.

Network switches were replaced at the following locations.

- Merchants Quay.
- Dooradoyle.
- Lissanalta House.
- The Granary.
- Fire Station, Mulgrave Street.
- North-Side Regeneration
- Park Road Depot.
- Parks Department, Edward Street.

The replacement of all Network switches was achieved with little or no disruption to staff due to the flexibility and goodwill of ICT staff working outside of normal working hours.

WIDE AREA NETWORK UPGRADE

Procurement for upgrade of the Wide Area Network which commenced late 2016 was completed early 2017, with a contract being signed in June 2017. Rollout commenced late 2017 Quarter 1, 2018.

- Includes all sites not in Fibre Project.
- 38 Sites Throughout City and County.
- Improved bandwidth to Offices.
- Facilitates rollout of New systems more Council Offices, including the New VoIP Telephone System.

CYBER SECURITY

Cyber security describes the discipline dedicated to protecting that information and the systems used to process or store that information. The security refers to the body of technologies, processes, and practices designed to protect networks, devices, programs, and data from attack, damage, or unauthorized access.

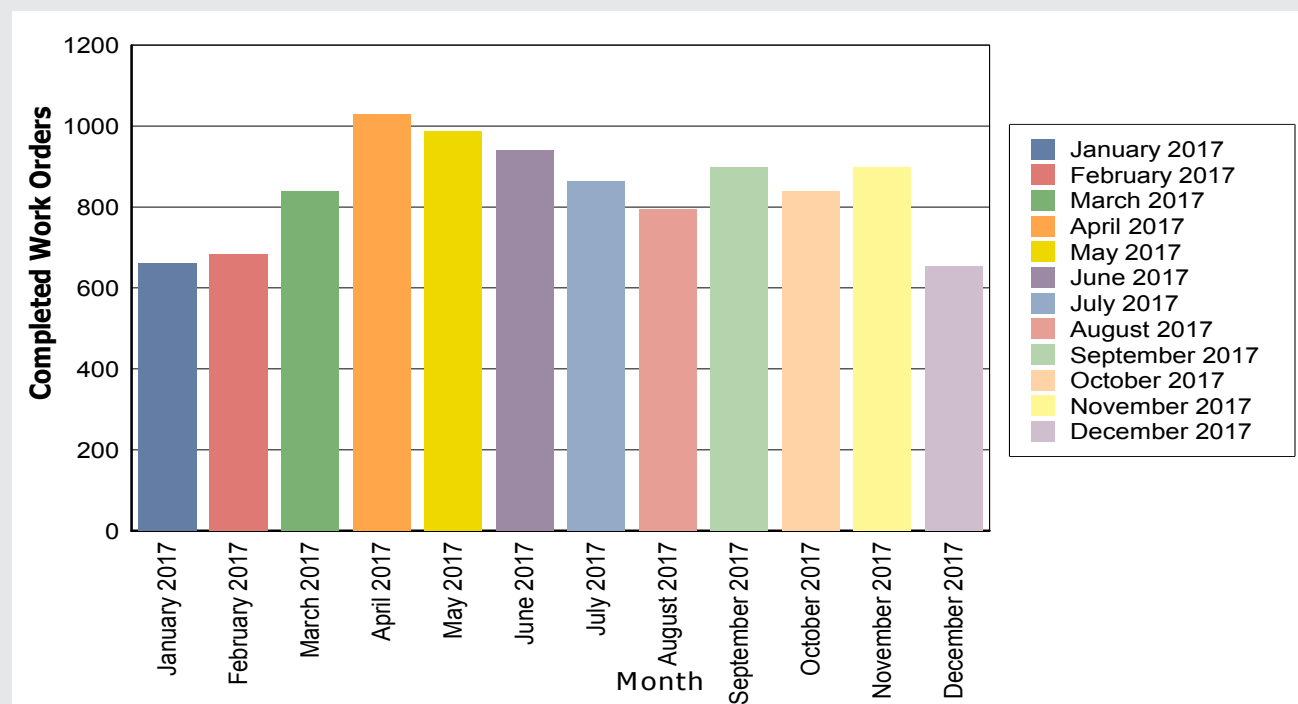
ICT has taken and number of actions to mitigate the risk associated with Cyber Security and continue to monitor, keep up-to-date with emerging risks and implement preventative measures. In addition to technical measures continuous user education is essential to protect the Councils' systems and data.

ICT SERVICE DESK

The ICT Service Desk dealt with 10,083 tickets logged during 2017. The Service Desk endeavours to respond to and resolve requests in a timely and courteous manner. In addition to providing support to users the ICT Helpdesk team also carry out other tasks as set out :-

- Create knowledge base articles for user empowerment.
- Liaise with ICT\Digital Strategy teams to resolve issues and prevent future issues.
- Keep users fully informed of changes/issues.
- Develop and enforce policies and procedures around the provision of services and hardware.
- Office and equipment organisation and maintenance.
- ICT Project support.

TICKET STATISTICS 2017



REGIONAL SERVICES DIRECTORATE





FIRE AND EMERGENCY SERVICES DEPARTMENT

Limerick City and County Council as Fire Authority operates and manages the Fire and Emergency Services in Limerick. Limerick Fire and Rescue Service has responsibility to protect the life and property of circa 200,000 people living in circa 70,000 houses and circa 18,000 commercial premises. Limerick Fire and Emergency Services also manage the Munster Regional Communications Centre which is responsible for the efficient and effective mobilisation of fire appliances and other agencies within the Munster region. Civil Defence is also part of the Fire and Emergency Services Department. This is a volunteer based organisation which supports the frontline emergency services as well as assisting at community events.

The Fire and Emergency Services Department has five broad areas of activity that are mutually supportive in the delivery of an integrated service to the public.

