

CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

December 2018

THIS MONTH:

SHORTLISTED – Limerick shortlisted for eight community and council awards

DISCOVER – New website launched for county town

NEW TIES – links forged with Hanzhou, China

PLANNING – 109 new planning applications

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Economic Development Directorate



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1. Trade & Investment

- Limerick City and County Council has signed a Memorandum of Understanding (MoU) with the City of Hangzhou, China. The signing occurred during an official Mayoral visit to Hangzhou. The MoU is designed to explore area of co-operation and collaboration between Limerick and Hangzhou in the areas of economy, trade, tourism, education, and culture.

2. Strategic & Forward Planning

- A submission was made to the Department of Housing, Planning and Local Government on the National Marine Planning Framework baseline report.
- The Castletroy Local Area Plan 2019 -2025 was agreed by the Elected Members at the Metropolitan District Meeting.
- An amendment to the Adare Local Area Plan was made by the Elected Members at the Adare Rathkeale Municipal District Meeting.
- A public meeting was held in Kilmallock on 18 December to mark the commencement of the review and the preparation of a new Local Area Plan for Kilmallock.

3. Local Enterprise Office (LEO)

- LEO Limerick's Training and Development Programme 2019 was finalised. This will be the biggest programme to date with a variety of excellent courses for budding and established entrepreneurs.
- LEO Limerick's Food Academy Programme participants pitched their products to buyers from SuperValu in an effort to make it to the store shelves.
- Eleven established Limerick based businesses completed a 12 week Advanced Management Development Programme.
- One to One 'Brexit Advise Clinics' held in Patrick Street on 10 December.
- The Student Enterprise Programme 2018/19 launched in Dublin, with rugby star Josh Van Der Flier announced as the programmes Student Enterprise Ambassador.

- The Limerick Student Enterprise Programme Christmas Market took place on 14 December in the Limerick Milk Market. Secondary school students from 22 Schools had the opportunity to trade their goods and services to the public.

4. Innovate Limerick

- Enterprise Ireland has approved €2.27million for Innovate Limerick to develop a Digital Collaboration Centre, which will be the first of its kind in Ireland. The centre will be located on Cecil Street and will act as a major catalyst for further investment and building refurbishment in the area. The Digital Collaboration Centre will work with multi-national companies (MNC's), small-medium enterprises (SME's), Start-Ups and third level institutions to facilitate the use of existing technology to solve business problems.
- The work of the centre will focus on business process improvement rather than new technology development.

5. Digital Strategy

- Digital Strategy published a tender for a new online public consultation platform. This will be an online engagement channel, integrated with Limerick.ie, through which citizens can create submissions against consultations and complete surveys published by the Council. Responses will be evaluated in mid-January, with a pilot version of the platform to be deployed before the end of Q1 2019.
- After a successful tendering process, Digital Strategy secured a new solution provider to replace the corporate web mapping technology with a cutting edge system that will improve staff and public access and use of maps and spatial data. The new technology will be deployed in early Q1 2019.
- A new version of CRM (v1.5.2) was deployed to address some bugs in the previous version. In addition its mobile app was upgraded to v1.8, adding some new features including support for multiple dashboards, automatic routing to case location, and in-app user notifications.

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6. Marketing & Communications

Marketing

- Continued Christmas in Limerick 2018 PR and marketing campaign
 1. Secured full page advert and Christmas fashion in Limerick feature in December edition of Social & Personal Magazine
 2. Promoted Christmas in Limerick across local media platforms i.e. Limerick Leader, Limerick Post, Live 95FM and Spin Southwest
 3. Marketing and Communications staff distributed Christmas in Limerick brochures directly to the public at Limerick's Milk Market
 4. Light Up Limerick event featured in the Christmas RTÉ Guide
 5. Created a video to promote car parking initiatives for Christmas
 6. Created a video in partnership with Supervalu to promote Favourite Christmas Foods
- Worked with Newcastle West's Development Association and Municipal District to help promote the town as part of the Newcastle West Strategic Plan. Built a website www.newcastlewest.ie; provided marketing support and held a launch on 02 December
- Progress with regards to the development of Limerick's new brand identity continues apace. M&C Saatchi, the company engaged to create Limerick's international positioning and brand identity visited Limerick in December, and:
 1. Engaged in discussion and information sessions with key stakeholders and public representatives
 2. Held creative collaboration workshops with fourth-year Graphic Design students of Limerick School of Art and Design with the purpose of sharing perspectives and creative input
 3. Commissioned and published a video documenting M&C Saatchi's workshops with Limerick School of Art & Design
- Laura Ryan keynote speaker at 'Looking Forward to 2019' hosted by Limerick Chamber
- Limerick feature in 'Travel Ireland Magazine' with a reach of 15,000
- Produced 7 Limerick.ie e-newsletters
- Monthly Limerick.ie Business Bulletin e-newsletter issued

Social Media

- Posted 36 times on Limerick.ie's Facebook with total page likes now 22,014. Posts reached 82,953 users with 15,961 engagements.
- Tweeted 17 times on Limerick.ie's Twitter, @limerick_ie, with total followers now 15,369. Our tweets earned 49,100 impressions (no. of times users saw our tweet).
- Posted 7 times on Limerick.ie's Instagram and created three Stories, with total followers now 5,168.
- Tweeted 5 times on Limerick Marketing's Twitter, @limkmarketing, with total followers now 2,493. Our tweets earned 17,400 impressions (no. of times users saw our tweet).
- Posted 8 times on Limerick City and County Council's LinkedIn with total followers now 1,761.

Limerick.ie

A total of 123,094 people visited the Limerick.ie website in December 2018 – a 40% increase on the same period in 2017.

The most popular pages on Limerick.ie in December 2018 were:

1. www.limerick.ie
2. [/christmas](http://www.limerick.ie/christmas)
3. [/discover/whats-on/browse](http://www.limerick.ie/discover/whats-on/browse)
4. [/council/services/planning-and-property/apply-or-search-planning-application/search-planning](http://www.limerick.ie/council/services/planning-and-property/apply-or-search-planning-application/search-planning)
5. [/council](http://www.limerick.ie/council)

Communications

- Issued nine news releases from the Office of Marketing and Communications
- Wrote seven speeches for the Office of the Mayor
- Produced and distributed the Winter 2018 edition of the Council Connect magazine
- Produced and distributed the monthly Council Connect staff e-newsletter
- Tweeted 93 times on Limerick City and County Council's Twitter account, @limerickcouncil, with total fans now 11,531. Our tweets earned 141,400 impressions (no. of times users saw our tweet).

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Physical Development Directorate



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1. Travel & Transportation Strategy

Limerick Shannon Metropolitan Area Transport Strategy

Limerick City and County Council, in partnership with The National Transport Authority and Clare County Council, has commenced work to develop a new Metropolitan Area Transport Strategy (MATS) for the Limerick Shannon Metropolitan Area.

The National Planning Framework (NPF) supports ambitious growth targets to enable Limerick City to grow by at least 50% to 2040, and to enhance its significant potential to become a city of scale. To achieve these ambitious targets a Metropolitan Area Strategic Plan (MASP) is currently being prepared for the Limerick Shannon Metropolitan Area as the appropriate vehicle to address both the city and suburbs, and adjoining area that supports the core of the city.