- A. Fire and Rescue Service**
- B. Fire Prevention and Building Control**
- C. Major Emergency Management**
- D. Munster Regional Communications Centre.**
- E. Civil Defence**

A) FIRE AND RESCUE SERVICE

The function of the Fire and Rescue Service is to make provision for the prompt extinguishing of fires in buildings and other places of all kinds in its functional area and for the protection and rescue of persons and property from injury by fire and other emergency incidents. In this regard it maintains a fire brigade and

provides fire stations, vehicles and equipment. The fire brigade is an organised body of persons trained and equipped for extinguishing fire occurring in buildings and other places and for rescuing persons and property from such fires and other emergency incidents.

Ten new whole time fire fighter recruits were employed in Limerick Fire and Emergency Services based at Mulgrave Street. The new recruits were spread across the four full-time watches.

Limerick Fire and Rescue Service successfully attended 1,515 incidents from 1st January to 31st December, 2017.

ISO9001:2008 Quality Standard Certification and OHSAS 18001:2007 Health & Safety Certification was awarded in 2017 for the Fire and Rescue Service (whole time and retained fire service).

Training continued on the roll-out of the National Standard Operating Guidelines (SOGs), NDFEM-accredited Sub Officer Course, Breathing Apparatus (BA) Refresher training, recruit training, cardiac First Responder, Approved Driving Instructor, Driver Training, Emergency First Responder, Marine VHF Radio, Methods of Entry, Positive pressure ventilation training, three week recruit retained fire fighting training, Power boat operator training course, Manual Handling Instructor, Management of Water and Flood Water incidents, Chainsaw Operator, Road Traffic Collision Procedures as well as various Senior and Junior Officer Training Courses and Seminars.



Caption



Caption



Caption



Caption

B) FIRE PREVENTION AND BUILDING CONTROL

The function of the Fire Prevention and Building Control Department is to ensure the safety, health and welfare of people who occupy or use buildings, through ensuring the reduction of fire risk, proper means of escape, the access for people with disabilities and the conservation of fuel and energy.

To deliver these functions, the work of this department includes assessing Fire Safety Certificate applications and Disability Access Certificates, inspection of commercial buildings and apartment complexes, investigating complaints and giving Community Fire Safety talks.

FIRE SAFETY CERTIFICATES

2017 Statistics

Total number of fire safety certificate applications received	185
Total number of fire safety certificate applications processed	166
Total number of applications deemed invalid.	17
Buildings inspected as a % of new buildings notified to the local authority	13%
Total number of new buildings notified to the local authority	479
Number of new buildings notified to the local authority that were inspected	61

DISABILITY ACCESS CERTIFICATES

2017 Statistics

Total no. of valid Disability Access Certificates received	142
Total no. of Disability Access Certificates processed	129
Total no. of Disability Access Certificates invalidated	7

PLANNING REFERRALS

Total number of Planning Referrals processed	288
Total number of Valid Commencement Notices received (includes CNs, Short CNs, Opt-out CNs and 7-day Notices)	480

CIVIL DEFENCE

Total Expenditure costs for Civil Defence	€290,695
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C) MAJOR EMERGENCY MANAGEMENT

The functions of the Major Emergency Management section are to implement the provisions of the 2006 Framework for Major Emergency Management in Limerick City and County Council, to review and oversee Limerick City and County Council's Major Emergency Plan and to continually enhance Limerick City and County Council's capacity to respond to a major emergency. In this regard, the Fire and Emergency Services Department carried out the following duties.

- The External Emergency Plan for Atlantic Fuels Supply Company was signed off and submitted to the Health and Safety Authority in January 2017.
- The Flood Response Plan was agreed by the Management Team in January 2017.
- The Information Management Officer training was held on the 21 September 2017 and representatives from the Gardai, Health Service Executive and the Ambulance Service were in attendance.
- An Inter-Agency table-top exercise involving Gardai, HSE and Limerick City and County Council was held on 30th November to test the External Emergency Plan for Goulding Fertilisers in accordance with the Chemicals Act (Control of major Accidents

involving Dangerous Substances) Regulations 2015. Representatives from the Fire Service, Environment and Operations and Maintenance attended this exercise.

D) MUNSTER REGIONAL COMMUNICATIONS CENTRE

The Munster Regional Communications System (MRCC) is located on the same site as Mulgrave Street Fire Station. The MRCC was set up to improve the speed of response and efficiency of the call-out system for the fire authorities in Munster and became operational in December, 1992. Limerick City and County Council is the contracting Authority for this system and provides the service on behalf of the seven member Fire Authorities in Munster (Clare County Council, Cork City Council, Cork County Council, Kerry County Council, Limerick City & County Council, Tipperary County Council, Waterford City and County Council. The MRCC is a centralised service providing rapid response and mobilisation to 999/112 emergency fire calls. The rollout of the CTRI project (National Mobilisation and Communication System) continued in 2017.

E) CIVIL DEFENCE

Limerick Civil Defence provides emergency relief and support, when called upon by Limerick City and County Council and other civil and frontline statutory authorities as well as assisting at community based events.

Basic training for volunteers consists of Cardiac First Responder, First Aid Responder, Communications, Manual Handling, Fire Awareness, Footdrill, Map reading, GPS, Basic Search & Rescue, Child Protection Courses, Water Awareness, Life-Jacket Competency and Equipment Familiarisation.

Volunteers also specialise in different areas such as Emergency First Response, Emergency Medical Technician, Instructional Methods, Flooding Awareness, Pump Operation, VHF Marine Radio, Kayaking - Level 2 & 3, power boating - Level 2 and Level 3 and Floodwater First Responder .

The Civil Defence College in Roscrea offers courses to Civil Defence Officers. It also provides up skilling for Instructors and volunteers in all disciplines in many

different areas – Manual Handling, Patient Moving Handling, Cardiac First Responder, First Aid Responder and Emergency First Responder Instructors, CISM (Critical Incident Stress Management), Instructional Methods, Search Manager, Child Protection, Floodwater and Swift First Responder, Drone and Sonar training etc.

In 2017, Limerick Civil Defence hosted the Regional Competitions in Curragh Chase, Limerick. Five teams travelled from Kerry, Offaly, Galway, Clare and Tipperary to participate in five different sites consisting of medical, search & rescue, mass casualty, communications and a novelty site.

Civil Defence has two bases of operation for volunteers for Limerick City and County Council. The Headquarters is located at the Docklands Business Park and our second base operates out of the Annacotty Business Park.

Caption

Caption

SOUTHERN REGION WASTE MANAGEMENT OFFICE

SOUTHERN REGION WASTE MANAGEMENT PLAN 2015-2021

The Southern Waste Region comprises ten local authorities: Carlow, Clare, Cork City, Cork County, Limerick City and County, Kerry, Kilkenny, Tipperary, Waterford City and County and Wexford. The Southern Waste Region is one of three waste regions in the country. The other Waste Regions are the Eastern Midlands (EMR) and the Connaught Ulster (CUR) Waste Regions.

Limerick City and County Council and Tipperary County Council are the lead authorities for the Southern Waste Region. They are responsible for the co-ordination, implementation and monitoring of the Southern Region Waste Management Plan 2015 – 2021 (the Plan). The Plan is the framework for the prevention and management of wastes in a safe and sustainable manner.

Limerick City and County Council host the Southern Region Waste Management Office (SRWMO), which is based in the Regional Directorate, Lissanalta House. Progress made on the eight major objectives of the Plan in 2017 are detailed below:-

A. WASTE RELATED ENVIRONMENTAL POLICY

The SRWMO is involved in ongoing discussions with relevant bodies to ensure waste authorisations reflect the plan targets. In 2017 a draft national template for Waste Facility Permit authorisations was developed to ensure consistency both within the Region and across all three Waste Regions

B. PRIORITISING WASTE PREVENTION

In 2017 the three Waste Regions joined forces in a National Awareness Campaign funded by Department of Communications, Climate Action and Environment (DCCAE). The campaign included radio advertisements, cinema advertisements, out of house advertising, social media campaigns, development of the new recycling list and associated website www.recyclinglistireland.ie to ensure householders manage their recycling bin properly. Other regional campaigns focused on encouraging households to start using their organic bin.

The three Regions have commissioned Voice Ireland to run a Recycling Ambassador Programme over a 12-month period - this was launched by Minister Naughten in November 2017. This programme has hosted workshops with Community groups in the Southern Region and includes demonstrations on managing recycling waste.

Smart Store Cooking events were held at a number of work places across the Southern Region which focused on cooking with a minimum number of ingredients and participants were advised on how to reduce their food waste generation. One of these events was held at Optel Vision in Limerick.

C. TRANSITIONING TOWARDS A CIRCULAR ECONOMY

The SRWMO's Resource Efficiency Officer is a member of a number of business networks that have a considerable Limerick membership including Next Level Skillnet and Supply Network Shannon (SNS). The SRWMO were represented at the SNS Networking Event an Exhibition at the Greenhills Hotel on the 17 November 2017.

In 2017, the SRWMO continued to be a funding partner for the SMILE Resource Exchange and EcoMerit Business Certification, both of which have case study examples in Limerick and across the Region. These programmes encourage waste minimisation and waste exchange across business and industry.

Reuse Month in October 2017 proved again in its second year to have caught the interest and creativity of the participants in the various activities held throughout the month.

D. CO-ORDINATION AND ENGAGEMENT WITH RELEVANT STAKEHOLDERS

The Southern Region Waste Co-ordinator is a member of the National Co-ordination Committee for Waste Management Planning. The Waste Regions work together with DCCAE, EPA, NWCPD, industry and other stakeholders to facilitate implementation of the Plan.

E. THE PROMOTION OF SUSTAINABLE WASTE MANAGEMENT TREATMENT

Ireland's municipal waste capacity was just about sufficient to facilitate the processing of residual waste generated in 2017 however no new major residual waste Infrastructure was given planning approval in 2017.

Generation of construction & demolition waste increased each month during 2017 and stockpiling had to take place at the end of 2017. Outlets for this waste remain very limited however the Waste Regions are working with other stakeholders to source alternative options.

F. CO-OPERATION WITH THE WASTE ENFORCEMENT REGIONAL LEAD AUTHORITIES (WERLA)

The SRWMO is working closely with the Southern WERLA to ensure implementation of the relevant policy actions of the Plan.

In July 2017 the Minister introduced new legislation to end flat rate charging by household waste collectors. The SRWMO has been working hard with the household waste collectors to ensure that they provide a range of charging options that assist households to participate in a collection service and segregate their waste better.

G. APPLYING RELEVANT ENVIRONMENTAL AND PLANNING LEGISLATION

In 2017 further investigation and remediation work was carried out on the Southern Region's historic unauthorised landfill sites and some funding was received from the DCCAE but progress was slow due to lack of local authority resources.

H. THE ESTABLISHMENT OF POLICY MEASURES FOR OTHER WASTE STREAMS NOT SUBJECT TO EU OR NATIONAL WASTE MANAGEMENT PERFORMANCE TARGETS.

Hazardous waste initiatives included free collection days for households were organised by the SRWMO and were held at four local authorities across the Southern Waste Region and these were funded by the Department of Communications, Climate Action and Environment.

WATER SERVICES

Irish Water (I.W.) was established in 2013 as Ireland's new national water utility and is responsible for providing and developing water services throughout Ireland. The statutory responsibility for operation of water and waste water infrastructure and delivering water and waste water services transferred to I.W on enactment of the Water Services Act 2013. Limerick City and County Council completed Service Level Agreements (S.L.A.) with Irish Water. The S.L.A. defines the relationship between the Council and Irish Water and is effective from January 2014. Irish Water is accountable to two regulatory bodies – The Commission for Regulation of Utilities (C.R.U) who is Ireland's independent energy & water regulator and the Environmental Protection Agency (EPA) who is the environmental regulator. Limerick City and County Council are still responsible for the rural water programme and the activity in this area is outlined below.

RURAL WATER PROGRAMME 2017:

Limerick City and County Council made capital grants to a value of €363,500 available towards the upgrade of existing Group Water Schemes. The following Group Water Schemes received grant funding in 2017:

Barnagh Glendarragh Group Water Scheme (G.W.S.) permanent treated water storage tank. These works were 100% grant aided at a cost of €33,500.