The principles underpinning the development of the MASP include the effective integration of transport planning with spatial planning policies, from regional down to local level and alignment of associated transport and infrastructure investment priorities. The MASP sets out as a priority that to the greatest extent practicable, development within the Metropolitan Area should be carried out sequentially, whereby lands, which are, or will be, most accessible by walking, cycling and public transport, are prioritised. The Limerick Shannon Metropolitan Area Transport Strategy (LSMATS), when completed, will inform the integration of land use and transport planning within the Limerick Shannon Metropolitan Area and will inform investment in transport infrastructure and services over the short, medium and longer term to promote and encourage sustainable transport use.

The LSMATS will set out a series of actions and measures, covering infrastructural, operational and policy elements to be implemented in the Limerick Shannon Metropolitan Area over the next 20 years, and will outline a framework to deliver the projects in a phased manner. The strategy will take account of current and predicted population, the National Planning Framework objectives, national transport policies, existing plans and strategies in the region, existing transport assets and opportunities in developing the Strategy. It will consider all transportation modes including walking, cycling, buses, coaches, Bus Rapid Transit Systems (BRTS), light

rail, heavy rail, taxis, car sharing and private cars in developing a comprehensive transport strategy for the Limerick Shannon area.

The National Transport Authority tendered the LSMATS during 2018, and Jacobs Consulting Engineers were appointed. Work to develop the strategy commenced in Q4 2018. The Strategy will be developed and refined during 2019, and a comprehensive consultation process will be carried out with elected members, key transport stakeholders and the public during 2019. It is expected that the Strategy will be completed by the end of 2019. The Strategy is led in this Council by the Physical Development Directorate, funded and overseen by The National Transport Authority (NTA).

2. Water Services

Capital Works

- Watermain rehabilitation works completed in Mayorstone.
- Watermain rehabilitation works progressing in Islanduane, Church Street and Ennis Road.
- Works progressing on upgrade to Athea wastewater treatment plant.
- Works progressing on upgrade to electrical panels in Castletroy wastewater treatment plant.
- Limerick City Sewer Rehab works progressing on Catherine Street and O'Connell Street as per programme.

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Social Development Directorate



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1. Tourism Development

No. 2 Pery Square/Culture House

The Culture and Arts Department have recently relocated to Corporate Headquarters, Merchant's Quay as part of some wider organisational office moves. No. 2 Pery Square is now being licensed to Limerick Civic Trust (Section 183 lease to be brought forward in February/March for agreement) for the purpose of developing a new tourism offering for Limerick - "The Little Museum of Limerick". This is based on the concept of the very successful Little Museum of Dublin located in a Georgian house in Merrion Square, Dublin. The building will continue to be available for events as required by Limerick City & County Council under the terms of the proposed lease.

2. Urban & Rural Community Development

Age Friendly Programme

- World Health Organisation accreditation
Limerick City and County has been welcomed as a member to the WHO Global Network for Age Friendly Cities and Communities. As a member, Limerick City and County will be part of a growing global movement of communities, cities and other sub-national levels of government that are striving to better meet the needs of their older residents. By joining the Network, Limerick commits to sharing and promoting the values and principles central the WHO Age Friendly approach, implementing the four steps to create age friendly local environments, and actively participating in the Network including the sharing of experiences with other members. This is a major step in the plan to have all Local Authorities receiving WHO accreditation by early 2019, thus declaring Ireland as the first truly Age Friendly country in the World.
- Acorn Tablet Project
As part of a presentation made to the Community, Leisure and Emergency Services SPC in December, it was announced that a new Age Friendly project being piloted in Limerick, would be launched in January 2019. The Acorn Tablet will see 30 to 35 older residents of Limerick City & County becoming participants in the pilot which will run for six months, and will provide intensive training and technical support on the use of the tablet, which is specifically designed for older people with limited IT skills.

PLACE – EE (Platforms for Ageing Community Engagement-Exchange and Enterprise)

- The project is now in phase two and a series of workshops have been scheduled, beginning 10 January 2019. There will be 13 workshops in total within the demonstrator area (North West County Limerick). To date there are 19 older persons and 32 TY students registered for the programme. During the workshops the internet will be utilised as a platform of engagement, the TY students will aid the older persons to utilise smart devices- helping them to grow confident in their usage. The focus will be to elicit cultural/heritage material from the older persons which will be captured and posted on a EU cultural archive which will be shared with the projects EU partners in Sweden, Iceland and Northern Ireland. By engaging with internet usage in a proactive and interesting way, it is aimed to decrease isolation and loneliness and promote inclusivity in the communities within the demonstrator area.
- Leaflets and posters have been distributed throughout the demonstrator area including local area offices, libraries, community health centres and the West Limerick Resources Office. A presentation was also given to the Community, Leisure and Emergency Services SPC. Following this presentation, an article appeared in the Limerick Leader highlighting the aims of the project. It is hoped that through these marketing efforts more participants will be encouraged to sign up for the workshops in the New Year.
- A Creative Arts Facilitator has been procured the PLACE EE project. Her role in this project is to elicit cultural/heritage material through intergenerational exchange utilising the internet as a medium.
- As part of the preparation for these workshops, an Intergenerational IT toolkit has been developed which provides a blueprint for projects to be undertaken and includes detailed structure on running workshops of this type. The toolkit includes advice on workshop preparation, session planning, resources and case studies.

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Community Initiative Scheme 2018

Funding was made available to the following list of Groups through the Community Initiative Scheme 2018.

Adare - Rathkeale Municipal District		
1	Askeaton Civic Trust	€5,000
2	Foynes Aviation Museum	€4,000
3	Adare Heritage Trust	€4,000
4	Knockfierna Heritage Society	€2,000
5	Pallatine Association	€2,000
6	Crisis Response Team	€1,000
7	Limerick Community Games	€1,000
8	Kildimo Community Council	€1,000
9	Croom Family Resource Centre	€1,000
10	Croom Men's Shed	€1,000

Cappamore-Kilmallock Municipal District		
1	Limerick Animal Welfare – Puppy Unit	€1,000
2	Friarsgate Theatre Kilmallock	€3,000
3	Comhaltas Fleadh	€2,000
4	Lough Gur Development Society	€3,000
5	Ballylanders Daycare	€10,000
6	Carebright, Bruff	€6,000
7	Free Market at the Venice Biennale	€1,500
8	Bloomsday Bruff	€2,000
9	Coshlea Historical Society, Kilfinane	€1,50

Limerick Metropolitan District		
Limerick City East		
1	Garrai Eoin Comhaltas Ceoltóirí Eireann	€2,000
2	Kilmurry Art & Heritage Centre	€2,000
3	Monaleen Cancer Support Group	€2,000
4	St. Patrick's Scout Hall fund	€2,000
5	Annacotty Citizen's Alerts	€500
6	Ballyclough/Rathuard Community Alert	€500
7	St. John's Brass & Reed Band	€1,000