Kileedy G.W.S. has issues with Unaccounted for Water (U.F.W.) due to the age of the pipes on the network. In 2017, Phase 1 was completed, consisting of over 2.4km at a cost of €116,000 with grants of 85% being made available to G.W.S.

Knockainey G.W.S. installed an Ultra Violet (U.V.) Water Treatment System at a cost of €21,700. This type of water treatment is regarded as best practice, as chlorination does not protect against the cryptosporidium bacteria. The scheme uses three bore well sources so the U.V. had to be provided at all three sources.

SUBSIDY TOWARDS THE OPERATIONAL COSTS OF GROUP WATER SCHEMES:

The operational subsidy grant provides assistance to group water schemes supplying water for domestic use. Group water schemes are entitled to claim an annual and advance subsidy each year. 40 Group Water Schemes received a subsidy towards their operational costs in 2017 with a total of €815,065.67 being paid out.

PRIVATE WELL GRANTS:

Grants totaling €95,700 were paid to 52 individuals under this heading in 2017. The purpose of the grant is to help householders provide good quality, potable drinking water for their homes.

GRANTS PAYABLE UNDER THE DOMESTIC LEAD REMEDIATION (FINANCIAL ASSISTANCE) REGULATIONS 2016

The scheme is available to assist owners of premises connected to a domestic water supply with the costs of replacing lead piping or related fittings located within the internal distribution system of the premises, as defined in the Water Services Act 2007. The premises concerned must be occupied by the applicant as his or her principle private residence. In 2017, 19 grants were paid totaling €72,512.

MID WEST NATIONAL ROAD DESIGN OFFICE

1. FOYNES TO LIMERICK SCHEME

Limerick City and County Council in consultation with Transport Infrastructure Ireland (TII) are working to progress the 33km Foynes to Limerick Road Improvement Scheme.

The Route Selection Report, 100m wide Corridor (within which the final road alignment was likely to be developed) along with proposed junction locations (at Foynes, Ballyclogh, Askeaton, Rathkeale and Adare) were published in 2016.

In 2017, further design work, environmental and surveying activities along with ground investigations have been progressed along the entire route of the proposed Foynes to Limerick Road Improvement Scheme.

In addition, the corridor was amended between Blossomhill (Rathkeale) and Ballycannon (Croagh) and the 100m wide corridor was reduced to an 80m wide corridor (lying predominantly within the 100m wide corridor) and an additional junction was identified, to the east of Croagh (between Rathkeale and Adare). The next stage involves the preparation of the Environmental Impact Assessment Report and the Compulsory Purchase Order / Motorway Order documentation.

2. CORK/LIMERICK SCHEME

A new M20 motorway linking Limerick to Cork was given the go-ahead by the government in October 2017. Limerick and Cork cities are approximately 100 km apart, yet at present the economic interaction and inter-relationships between the cities is limited with poor transport connectivity being a factor. An opportunity exists to provide better connectivity between the two cities by improving the quality of the transport network which will address road safety issues associated with the existing N20 route and provide for safer and more efficient journey times.

When completed the new stretch of motorway will link Cork to Limerick and onto Tuam Co. Galway forming a major motorway along the western corridor. The solution for the M20 corridor will be identified through the appraisal process, planning and procurement for the scheme. Limerick City and County Council will fulfil the role of lead authority for the development of this Scheme.

3. IMPROVEMENT/RE-ALIGNMENT WORKS

Part VIII Planning was approved for both the N20 O'Rourke's Cross and N24 Beary's Cross Road Improvement Schemes in 2017.

N20 O'ROURKE'S CROSS

A new roundabout controlled junction is to be constructed necessitating alteration to the present junction layout and the construction of new N20 approaches to the junction and the alteration of the existing R518 approaches to the junction.

N24 BEARY'S CROSS

A new roundabout controlled junction is also to be constructed at Beary's Cross and the construction of a new section of Regional Road 513 approach to the junction and the alteration of the existing N24 approaches to the junction.

The MWRDO will progress the final design and land acquisition process for both these Schemes in 2018.

4. ROAD SAFETY

The MWRDO continues to undertake Road Safety Audits on behalf of local authorities in the region. A Road Safety Audit is undertaken to identify potential safety issues within a scheme design or construction as they could affect road users.

In addition, the MWRDO undertakes review of locations in the region identified by TII as having a high rate of collisions. The completion of this work helps to identify safety improvement schemes to be designed and implemented.

5. EXTERNAL ACCREDITATION/CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

The MWRDO is ISO 9001 accredited with NSAI and was certified to the new 2015 Standard following External Audits in 2017. The MWRDO is also a CPD Accredited Office with Engineers Ireland.



HOUSING ASSISTANCE PAYMENTS (HAP) SHARED SERVICES CENTRE

The Housing Assistance Payment (HAP) is the principal platform for underpinning the provision of housing support under Rebuilding Ireland: Action Plan for Housing and Homelessness. The programme is the largest non-capital financial support package for housing in Ireland. HAP is expected, under the national policy framework: Re-Building Ireland, to set up 84,000 tenancies by 2021 out of a total target of 131,000 additional tenancies across the State. The programme is delivered across all 31 local authorities, and the Dublin Regional Homeless Executive, in the State. It is supported by a shared service centre operated on behalf of the local government system by Limerick City and County Council. The Council was awarded the national contract in 2016 to deliver the shared service following a full business case appraisal of the bid submitted. Prior to the formal award of contract the Council delivered, on a pilot basis since 2014, the introduction of the programme on a roll out basis across the local government system. Total annual expenditure on HAP is expected to be in the order of €960 million by 2021. The HAP Shared Services Centre (HAPSSC) in Limerick will have managed some €3.24 Billion in HAP financial transactions between its establishment in 2014 and the conclusion of the current business planning period in 2021.

The main objective of the HAP scheme is to facilitate the movement of long term rent supplement recipients and those with a long term housing need into a unified housing benefit support scheme in order to:

- Provide a better integrated and more streamlined service for households seeking support from the State and to give local authorities greater flexibility to provide assistance to those in need of social housing support.
- Facilitate removal of barriers to return to work for persons who are reliant on Rent Supplement for their long term housing needs under a progressive graduated differential rents system.
- Insofar as is possible deliver HAP within determined financial constraints in order to minimise cost to the Exchequer.

Underpinning the above objectives the HAPSSC has been established as a distinct Directorate within Limerick City and County Council (LCCC) and is supported by council services including HR, IT, Finance and other support services of the Council. The role of the HAPSSC is to manage delivery of the project for the duration of Rebuilding Ireland and any subsequent or succeeding national housing policy involving HAP or replacement programme. Being the designated lead authority for the Housing Assistance Payments Shared Services Centre, Limerick City and County Council provides a national transactional shared service centre processing Housing Assistance Payments on behalf of

all local authorities across the country, as well as the Dublin Region Homeless Executive.

Any household that qualifies for social housing support qualifies for HAP. Rent Supplement recipients who qualify for social housing support will be transferred to HAP on a phased basis.

The HAP Shared Service Centre carries out a range of financial transactions on behalf of each local authority under HAP, the principal ones being:

- Set-up and commencement of HAP tenancies
- Payment of monthly landlord rent
- Tax clearance checking
- Collection of tenant differential rent debit for all tenancies
- Management of the debt collection process
- Monitoring, reviewing and maintenance of HAP tenancies
- Recoupment from the Department of Environment, Community and Local Government

By 2021, the HAP SSC will be handling 84,000 tenancies in all local authorities around the country, with an expected €700m volume of financial transactions.

There were 31,228 active HAP tenancies set up by the Shared Service Centre at 31 December 2017. In 2017 a total of 17,916 HAP tenancies were set up by the HAP SSC. This was almost 20% above target, which was set at 15,000 in early 2017. At the end of 2017 the weekly tenant debit was €1.4 million and the monthly landlord payment was €22 million.

HAP SSC is continually working on improving the Customer Service. There are a number of new customer offerings planned in 2018 including

1. An Automated Phone Payment System for Tenants to be rolled out in by mid-2018.
2. An Online Payment System for Tenants to be rolled out in Q2 of 2018.
3. THE CRM handling all customer is to be upgraded by the end of 2018.

The HAP SSC will set up another 17,000 HAP tenancies in 2018 as well as managing all tenancies on its books at the end of 2017. Circa €400m will be paid to HAP Landlords in 2018 by the HAP SSC, with €100 million in tenant rent collected by the Centre. The HAP SSC will continue to work with all its stakeholders in 2018 to ensure that we continue to offer an efficient and effective service to all customers.

APPENDIX

CONFERENCES/SEMINARS ATTENDED BY MEMBERS OF LIMERICK CITY AND COUNTY COUNCIL JANUARY TO DECEMBER 2017

DATE	TITLE	VENUE	NO.
13th – 15th January	Seminar organised by Celtic Conferences entitled 'The Finance Act 2016'	The Four Seasons Hotel, Carlingford, Co. Louth	3
20th – 21st January	Seminar organised by Esperanza entitled 'Supporting Safer Communities'	The Connacht Hotel, Dublin Road, Galway	1
24th – 26th March	Seminar organised by The Institute of Professional Training entitled 'Data Protection FOI and the Councillor'	The Silver Tassie Hotel, Letterkenny, Co. Donegal	2
18th – 19th April	Seminar organised by Correlation Hepatitis C Initiative entitled 'Hepatitis C Community Summit' LAWCO	The Easy Hotel, Van Ostadestaat, Amsterdam	1
16th – 18th June	Seminar organised by Celtic Conferences entitled 'The Local Authority Waters and Communities Office'	The Clonakilty Hotel, Clonakilty, Co. Cork	1
13th - 15th July	Seminar organised by Roscommon County Council entitled 'Douglas Hyde Conference 2017'	Ballaghaderreen, Co. Roscommon	1
27th – 29th July	Seminar organised by Galway County Council entitled 'Scoil Samhraidh an Phiarsaigh 2017'	Ros Muc, Galway	1
22nd September	Seminar organised by NFLA All Ireland Forum entitled 'Nuclear Free Local Authority Ireland Autumn Seminar'	Meath County Council, Navan, Co. Meath	3
13th – 15th October	Seminar organised by Celtic Conferences entitled 'A Practical Guide to Budget 2018'	Four Seasons Hotel, Carlingford, Co. Louth	1
19th October	Seminar organised by Eventbrite entitled 'National PPN Conference'	The Clayton Hotel, Sligo	1
24th October	Seminar organised by RTPI entitled 'Planning Across Boundaries in a Changing Context'	Ballymascanlon Hotel, Dundalk Co. Louth	1
3rd – 5th November	Seminar organised by Celtic Conferences entitled 'Rebuilding Ireland Action Plan for Housing and Homelessness'	The Four Seasons Hotel, Carlingford, Co. Louth	4
1st December	Seminar organised by The Disability Federation of Ireland entitled 'Sustainable Quality and Standards for Community, Voluntary and Disability Organisations'	University of Limerick, Limerick.	1
8th – 10th December	Seminar organised by Celtic Conferences entitled 'A Practical Guide to Budget 2018'	The Clonakilty Hotel, Clonakilty, Co. Cork	4

PERFORMANCE INDICATORS

01/01/2017 - 31/12/2017 (ANNUAL) | LIMERICK CITY AND COUNTY COUNCIL

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Topic	Indicator	Value	Comment
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HOUSING: H1, H2 & H4

Approved

A. No. of dwellings in the ownership of the LA at 1/1/2017	5143
B. No. of dwellings added to the LA owned stock during 2017 (whether constructed or acquired)	177
C. No. of LA owned dwellings sold in 2017	3
D. No. of LA owned dwellings demolished in 2017	21
E. No. of dwellings in the ownership of the LA at 31/12/2017	5296
F. No. of LA owned dwellings planned for demolition under a DHPLG approved scheme	29
A. The percentage of the total number of LA owned dwellings that were vacant on 31/12/2017	2.70 %
The number of dwellings within their overall stock that were not tenanted on 31/12/2017	142
A. Expenditure during 2017 on the repair and maintenance of housing bought or built by the LA compiled on a continuous basis from 1 January 2017 to 31 December 2017, divided by the no. of directly provided dwellings in the LA stock at 31/12/2017	€801.93
Expenditure on repair and maintenance of LA stock compiled on a continuous basis from 1 January 2017 to 31 December 2017, including planned maintenance expenditure but excluding expenditure under approved major refurbishment schemes	€4223779