Limerick City North		
1	Limerick Senior Citizens Club	€1,106
2	Caherdavin Senior Citizens Club	€1,106
3	Caherdavin Community Games	€772
4	St. Mary's Elderly Group	€672
5	Athlunkard Boat Club	€672
6	St. Mary's Adult Education	€672
7	Farranshone Residents Association	€316
8	Lansdowne Active Retirement Group	€450
9	Our Lady of the Rosary Active Retirement Group	€450
10	Caherdavin Active Retirement Group	€450
Limerick City West		
1	Ballinacurra Residents Association	€330
2	Southside Residents Association	€350
3	Children's Grief Centre	€300
4	Limerick Senior Citizens	€250
5	Castlewell Residents Association	€200
6	Limerick Treaty Suicide Prevention	€1,000
7	Our Lady of Lourdes Community Games	€428
8	St. Pauls Bridge Club	€1,428
9	Our Lady of Lourdes Youth Club	€1,428
10	St. Saviours Womens Group	€714
11	Tait Tenants Association	€714
12	Maunsell Monument Restoration	€1,400
13	Limerick Deaf Community Centre	€714
14	Limerick Dragons	€714
Newcastle West Municipal District		
1	Abbeyfeale District Search and Rescue	€5,600
2	Abbeyfeale Community Leisure	€2,600
3	Glórach Theatre	€5,600
4	West Limerick Tourism	€3,600
5	West Limerick Community Radio	€2,600

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**GMA Metropolitan District of Limerick –
Special Projects Funding 2018**

Funding was made available to the following list of groups through GMA Special Projects Funding 2018

Metro North		
1	St. Patrick's GAA	€10,000
2	Na Piarsaigh GAA	€10,000
3	Corbally Community Park	€15,000
4	Kileely Autism Unit	€7,500
5	Caherdavin Boys School Autism Unit	€7,500
Metro East		
1	Garryowen Green	€25,000
2	Cycle lanes Kilmurry Roundabout and Plassey Road	€25,000
Metro West		
1	Caledonian FC	€3,000
2	Prospect RFC	€1,000
3	Regional United	€1,785
4	Mungret St. Paul's	€1,000
5	Old Crescent RFC	€1,000
6	St. Joseph's Active Retirement	€357
7	Treaty Gaels Club	€2,000
8	Ballinacurra Gaels	€1,000
9	Summerville Rovers AFC	€1,000
10	Tervoe Maunsell Monument Project	€7,142
11	Mungret Heritage Society	€500
12	St. Joseph's Boy Scouts	€650
13	Boherbuoy Brass & Reed Band	€1,000
14	Mungret Regional FC	€1,000
15	Sensory Garden Educate Together School, Mungret	€17,426
16	Patrickswell National School	1,000
17	Ballybrown National School	1,000
18	Educate Together National School	1,000
19	Gaelscoil Raithín NS	1,000
20	St Paul's N.S	1,142
21	Scoil Mháthair Dé	1,000
22	An Mhodhscoil	1,000
23	Limerick Project School	3,000

Limerick Community Development Committee
Leader Funding

Four Leader projects were approved by the Local Action Group to the sum of €1,039,498.35 at the December LCDC meeting.

Statutory Meetings

- Local Traveller Accommodation Consultative Committee on 18 December
- LCDC Meeting on 4 December
- Community, Leisure and Emergency Services SPC on 17 December

Environment Awareness

- Tidy Towns reports were compiled for all bronze winners of 2018, outlining their overall and category points against the lowest silver winner. The report aims to outline where the individual groups are falling behind silver winners and the areas that need work in order to boost their scores going forward. The same was also done for Adare who have fallen back to silver winners in the previous two years
- The Parkway Shopping Centre has signed on all in-house cafes to participate in the conscious cup campaign offering money off coffees when customers present their reusable cup
- Initial meetings have taken place to isolate the cost and use of paper in all council buildings. A follow up meeting is due in the coming weeks which will include SWRO, ICT and Business Development to make future plans for paper prevention tying in with the arrival of new printers.
- Half of the completion forms have been returned in the Going for Gold grants scheme.
- Local Agenda 21 workshops update – all schools and groups have been e-mailed with offers of a workshop. Half of the contacted groups have responded positively that they are very happy to receive a workshop, especially schools beginning green flags or schools attaining further flags. Going forward, the remaining groups who have not responded will be sent a follow up e-mail in order to pair all granted workshops with a school/group in the coming weeks.

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- TLC5 will be meeting in the coming weeks to work through any website changes, registration troubleshooting and stock check levels from Mr. Binman
- New updated recycling and landfill waste lists have been implemented in all kitchenettes, in both Merchant's Quay and The Granary buildings.

Cemeteries

No. of Burials in City Cemeteries	47
Mount St. Lawrence	18
Mount St. Oliver	14
Castlemungret	12
Kilmurry	3

Domestic Waste Refuse Waiver Scheme

A tender for provision of a subsidised Household Waste Collection Scheme closed in November, this tender has been assessed and it is proposed to sign contracts by end of January 2019.

Derelict Sites and Vacant Homes/Properties

- 31 inspections were carried out
- Five UVRD information notices
- Two Statutory Notices were issued under the Derelict Sites Act
- Five cases closed through engagement
- Two Properties entered onto the Derelict Sites Register
- Three properties put forward for Buy & Renew
- 8 properties put forward for C.P.O. under Derelict Sites and Housing Act

3. Culture & Arts

Limerick Culture and Arts Office Cultural Strategic Policy Committee

A workshop on the proposed Framework agreement took place on 13 December. The Framework Agreement is an agreement reached by the Arts Council and Limerick City and County Council. Its purpose is to highlight the shared strategic priorities for arts development in Limerick City and County over the period of this agreement; setting out a vision and goals for what we can achieve together. Elected members of the Cultural SPC as well as sectoral

interests took part in the workshop. Sinead O'Reilly, Head of Local Arts at the Arts Council presented on the day.

Strategic Developments

1. Creative Youth Partnership

Limerick and Clare Education and Training Board is one of three Education and Training Boards chosen by Creative Ireland to establish a Local Creative Youth Partnership. The Partnership will facilitate information sharing and collaboration between local creative and cultural initiatives and providers with a focus on children and young people including youth work service providers, childcare settings and schools to bring about better use of existing resources, practices and initiatives in the Limerick and Clare area. The announcement will help further advance Limerick City and County Council's commitment to the strategic priority of Future Creators: Children and Young People, in the Limerick Culture and Creativity plan published as part of Creative Ireland.

2. Éigse Michael Hartnett Literary and Arts Festival

The Arts Council of Ireland is piloting a Social Impact Assessment (SIA) project towards developing an effective template for measuring the impact of developmental arts at local level. Limerick Culture and Arts Department is working with The Arts Council of Ireland and Éigse Michael Hartnett on this pilot research project to understand how rural arts can be sustainably developed within a community context, and how best to serve the community in terms of capacity building, developing sustainable autonomy. On the 11 December, the Éigse Committee took part in the research phase of this project with Monica Corcoran, Manager, Strategic Development at the Arts Council along with the lead researcher on the project, Sally O'Leary.

3. Integrated Dance

Limerick Culture and Arts Department is working with Mary Hartney to deliver Integrated Dance Programme as part of our Arts in Health Programme. Expressions of interest for the programme in 2019 has been received from West Limerick Children's Services (Newcastle West) that will include five service users between the ages of 10-14 and five non-disabled companions engaging in the integrated dance programme to be delivered in February 2019.

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4. Presentation to the Metropolitan District Meeting on investment in Civic Festivals

The Elected Members have sought to grow existing festivals and develop new attractions. An insight into the added investment by the Members of the Metropolitan District Council from the GMA in 2018 has improved the public offering for the Limerick St. Patrick's Festival and Riverfest. Information on this investment was presented at the Metropolitan District Meeting on 17 December. Return on investment is as follows:

- St. Patrick's Festival - Grant of €30,000 / 60,000 attendees = subsidy of €0.50 per attendee
- Riverfest 2018 - Grant of €30,000 / 100,000 attendees = subsidy of €0.30 per attendee

5. The School of Participation – Creative Europe Project

Limerick Culture and Arts Department successfully collaborated with Walk the Plank (UK) in a Creative Europe project called European Outdoor Arts Academy – School of Spectacle during 2017 and 2018. Building on the success of this capacity building initiative for artists and creatives who wish to work in outdoor arts and spectacle, a new application for five bespoke 'Schools of Participation' in five partner host cities (Plovdiv, Graz, Coventry, Novi Sad, Kaunas) between 2019 and 2020 was submitted in December 2018. Limerick will be an associate partner, and the schools will provide opportunities for creative practitioners from Limerick with eight days of training into production in outdoor participatory arts. Here they will learn to co-create outdoor arts with up to 20 community participants from the host city. Together they will create a small-scale outdoor arts event that will be showcased in public space.

6. Arts Council of Ireland and UL Hospitals : Arts Committee

Limerick Culture and Arts Department brokered a meeting between the Arts Council of Ireland and the UL Hospitals Arts Committee in relation to a potential loan of works to the hospitals from the Arts Council Collection.

Open Calls

The International Mobility Award for 2019 was advertised in December. The closing date for applications is 7 January 2019.

An open call for a bursary for a residency at Culturel Irlandais (Paris) was announced. This residency

opportunity will support a one-month residence for an artist of any discipline from Limerick to develop a proposed project. The deadline for applications 10 January 2019.

Creative Ireland

The following events funded through the Creative Ireland Programme took place in Limerick in December:

- The publication of Opening Doors, Poems and Stories from the participants of Limerick Writers' Centre creative course for older people 2018, was launched on the 6 December at Chez le Fab, Arthur's Quay Park, Limerick.
- Wrenboys Competition as part of Christmas in Glin took place on Sunday the 16 December. Six batches of Wrenboys from surrounding parishes competed for the Dreoilín an Ghleanna title.
- AGORA, an exhibition of new works by Jens Ardal and Morten Kromann supported by the Danish Arts Foundation and Creative Ireland Limerick was open to the public until the 8 December in Ormston House.
- Fidget Feet commenced Fidget Feet Junior programme to develop a junior performance group aiming to facilitate the growth of creativity in young people who are interested in dance, movement and aerial circus.

Limerick Culture and Arts Department Programme delivery

1. Musical Treats

On 8 December, Bedford Row was filled with festive cheer with colourful street performances and musical entertainment live from the vintage caravan stage. Sponsored by Savins, audiences were treated to performances by Far Haven, Brad Pitt Light Orchestra, Rachel Prior, Sing Out with Strings, Mary Immaculate Community Choir, Julie Buckley, Aoife Meade and Tremor, all of which was skilfully MC'd by Lorcan Murray. Limerick Printmakers were on hand to provide interactive workshops.

2. Winter Busking Competition

To celebrate Christmas in Limerick, and with the support of the Metropolitan District Limerick City and County Council invited musicians and bands from all disciplines to take part in a festival of live street music on Upper William Street on 8 December. Delivered in partnership with Music

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Generation Limerick and the traders of Upper William Street, prizes were awarded for most engaging, entertaining and creative artists, with prizes including a full recording, mix and mastering session. The awards were selected by a panel of musicians, including Murli (Rusangano Family), Darragh Griffin (Hermitage Green) and Boris Hunka (Music Generation).

3. Toots Train

For the first time as part of Christmas in Limerick and a wonderful way of animating the City, the Toot's Christmas Train arrived in Limerick. On Friday 30 November it took its inaugural journey in the city centre, with 1,400 passengers on the first weekend, taking in King John's Castle, The Hunt Museum, Arthur's Quay and the River on Howley's and Honan's Quays. Colourful characters from Fidget Feet were on hand to deliver fairy wishes for children and adults.

4. Libraries, Gallery & Museum

Library Services

- Family Library Week 10-15 December was celebrated across the library branch network with events and activities encouraging families to visit and enjoy storytime sessions, author visits, arts and crafts and reading. Newcastle West had a special visit from Mrs. Claus and The Granary combined a story session from author, Róisín Meaney with a spectacular magic show for all ages. Róisín also provided advice and tips for parents on book selection for the little ones in Newcastle West. Dooradoyle hosted Rosie from "Animal Magic" with her menagerie of exotic animals to mark this week for families in libraries.
- Inis Artists, a group formed to promote visual arts throughout Munster exhibited their work in Newcastle West library throughout the month of December.
- On 13 December, Newcastle West Library, in conjunction with West Limerick Resources held an intercultural story sharing evening with novelist and short story writer Helena Close. The theme of the evening was: "Belonging": Hear a Story, Share a Story" as an open- mic event. The residents of the Direct Provision Centre In Mount Trenchard, Foynes attended. Food and refreshments were provided afterwards, it was a lovely occasion for all concerned.
- At Watch House Cross Library "Moyross Threads" held a craft fair, displaying their work which included knitting, crochet, hand made cards and jewellery with all proceeds in aid of Multiple Sclerosis Ireland.
- Watch House Cross is recognising the Limerick City casualties of The "Spanish" influenza pandemic of 1918–1919 with a listing of deaths as recorded in The General Register Office. Copies of the death records for each of the 300 'flu' fatalities are on display.
- "The Old Order Changeth", an exhibition of documents and photographs from the General Election of 14 December 1918, compiled by library staff, marks the centenary of this historic event.
- The Granary Library had a large crowd present for the launch of the book "At Last: Limerick's Long Wait is Over" by Ciarán Crowe and Joe Lyons. Special guest was Deputy Mayor, Cllr. Michael Collins. Limerick Senior Hurling trainer, John Kiely was happy to launch this very fine volume marking Limerick first All Ireland hurling title in 45 years. Among the attendance of well over a hundred were a number of former Limerick hurlers.
- In The Granary, on 14 December at lunchtime, The Rock Record Club met with special guest, musician and producer, Mark O'Connor. Having worked with many Limerick bands over the past 20 years, Mark's presentation had a pleasing local flavour. On that same evening a concert with violin duo, Lucia and Maria accompanied by Swedish folk duo, Bäckafall was enjoyed in the library. Award-winning singer and songwriter, Emma Langford performed as their special guest.
- The Granary Library hosted a lunchtime lecture in association with Limerick Museum and the Hunt Museum entitled "Irish Horn Spoons, their design, history and social context". The richly illustrated talk explained horn spoons within the context of Irish rural life. The lecture was presented by, Dr. Claudia Kinmonth, author of "Irish Country Furniture 1700 – 1950" and "Irish Rural Interiors in Art".
- Dooradoyle Library filled the month with junior competitions including quizzes, card making and letter writing. Prizes were awarded to over a hundred children.
- "Panorama", an exhibition by Jean Ryan Hakizimana was opened and was on display for the month of December.

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- Also in Dooradoyle, Metropolitan Mayor Councillor Daniel Butler launched a new book "Limerick Military Traditions, 1691 – 1922" by Dr. Matthew Potter, curator of Limerick Museum.
- Free book clubs, mediation classes, digital learning, knitting groups and many other activities continued throughout the month in all main branches.