HOUSING: H3 & H5

Approved

A. The Time taken from the date of vacation of a dwelling to the date in 2017 when a new tenancy had commenced in the dwelling, averaged across all dwellings re-let during 2017	25.04 wk
B. The cost expended on getting the dwellings re-tenanted in 2017 ready for re-letting, averaged across all dwellings re-let in 2017	€16901.17
The number of dwellings that were re-tenanted on any date in 2017 (but excluding all those that had been vacant due to an estate-wide refurbishment scheme)	146

Topic	Indicator	Value	Comment
HOUSING: H3 & H5			
Approved	The number of weeks from when the previous tenant vacated the dwelling up to the date of the new tenant's first rent debit totalled for all dwellings re-tenanted in 2017	3655.73 wk	
	Total expenditure on repairs necessary to enable re-letting of the dwellings	€2467571	
	A. Total number of registered tenancies in the LA area at end of June 2017	14158	
	B. Number of rented dwellings inspected in 2017	926	
	C. Percentage of inspected dwellings in 2017 that were found not to be compliant with the Standards Regulations	100%	
	D. Number of non-compliant dwellings that became compliant during 2017	21	
	The number of dwellings inspected in 2017 that were found not to be compliant with the Housing (Standards for Rented Houses) Regulations	926	
HOUSING: H6			
Approved	A. Number of adult individuals in emergency accommodation that are long-term homeless as a % of the total number of homeless adult individuals in emergency accommodation at the end of 2017	38.13 %	Note: The figures returned here are for Limerick only. The figures submitted for the statistical quarterly returns are regional, i.e. Limerick and Clare.
	The number of adult individuals classified as homeless and in emergency accommodation on the night of 31 December 2017 as recorded on the PASS system	257	
	The number out of those individuals who, on 31/12/2017, had been in emergency accommodation for 6 months continuously, or for 6 months cumulatively within the previous 12 months	98	

Topic	Indicator	Value	Comment
ROADS: R1 & R2 Approved	The % of Regional road kilometres that received a PSCI rating in the 24 month period prior to 31/12/2017	81	
	The % of Local Primary road kilometres that received a PSCI rating in the 24 month period prior to 31/12/2017	80%	
	The % of Local Secondary road kilometres that received a PSCI rating in the 24 month period prior to 31/12/2017	77%	
	The % of Local Tertiary road kilometres that received a PSCI rating in the 60 month period prior to 31/12/2017	72%	
	The % of total Regional road kilometres with a PSCI rating of 1-4 at 31/12/2017	4%	
	The % of total Regional road kilometres with a PSCI rating of 5-6 at 31/12/2017	16%	
	The % of total Regional road kilometres with a PSCI rating of 7-8 at 31/12/2017	54%	
	The % of total Regional road kilometres with a PSCI rating of 9-10 at 31/12/2017	26%	
	The % of total Local Primary road kilometres with a PSCI rating of 1-4 at 31/12/2017	4%	
	The % of total Local Primary road kilometres with a PSCI rating of 5-6 at 31/12/2017	18 %	
	The % of total Local Primary road kilometres with a PSCI rating of 7-8 at 31/12/2017	52 %	
	The % of total Local Primary road kilometres with a PSCI rating of 9-10 at 31/12/2017	22%	
	The % of total Local Secondary road kilometres with a PSCI rating of 1-4 at 31/12/2017	6%	
	The % of total Local Secondary road kilometres with a PSCI rating of 5-6 at 31/12/2017	30%	
	The % of total Local Secondary road kilometres with a PSCI rating of 7-8 at 31/12/2017	48%	
	The % of total Local Secondary road kilometres with a PSCI rating of 9-10 at 31/12/2017	12%	
	The % of total Local Tertiary road kilometres with a PSCI rating of 1-4 at 31/12/2017	16%	
	The % of total Local Tertiary road kilometres with a PSCI rating of 5-6 at 31/12/2017	25%	
	The % of total Local Tertiary road kilometres with a PSCI rating of 7-8 at 31/12/2017	24%	
	The % of total Local Tertiary road kilometres with a PSCI rating of 9-10 at 31/12/2017	6%	

Topic	Indicator	Value	Comment
ROADS: R1 & R2			
Approved	A1. Kilometres of regional road strengthened during 2017	12.6 km	
	A2. The amount expended on regional roads strengthening work during 2017	€1947610.00	
	B1. Kilometres of regional road resealed during 2017	29.3 km	
	B2. The amount expended on regional road resealing work during 2017	€848712.00	
	C1. Kilometres of local road strengthened during 2017	55.3 km	
	C2. The amount expended on local road strengthening work during 2017	€4693772.00	
	D1. Kilometres of local road resealed during 2017	49.0 km	
	D2. The amount expended on local road resealing work during 2017	€1031859.00	
MOTOR TAX: R3			
Approved	A. The percentage of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued) in 2017	67.44 %	
WATER: W1			
Approved	% of Private Drinking Water Schemes in compliance with statutory requirements in respect of the monitoring of the quality of private drinking water supplies during 2017	1.00 %	
WASTE: E1			
Approved	A. The number of households, based on the 2016 Census, who are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2017	42392	
	B. The % of households within the local authority (also as per the 2016 Census) that the number at A represents	59.69 %	
ENVIRONMENTAL POLLUTION: E2			
Approved	A1. Total number of pollution cases in respect of which a complaint was made during 2017	2727	
	A2. Number of pollution cases closed from 1/1/2017 to 31/12/2017	2912	
	A3. Total number of cases on hands at 31/12/2017	288	