Limerick Museum

Limerick Museum received 1,181 visitors in December.

- Dr Matthew Potter gave a talk on the First World War to 270 primary school children in Dooradoyle Library.
- The exhibitions Limerick's 130 Years of All-Ireland Success and Limerick to Hollywood continued throughout the whole of December.
- Friends of Limerick Lace Group held a meeting in the Museum on 17 December.

Limerick City Gallery of Art (LCGA)

- Continued meetings and plans for essential upgrade works to LCGA to take place in the New Year. Funding for these upgrade works was provided by Department of Arts grant and matched by Limerick City and County Council. It will be necessary to raise further funds to complete all the other works that have been identified as necessary to bring the building up to international Fire Safety Standards.
- Continuation of Maud Cotter, a consequence of - without stilling and Anita Groener, The Past is a Foreign Country exhibitions which have attracted significant visitor numbers. Anita Groener's exhibition will tour to three venues in 2019.
- Selected works from The Permanent Collection including works by local artists, Tom Fitzgerald, Don MacGabhann and recent donations from the Rodgers family in memory of their parents. In addition works from The Mushroom Book, by John Cage, Louis Long & Alexander Smith are also on exhibit, due to finish on 6 January 2019.
- LCGA received confirmation of their Strategic Funding from the Arts Council of €114,000. In addition the Arts Council awarded LCGA a Touring and Dissemination Award of €39,500 to tour Anita Groener's exhibition – The Past is a Foreign Country – to three venues in Ireland during 2019.
- RTE Contempo Quartet held their final concert for 2018 on 13 December.

- LCGA held its last weekend workshop for Children on 1 December with the programme to resume in 2019.
- The exhibition, HEADLAND, by Elizabeth Magill on exhibit in the New Art Gallery, Walsall, UK. Concluding LCGA's participation in the touring of the exhibition.
- LCGA's visitor attendance for December was 4,181.
- LCGA has loaned two works by Mary Swanzy to a major retrospective exhibition of her work which opened at the Irish Museum of Modern Art. This exhibition will tour to LCGA in summer 2019.
- LCGA continues its support for workshops by local groups such as the Limerick Art Society, held 2 meetings/workshops in HUB space during December 2018.
- LCGA continues to negotiate the use of the HUB with local groups for a workshop with a group of teachers working on the implementation of the new Junior Cert Visual Arts curriculum.
- Ongoing plans for exhibition in 2019, discussion with artists and galleries.

5. Limerick Sports Partnership (LSP)

- The LSP Hosted its Annual Blanket Run for the Homeless and this year we had over 180 participants
- They donated over €600 in €5 Vouchers and several shoe boxes, sleeping blankets and clothing. We were assisted by Solicitors HOMS who provided the refreshments and thanks again to Dave Mahedy at UL Sport who hosted the event. We partnered with the Simon Community to receive the donations.
- The LSP secured €110,000 in Dormant accounts funds for Community Sports Hubs in Garryowen and Croom plus Education and mentoring programmes for young people.
- The LSP has also commenced a new Health and Well Being programme with Adapt to support women and children who avail of this service.
- The LSP Launched the New Adventure Walk App for Limerick. This was developed using funds secured under the LCDC Healthy Ireland Fund. The App is now active at 10 parks in Limerick with a further two under development. These locations are as follows,

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- i. Adare Park
- ii. Abbeyfeale Park
- iii. Baggot Estate
- iv. Castletroy Park
- v. Croom Park
- vi. Curraghchase
- vii. Mungret Park
- viii. Newcastle West
- ix. O'Briens Park
- x. Peoples Park
- xi. Lough Gur and Kilmallock are in Development

In Total 80 Virtual Routes are available

Southside Masterplan workshop

- Over 70 people attended a roundtable workshop on 29 November from 6pm to 8pm at the Strand Hotel, Ennis Road, Limerick relating to a strategic landbank to the southside of Limerick City, which includes the Baggot Estate, Ballinacurra Creek, Toppin's Field and the Rosbrien lands adjacent to the M20. The objective of the Southside Masterplan is to make the most of the existing assets for the betterment of the local community and city. The team will be exploring a wide range of options for new recreational uses, nature conservation, homes, employment and community infrastructure. Following the event, feedback will be recorded and used to inform the development of the proposed masterplan which will be presented at another community engagement event on 31 January 2019.

Housing Development Directorate

1. Housing Strategy Implementation

- Part 8 Planning Permissions – 3 units and one refurbishment granted in December 2018
- Part 8 Planning Permission was granted, on 5 December at the Monthly Meeting of the Newcastle West Municipal District of Limerick for the following:
 - Three units consisting of three 'three-beds' and the refurbishment of an existing house at Colbert Terrace, Abbeyfeale.

Joint Committee on Housing, Planning and Local Government

- On 6 December, Limerick City and County Council were invited to attend the Joint Committee on Housing, Planning and Local Government meeting at Leinster House, Kildare Street, Dublin. In a presentation entitled 'Funding and Delivery of Public Housing under Rebuilding Ireland', Limerick City and County Council's Chief Executive, Conn Murray, accompanied by Director of Housing Development, Aoife Duke and Senior Architect Seamus Hanrahan outlined the progress being made by Limerick City and County Council as it manages the provision of housing.

2. Rebuilding Ireland

Rebuilding Ireland – Limerick exceeds 2018 targets

- For the year 2018, the target delivery (excluding HAP and RAS) set for Limerick City and County Council by the Department Housing Planning and Local Government is 251 units by 31 December 2018. As of 18 December 2018, 286 units have been completed which exceeds the target by 35 units. Limerick City and County Council recognised that this was both ambitious and challenging and will continue to avail of all funding streams in 2019.
- Formal notification from the DHPLG on a target under the Rebuilding Ireland programme from 2018 to 2021 is significant at 1365 units. Limerick City and County Council are actively pursuing all delivery streams (new-build, acquisition and leasing) and in conjunction with AHBs to meet and where possible exceed the target.
- The 2018 output as of 18 December, 2018 by funding stream is as follows

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	Programme	Complete 2018	In Progress - Delivery 2018	Additional Projected Units 2018	Overall Total Completed, In Progress & Projected	DHPLG Social Housing Target 2018
ACQUISITION						251
Acquisitions General	SHIP	15	3	0	18	
Acquisitions Buy and Renew	SHIP	30	1	0	31	
CAS Acquisitions	SHIP	29	0	0	29	
Part V Previously Occupied	SHIP	3	0	0	3	
CALF Previously Occupied	SCHEP	8	2	0	10	
Total Acquisitions		85	6	0	91	18
BUILD						
SHIP Construction	SHIP	13	0	0	13	
Regeneration Construction	REGEN	45	7	0	52	
CAS Construction	SHIP	16	0	0	16	
CALF New Build	SHCEP	33	0	0	33	
Part V	SHIP	9	0	0	9	
Voids/Derelicts		25	0	0	25	
Total Build		141	7	0	148	153
LEASING						
Long Term Lease	SHCEP	14	0	0	14	
Repair and Lease	SHCEP	8	1	0	9	
Local Authority Availability Arrangement	SHCEP	9	0	0	9	
Payment and Availability Arrangements	SHCEP	26	0	0	26	
Mortgage to Rent	SHCEP	3	0	0	3	
Total Leasing		60	1	0	61	80
		286	14	0	300	251

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Service Operations Directorate

1. Housing Support Services

Waiting List

Housing Waiting List	2,891
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Allocations

	Metropolitan District	Newcastle West	Adare – Rathkeale	Cappamore – Kilmallock	Total
Number of Units December 2018	25	3	2	1	31
Year to Date	240	35	19	32	326

Limerick Homeless Action Team –
Pathway Accommodation and Support
System (PASS) Data.

Individuals – 21 December 2018		
Location	Description	No.
McGarry House	Mixed Low threshold accommodation for singles	31
St. Patrick's Hostel	Higher threshold accommodation for single males	47
Thomond House	Higher threshold accommodation for single females	21
B&B (no children)	Adults without children accommodated in B&B	13
Temporary Emergency Provision TEP 1 (Edenvilla)	Low threshold, night by night (9pm-9am) emergency accommodation. Mixed	20
TEP 2 (Phoenix Lodge)	Low threshold, night by night (9pm-9am) emergency accommodation. Mixed	10
Total		142

Families - 21 December 2018			
Location	Description	No. Adults	No. Children
Suaimhneas	Family Emergency accommodation	6	12
		Families - 6	
B&B/Hotel Accommodation	Families	49	67
		Families - 34	
Twin Oaks Family Hub	Family Hub	13	18
		Families - 10	
Totals		68	97
		Families - 50	

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Home Improvement Schemes

DECEMBER 2018	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.
Kilmallock	€0.00	0	€47,644.40	3	€11,280.00	2
Metropolitan	€20,199.00	4	€86,275.97	5	€17,723.68	5
Newcastle West	€12,201.76	3	€37,471.90	4	€7,145.00	1
Rathkeale	€0.00	0	€28,962.02	2	€9,375.00	2
	€32,400.76	7	€200,354.29	14	€45,523.68	10

Total Monies issued in December 2018 = €278,278.73

Total Grants issued in December 2018 = 31

JANUARY TO DECEMBER 2018	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.
Kilmallock	€106,329.91	21	€250,851.57	18	€150,746.90	32
Metropolitan	€370,065.86	81	€882,235.79	85	€316,688.49	75
Newcastle West	€133,577.47	30	€219,279.14	23	€243,750.27	47
Rathkeale	€69,660.03	16	€97,336.07	12	€87,328.73	21
	€679,633.27	148	€1,449,702.57	138	€798,514.39	175

Total Monies issued January to December 2018 = €2,927,850.23

Total Grants issued January to December 2018 = 461

2. Planning & Environmental Services

Litter/Waste Enforcement

- 80 complaints were received in December.
- 134 inspections were undertaken throughout the month.
- 17 on the spot litter fines were issued in December.
- Legal proceedings were issued in one case under the Waste Management Act.
- Five warning letters were issued in relation to environmental issues.
- Five Notices were served under Section 18 of the Waste Management Act.
- Five Notices were served under Section 55 of the Waste Management Act.
- Seven Directions were served under the Waste Management Act.
- 33 cases were closed / resolved / completed in December.

Air Noise and Water Pollution

- 17 complaints were received in December.
- Two Notices were served under Section 12 of the Water Pollution Acts.

One Notice was served under Section 23 of the Water Pollution Acts

Planning Applications.

A total of 109 new planning applications were received as follows:

- Housing Developments - Four
- Domestic Developments - 76
- Agricultural Developments - 8
- Commercial Developments/Change of Use - 14
- Sporting/Community & Educational Developments - Two
- Other Developments - Five

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The current applications include proposals for:

- Construction of a primary care centre on the grounds of South Court Hotel, Raheen.
- Construction of 49 residential units at Ballyanrahan East, Patrickswell.
- Construction of a five storey apartment block comprising 18 apartments at Flag Lane/Sullivan's Lane/Curry Lane, Limerick.
- Construction of 53 residential units at Ros Mór Estate, Kilmallock Road, Crossagalla.
- Construction of 37 residential units at Bloodmill Road, Singland.
- Construction of a light industrial advanced technology building at National Technology Park, Plassey.
- Construction of an extension to the main building comprising the construction of an extended production hall at Johnson & Johnson Vision Care (Ireland), National Technology Park, Plassey.

3. Veterinary Services

- Five stray or wandering horses were impounded.
- The Dog Control Unit dealt with 24 dogs.
- One food sample was submitted during December 2018 for analysis under the National Residues and Microbiological Sampling Programme.
- The Dog Licence Awareness Campaign continued to be implemented by the Dog Wardens.

Capital Investment Directorate

1. Design & Delivery

Housing Capital

Capital Investment – Design and Delivery

- Hassett Villas, Thomondgate
This three unit scheme has now completed and has been allocated, with all units occupied. This completed project has returned three derelict houses to use.
- St Mary's Park Infills
Completion of 15 of the 19 unit housing scheme was reached. It is anticipated that the completion of the final four units will be achieved in January 2019.
- Bourke Avenue
The Contract for the 12-unit housing development at Bourke Avenue, Lord Edward Street, has commenced. This project will see the return of 12 long term vacant houses to full occupation.
- Colbert Terrace, Abbeyfeale
Part VIII was granted by the elected representatives at the Newcastle West District Meeting for the construction of three new houses and the refurbishment of one existing house. This work includes road realignment and public realm improvement works.

Physical Development

Capital Investment – Design and Delivery

- Options Report for Raheen Cycleways: Consultants have been appointed to carry out the Options Report for the Raheen Cycleways. A study of the cycling facilities in the area is necessary to provide clarity on the best way to address the current infrastructure shortfall. The outcome of this study, which commenced in December 2018, will inform the most suitable way to addressing this.
- Options Report for Grove Island Improvement Scheme: This study, which commenced in December 2018, will investigate viable options for junction improvement at Grove Island that will enhance the pedestrian and cycling environment, and improve traffic flow. At present, traffic movement at Grove Island roundabout is

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unbalanced, which leads to traffic congestion at peak times. The movements at the roundabout are car dominant and there is a need to provide safer pedestrian and cyclist movements at this location.

- Park Road Bridge: The consultants have been appointed to carry out the design of a new vehicular bridge at this location, while the existing bridge will be retained as a pedestrian /cycle walkway. The temporary works have been carried out.
- New Junction at Plassey Park: A new junction is required for a major entrance into the National Technological Park to accommodate the Plassey Park Road/ Milford Road/ Troy Studios Road intersection. The purpose of this upgrade is to accommodate existing and future pedestrian, cycle, public transport and vehicular traffic accessing the area. This will be achieved through road layout and junction upgrade, upgrade of existing footways and creation of new pedestrian and cycle links and, where necessary, through land acquisition. The signalised junction will manage traffic flow and provide a safe crossing point for pedestrians.

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National & Regional
Shared Services Directorate1. Housing Assistance Payments
(HAP) Shared Services Centre

HAP Shared Services

- There were 43,440 active HAP tenancies nationally at the end of December.
- The weekly tenant debit is over €2 million.
- The December HAP Landlord payment run was just under €34 million
- At the end of Quarter three the HAP Shared Services Centre collection rate was 98%.