Topic	Indicator	Value	Comment
LITTER POLLUTION: E3			
Approved	A1. The % of the area within the LA that when surveyed in 2017 was unpolluted or litter free	1 %	
	A2. The % of the area within the LA that when surveyed in 2017 was slightly polluted	1 %	
	A3. The % of the area within the LA that when surveyed in 2017 was moderately polluted	1 %	
	A4. The % of the area within the LA that when surveyed in 2017 was significantly polluted	1 %	
	A5. The % of the area within the LA that when surveyed in 2017 was grossly polluted	1 %	
PLANNING: P1			
Approved	A. Buildings inspected as a percentage of new buildings notified to the local authority	12.73 %	
	Total number of new buildings notified to the local authority i.e. buildings where a valid Commencement Notice was served in the period 1/1/2017 to 31/12/2017 by a builder or developer on the local authority	479	
	Number of new buildings notified to the local authority in 2017 that were the subject of at least one on-site inspection during 2017 undertaken by the local authority	61	
PLANNING: P2 & P3			
Approved	A. Number of LA planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in 2017	27	
	B. % of the determinations at A which confirmed (either with or without variation) the decision made by the LA	81.48 %	
	Number of determinations confirming the LA's decision (either with or without variation)	22	
	A. Total number of planning cases referred to or initiated by the local authority in the period 1/1/2017 to 31/12/2017 that were investigated	392	
	B. Total number of investigated cases that were closed during 2017	353	
	C. % of the cases at B that were dismissed as trivial, minor or without foundation or were closed because statute barred or an exempted development	51.84 %	
	D. % of cases at B that were resolved to the LA's satisfaction through negotiations	7.93 %	

Topic	Indicator	Value	Comment
PLANNING: P2 & P3			
Approved	E. % Cases at B that were closed due to enforcement proceedings	40.23 %	
	F. Total number of planning cases being investigated as at 31/12/2017	1049	
	Number of cases at 'B' that were dismissed under section 152(2), Planning and Development Act 2000	183	
	Number of cases at 'B' that were resolved to the LA's satisfaction through negotiations	28	
	Number of cases at 'B' that were closed due to enforcement proceedings	142	
PLANNING: P4 & P5			
Approved	A. The 2017 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per the 2016 Census	€27.67	
	AFS Programme D data consisting of D01 - Forward Planning, D02 - Development Management, D03 - Enforcement (inclusive of the relevant Programme D proportion of the central management charge) for 2017	€5392205	
	A. The percentage of applications for fire safety certificates received in 2017 that were decided (granted or refused) within two months of their receipt	47.59 %	
	B. The percentage of applications for fire safety certificates received in 2017 that were decided (granted or refused) within an extended period agreed with the applicant	38.55 %	
	The total number of applications for fire safety certificates received in 2017 that were not withdrawn by the applicant	166	
	The number of applications for fire safety certificates received in 2017 that were decided (granted or refused) within two months of the date of receipt of the application	79	
	The number of applications for fire safety certificates received in 2017 that were decided (granted or refused) within an agreed extended time period	64	
FIRE SERVICE: F1			
Approved	A. The Annual Financial Statement (AFS) Programme E expenditure data for 2017 divided by the population of the LA area per the 2016 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports	€77.19	

Topic	Indicator	Value	Comment
FIRE SERVICE: F2 & F3			
Approved	AFS Programme E expenditure data consisting of E11 - Operation of Fire Service and E12 - Fire Prevention for 2017	€15427132	
	A. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of fire	1.4 min	
	B. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of fire	5.13 min	
	C. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of all other (non-fire) emergency incidents	1.62 min	
	D. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other (non-fire) emergency incidents	5.3 min	
	A. % of cases in respect of fire in which first attendance at scene is within 10 minutes	67.75 %	
	B. % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes	25.18 %	
	C. % of cases in respect of fire in which first attendance at the scene is after 20 minutes	7.07 %	
	D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes	54.45 %	
	E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes	36.91 %	
	F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes	8.64 %	
	Total number of call-outs in respect of fires from 1/1/2017 to 31/12/2017	834	555 For Full Time Firefighters 279 for Retained Firefighters
	Number of these fire cases where first fire tender attendance at the scene is within 10 minutes	565	486 For Full Time Firefighters 79 for Retained Firefighters
	Number of these fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes	210	61 For Full Time Firefighters 149 for Retained Firefighters
	Number of these fire cases in which first fire tender attendance at the scene is after 20 minutes	59	8 For Full Time Firefighters 51 for Retained Firefighters
	Total number of call-outs in respect of all other emergency incidents (i.e. not including fire) from 1/1/2017 to 31/12/2017	382	
	Number of these non-fire cases in which first fire tender attendance at the scene is within 10 minutes	208	156 For Full Time Firefighters 52 for Retained Firefighters

Topic	Indicator	Value	Comment
FIRE SERVICE: F2 & F3			
Approved	Number of these non-fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes	141	37 For Full Time Firefighters 104 for Retained Firefighters
	Number of these non-fire cases in which first fire tender attendance at the scene is after 20 minutes	33	2 For Full Time Firefighters 31 for Retained Firefighters
LIBRARY SERVICE: L1			
Approved	A. Number of visits to libraries per head of population for the LA area per the 2016 Census	3.16	
	B. Number of items issued to borrowers in the year	425344	
	Number of visits to its libraries from 1/1/2017 to 31/12/2017	615653	
LIBRARY SERVICE: L2			
Approved	A. The Annual Financial Statement (AFS) Programme F data for 2017 divided by the population of the LA area per the 2016 Census	€28.92	
	AFS Programme F data consisting of F02 - Operation of Library and Archival Service (inclusive of the relevant proportion of the central management charge for Programme F) for 2017	€5635564	
YOUTH AND COMMUNITY: Y1 & Y2			
Approved	A. Percentage of local schools involved in the local Youth Council/Comhairle na nÓg scheme	66.67 %	
	Total number of second level schools in the LA area at 31/12/2017	24	
	Number of second level schools in the LA area from which representatives attended the local Comhairle na nÓg AGM held in 2017	16	
	A. Number of organisations included in the County Register and the proportion who opted to be part of the Social Inclusion College within the PPN		

Topic	Indicator	Value	Comment
YOUTH AND COMMUNITY: Y1 & Y2 Approved	Total number of organisations included in the County Register for the local authority area as at 31/12/2017		Limerick PPN has encountered serious challenges which have impacted negatively on its functions as a representative body and these challenges are currently being addressed.
	Total number of those organisations that registered for the first time in 2017		Limerick PPN has encountered serious challenges which have impacted negatively on its functions as a representative body and these challenges are currently being addressed.
	Number of organisations that opted to join the Social Inclusion Electoral College on whatever date they registered for the PPN		Limerick PPN has encountered serious challenges which have impacted negatively on its functions as a representative body and these challenges are currently being addressed.