2. Fire & Emergency Services

Statistics

	Fire Related Calls	Non Fire Related Calls	Total
No. of call outs 1/01/18 – 31/12/18	1112	591	1703
% of calls where on scene in < 10 mins from time of call	67%	61%	
% of calls where on scene between 11 and 20 mins from time of call	23%	30%	
% of calls where on scene in > 20 mins from time of call	10%	9%	

	Received / Assigned	Validated	Invalidated / Refused	Granted	Completed
Fire Certificate Applications Jan – Dec 2018	213	191	31	189	
Disability Access Cert Applications Jan – Dec 2018	150	143	12	156	
Licensing Applications Jan – Dec 2018	175	175	0		
Commencement Notice Jan – Dec 2018	439	439	55		
Completion Certificate Jan – Dec 2018	235	233	1		
Planning Referrals Jan – Dec 2018	266	256			2

Civil Defence attendance at Events for month of December 2018

- Voluntary Emergency Services Familiarisation Presentation
- An Garda Siochana Senior Citizens Party Cloughaun
- Blanket 5k UL
- Doon Christmas Fair

Fire & Emergency Training Events for month of December 2018

- Three Fire Fighters completed the Bronto Refresher Course 10 - 11 December
- Four Fire Fighters completed the Bronto Refresher Course 12 - 13 December
- 7 Fire Fighters completed the Swiftwater Course 10 - 11 December
- 10 Fire Fighters completed the Emergency First Responder Refresher Course 17 - 18 December

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- Two Fire Fighters completed the Emergency Services Driving Standards Driving Tests on the 11 December
- Three Fire Fighters completed the Emergency Services Driving Standards Driving Tests on the 12 December
- Four Fire Fighters completed the Emergency Services Driving Standards Course from the 3 – 7 December
- Three Fire Fighters completed an Initial Recruit Fire Fighting Course in Ennis from the 26 November to 14 December

Major Emergency Management Events for month of December 2018

- A Mid-West Region Voluntary Emergency Services Seminar was held on 4th December.
- Limerick City and County Council Major Emergency Management Committee convened on 6th December

Munster Regional Control Centre (MRCC)

	No of Calls mobilised to an emergency incident by MRCC	Other Calls	Average call processing time (secs)	Total No. of calls in November
No. of call outs 1/01/18 – 31/12/18	11634	16313	71.67	27947

Water Safety

No. of lifebuoy replacements	Dec 2018	Total Jan to Dec 2018
Metropolitan Area	2	18
Municipal Area	2	12

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Support Services Directorate

1. Finance Services

Rent Collection

Opening Balance @ 01/01/2018	Accrued Income	Total for collection	Receipts	Closing balance 31/12/2018	% Collection
€2,589,197	€15,554,501	€18,143,698	€14,320,937	€3,822,761	79%

Commercial Rates and Loans

Draft Collection Figures

Commercial Rates 2018	Opening Balance 1 Jan €	Accruals €	Vacant Property Adjustment €	Writes offs/ Waivers €	Total for Collection €	Amount Collected €	Arrears €	Specific Doubtful Arrears €	% Collected	
As at 31st December 2018	14,501,047	53,997,093	**	1,772,303	2,441,669	64,284,168	52,173,963	12,110,205	1,605,896	83%

**The date for making the 2018 rate was 2nd February 2018.

* Subject to finalisation of year end accounts for 2018.

Debtors Loans	Opening Balance 1 Jan €	Accruals €	Writes offs/ Waivers €	To Collect €	Receipts €	Arrears €	% Collection
As at 31st December 2018	461,159	1,380,050	1,624	1,839,585	1,474,745	364,840	80%

* Subject to finalisation of year end accounts for 2018.

Recourse to Overdraft Facility

No of days in overdraft 0

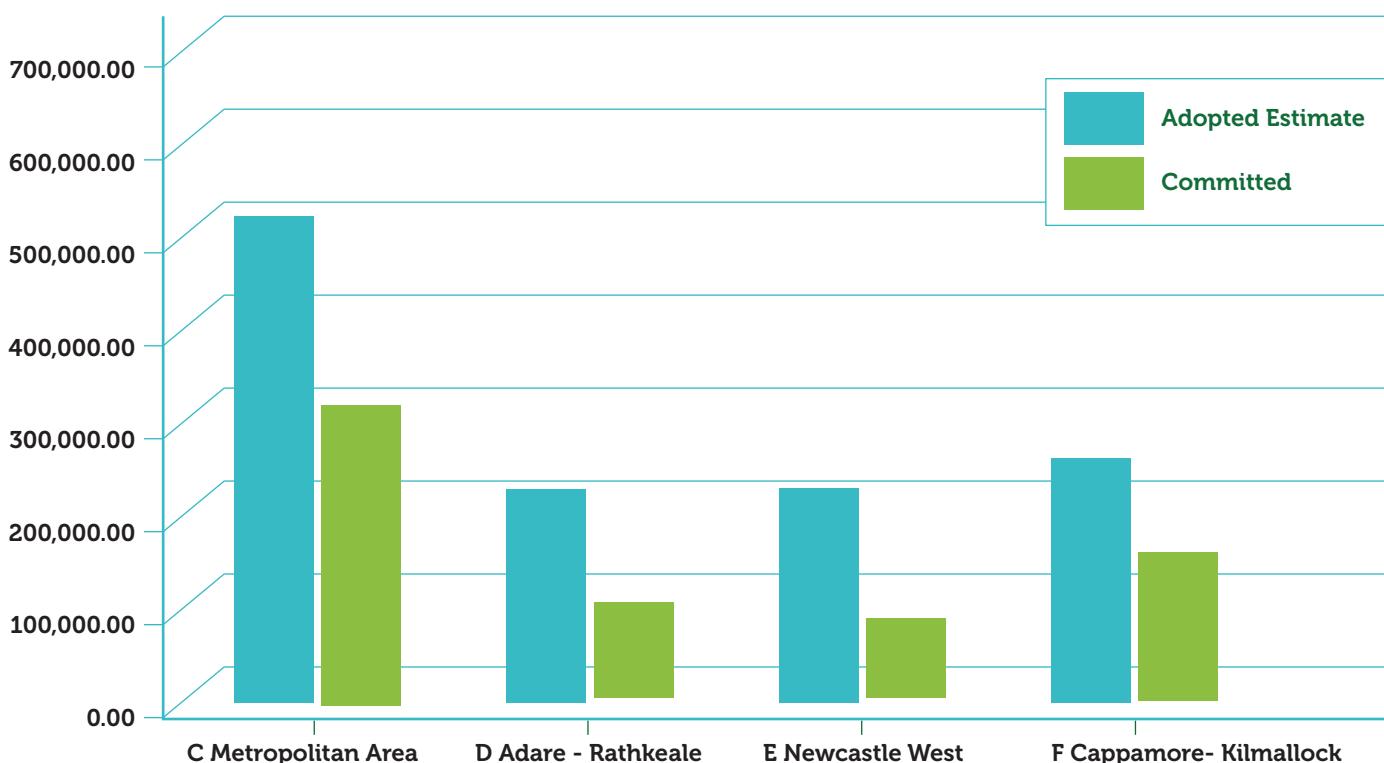
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General Municipal Allocation 2018

Adopted Estimate €1.203 Million

Graph outlining adopted budget and draft committed expenditure up to 31st December 2018 ("Final" figures: subject to finalisation of year end accounts for 2018)