Topic	Indicator	Value	Comment
CORPORATE: C1 & C2 & C4			
Approved	A. The wholetime equivalent staffing number as at 31 December 2017	1105.48	The wholetime equivalent staffing numbers as at 31/12/2017 was pre-populated and the figure was 1,105.48. This figure came from the quarterly return submitted to the Department at 31/12/2017, based on CoreHR BI reports. Since the quarterly return was submitted we have engaged the services of MakoData, who provide HR analytics reporting from CoreHR. They have produced reports to allow for the Service Indicator and DEPER sick leave reports to be returned. Based on these reports the wholetime equivalent staffing numbers as at 31/12/2017 was 1,124.49. This figure has more accurately captured the data due to the more sophisticated software used by MakoData. It is our intention to submit a revised quarterly return for 31/12/2017 to the Department to reflect the new figure. The C1 Indicator should, therefore, be based on the MakoData figure of 1,124.49 as against the pre-populated figure.

Topic	Indicator	Value	Comment
CORPORATE: C1 & C2 & C4			
Approved	A. Percentage of paid working days lost to sickness absence through medically certified leave in 2017	4.15 %	
	B. Percentage of paid working days lost to sickness absence through self-certified leave in 2017	0.40 %	
	Total Number of working days lost to sickness absence through medically certified leave in 2017	10914.93 day	
	Total Number of working days lost to sickness absence through self-certified leave in 2017	1010.04 day	
	Number of unpaid working days lost to sickness absence included within the total of self-certified sick leave days in 2017	11.33 day	
	Number of unpaid working days lost to sickness absence included within the total of medically certified sick leave days in 2017	511.42 day	
	If any staff are on long-term sick leave (i.e. a continuous period of more than 4 weeks), include a text note of the number of staff on long-term sick leave	107	
	A. All ICT expenditure in the period from 1/1/2017 to 31/12/2017, divided by the WTE no.	€2713.01	
	Total revenue expenditure on Account Elements	€2999183.74	Overall cost of ICT is €2,999,183.74 this divided by the WTEs of 1,104.48 equals a cost of ICT provision per WTE as €2,713.01
CORPORATE: C3			
Approved	A. Total page views of the local authority's websites in 2017	3544561	
	B. Total number of followers at end 2017 of the LA's social media accounts	46629	
	The number of social media accounts operated by the local authority	5	
FINANCE: M1 & M2			
Approved	A. Cumulative balance at 31/12/2013 in the Revenue Account from the Income & Expenditure of the AFS	€573822	
	B. Cumulative balance at 31/12/2014 in the Revenue Account from the Income & Expenditure of the AFS	€599562	
	C. Cumulative balance at 31/12/2015 in the Revenue Account from the Income & Expenditure of the AFS	€759891	
	D. Cumulative balance at 31/12/2016 in the Revenue Account from the Income & Expenditure of the AFS	€810407	
	E. Cumulative balance at 31/12/2017 in the Revenue		

Topic	Indicator	Value	Comment
FINANCE:			
M1 & M2			
Approved			
	Account from the Income & Expenditure of the AFS	€812260	
	F. Cumulative surplus or deficit at 31/12/2017 as a percentage of Total Income from the AFS statement	0.23 %	
	G. Revenue Expenditure per capita in 2017	€1813.78	
	The 2017 Total Income figure from the Income and Expenditure Account Statement of the AFS	€353504992	
	The 2017 Total Expenditure figure from the Income and Expenditure Account Statement of the AFS	€353503139	
	Collection level of Rates from the Annual Financial Statement for 2013	65.0 %	
	Collection level of Rates from the Annual Financial Statement for 2014	65.0 %	
	Collection level of Rates from the Annual Financial Statement for 2015	75.0 %	
	Collection level of Rates from the Annual Financial Statement for 2016	77.0 %	
	Collection level of Rates from the Annual Financial Statement for 2017	82 %	
	Collection level of Rent & Annuities from the Annual Financial Statement for 2013	89.0 %	
	Collection level of Rent & Annuities from the Annual Financial Statement for 2014	87.0 %	
	Collection level of Rent & Annuities from the Annual Financial Statement for 2015	89.0 %	
	Collection level of Rent & Annuities from the Annual Financial Statement for 2016	94.0 %	
	Collection level of Rent & Annuities from the Annual Financial Statement for 2017	96 %	
	Collection level of Housing Loans from the Annual Financial Statement for 2013	75.0 %	
	Collection level of Housing Loans from the Annual Financial Statement for 2014	77.0 %	
	Collection level of Housing Loans from the Annual Financial Statement for 2015	78.0 %	
	Collection level of Housing Loans from the Annual Financial Statement for 2016	74.0 %	
	Collection level of Housing Loans from the Annual Financial Statement for 2017	78 %	

**ECONOMIC
DEVELOPMENT:
J1 TO J4**

Approved

A. The no. of jobs created with assistance from the Local Enterprise Office during the period 1/1/2017 to 31/12/2017	92.0
A. The no. of trading online voucher applications approved by the Local Enterprise Office in 2017	45
B. The no. of those trading online vouchers that were drawn down in 2017	26
A. The no. of participants who received mentoring during the period 1/1/2017 to 31/12/2017	138
A. Does the local authority have a current tourism strategy?	Yes
B. Does the local authority have a designated Tourism Officer?	Yes



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council