Municipal (Code) + (Text)	Value Adopted Estimate	Value Committed
C Metropolitan Area	503,000.00	306,316
D Adare - Rathkeale	225,000.00	87,698
E Newcastle West	225,000.00	75,767
F Cappamore - Kilmallock	250,000.00	135,015

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2. Corporate Services, Governance & Customer Services

Corporate Services

Civic Receptions

Civic Reception for International Sporting Achievements

A Civic Reception was held on Wednesday, 12 December in Istabraq Hall, Corporate Headquarters, Merchant's Quay in recognition of the International Sporting Achievements of Persons from Limerick in 2018. Those who were recognised at the event are as follows:

- Keith Earls, CJ Stander who were present at Reception and Conor Murray, Sean Cronin and Chris Farrell who were not present at Reception, for their achievements in the Grand Slam and winning the Six Nations Rugby Tournament for Ireland 2018;
- Róisín Upton for being part of the first ever Irish team to win a silver medal at the World Cup hockey final in London in 2018;
- Thomas Barr for winning a bronze medal in the 400m hurdles at the European Athletics Championships in Berlin in 2018;
- John Loftus for his success with Transplant Team Ireland at World, European and British Transplant Games over the last 11 years;
- Trevor Lynch for raising awareness of organ donation through his performance and achievements at the British Transplant Games in Birmingham 2018;
- Tara Madigan for winning three Gold Medals at the British Transplant Games 2016, 2017 and 2018;
- Ciara Neville on winning a silver medal in the 4 X 100m relay at the World U20 Championships in 2018;
- Padraig Quish, Hospital Handball Club, Martina McMahon, Broadford Handball Club, Thomas Donegan, Galbally Handball Club and Paul Hedderman, Kieran Burke, Paul Herr and Paddy Donovan, Hospital Handball Club for their achievements at the World Handball Championships in Minnesota USA;
- Aaron Tier for his achievement in winning a bronze medal in the IFCPF European Championship – Irish Cerebral Palsy side;
- Patrickswell Powerlifting Club for their success at the 2018 World Championships in Hungary;

- Patrick O'Dwyer – for his achievements in winning the Title of Ireland's Strongest Man in 2016, 2017 and 2018 and the Title of the UK's Strongest man in 2018;

Civic Reception for Munster Rugby Team 1978

- A Civic Reception was held on 29 December, in Istabraq Hall, Corporate Headquarters, Merchant's Quay to mark the 40th Anniversary of the Munster Rugby team's victory over The New Zealand All Blacks in Thomond Park in 1978.

Public Joint Policing Committee Meeting

A Public Joint Policing Committee Meeting was held on Monday, 10th December, 2018 at 7.00 p.m. in The Council Chamber, Dooradoyle. The following Presentations were made at the meeting :

- Presentation by Mr. Diarmuid Cronin, Muintir na Tire, on Community Alert;
- Update by Chief Superintendent on policing in Limerick;
- Overview by Senior Crime and Policing Analyst on crime statistics;
- Presentation by Sergeant Anthony Miniter on Road Safety and address from Guest Speaker, Mr. Feargal Cagney;
- Update from Mr. Mihai Bilaucă, Head of Digital Strategy on CCTV;

Replies were also given to written questions submitted.

Customer Services

- Customer Services has worked closely with the Digital Strategy Department and the Business Improvement Unit regarding the processing of Residential Parking Permits. Principles of service design are being applied which will ultimately result in a more efficient process for the customer. The permits are now being administered via a 'permit' module on SugarCRM which will ultimately lead to the delivery of the service online.
- Customer Services processed 48 permits in December.
- Customer Services received a total of 8,547 calls via our call centre throughout the month, with 56% of all calls received handled at first point of contact and not requiring any handover to another area.
- This works out at approximately 475 calls per day, with the average response time being 25 seconds for calls answered.

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- In December, 701 of the 902 cases logged for Housing Maintenance were in the North Operational Division. Customer Services has continued to be of support by logging 80% of these cases and handling all subsequent queries. Customer Services assigned a specific staffing resource to further support this service by liaising closely with operational staff regarding customer updates.
- 1,989 cases were logged overall on SugarCRM with 57% of these being logged by Customer Services in our Merchant's Quay and Dooradoyle offices.
- The majority of cases logged were for the following;
 - Operations and Maintenance: 1,486 – (902 of these being housing maintenance)
 - Housing Support Services: 201
 - Planning and Environmental Services: 119
 - Design & Delivery: 52
 - Customer Services: 41
 - Veterinary: 13
 - Urban & Village Renewal: 12
- The total number of callers to our counters at Merchant's Quay and Dooradoyle was 1,859.
- Customer Services continued to support our colleagues and assist our customers by handling all frontline queriees regarding Refuse Waivers. Customer Services saw an extremely high volume of post come through on a daily basis with all post opened and administered centrally by our Dooradoyle team in conjunction with our colleagues in the Facilities Department.

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Schedule of Meetings

Name of Meeting	Date	Location
Operational Briefings Limerick City East Limerick City North Limerick City West	04.12.2018 04.12.2018 04.12.2018	Merchant's Quay Merchant's Quay Merchant's Quay
Metropolitan District of Limerick Monthly Meeting	17.12.2018	Merchant's Quay
Municipal District of: Newcastle West: – Monthly Meeting Special Meeting on Housing Development	05.12.2018 12.12.2018	Newcastle West Newcastle West
Cappamore-Kilmallock – Monthly Meeting	13.12.2018	Kilmallock
Adare-Rathkeale – Monthly Meeting	18.12.2018	Rathkeale
Strategic Policy Committee Meetings Travel and Transportation Economic Development, Enterprise and Planning Environment Home and Social Development Community Leisure and Emergency Services	03.12.2018 03.12.2018 10.12.2018 10.12.2018 17.12.2018	Merchant's Quay Merchant's Quay Dooradoyle Dooradoyle Dooradoyle
Local Community Development Committee	04.12.2018	Merchant's Quay
Joint Policing Sub Committee Meeting Municipal District of Newcastle West	05.12.2018	Newcastle West
Joint Policing Committee Meeting	10.12.2018	Dooradoyle

3. Access to Information

	December	2018 (January to December)
Total Freedom of Information Requests	11	223
FOI Internal Appeals	-	7
Information Commissioner Appeals	-	-
Total Ombudsman Requests	-	29
Total AIE Requests	-	6

The awards highlight and celebrate the work done by the local authorities as well as volunteers in our communities and recognise the important contribution they make to our lives.

Eight Limerick projects have been shortlisted in seven categories. They are:

Category	Project
Best Arts/Culture (incl. Festivals & Events)	European Outdoor Arts Academy: School of Spectacle
Best Business Working with the Community	The Urban Co-op
Best Community Health Initiative	Healthy Abbeyfeale We're Breastfeeding Friendly
Best Education/ Training Initiative	Limerick City and County Council's Safety Statement and Safety Management System
Best Local Authority Innovation for Attracting Inward Investment	ENGINE
Best Social Housing Initiative	Lord Edward Street Social Housing
Best Tourism Initiative	Limerick St. Patrick's Festival

4. Business Improvement

Limerick City and County Council has been shortlisted for eight awards at this year's All Ireland Community and Council Awards.

The awards, which are in their 13th year, recognise and celebrate communities and councils working together. They are presented by IPB Insurance and Local Authority Members' Association (LAMA).