

# CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach  
& Contae **Luimnigh**

**Limerick City**  
& County Council

## March 2019

THIS MONTH:

**ROADS** - Additional funding announced for Limerick's roads

**LET'S DRIVE AWAY** - The new Shannon Estuary Way Drive launched

**YOUR MOVE** - Choice based lettings launched

**CELEBRATE** - Limerick celebrates St. Patrick's Day in style

CONTENTS:

### Economic Development Directorate

1. Trade & Investment
2. Strategic & Forward Planning
3. Limerick Local Enterprise Office
4. Digital Strategy
5. Marketing & Communications

### Physical Development Directorate

1. Travel & Transportation
2. Water Services

### Social Development Directorate

1. Tourism Development, Culture & Arts
2. Urban & Rural Community Development
3. Libraries, Gallery & Museum

### Housing Development Directorate

1. Housing Strategy Implementation

### Service Operations Directorate

1. Housing Support Services
2. Planning & Environmental Services
3. Veterinary Services

### Capital Investment Directorate

1. Property Services

### National & Regional Shared Services Directorate

1. HAP SSC
2. Fire & Emergency Services

### Support Services Directorate

1. Finance Services
2. Corporate Services, Governance & Customer Services
3. Access to Information
4. Business Improvement



**Economic Development Directorate**

**1. Trade & Investment**

- Acorn Life is opening a new branch in Limerick with the creation of 20 jobs.
- A number of jobs have been announced for Abbeyfeale by the HSE (three jobs) which has opened a primary care centre; Gourmet Green, a restaurant and wholesale distributor of healthy option foods (six jobs), and; Kennelly Murphy Architectural Engineering and Planning Consultants (six jobs).

**2. Strategic & Forward Planning**

- Two submissions were made on the draft Regional Spatial and Economic Strategy for the Southern Region on behalf of the Elected Members and the Executive.
- Chief Executive reports were prepared and issued to the Elected Members of the Newcastle West Municipal District on the proposals to extend the life of the Newcastle West and Abbeyfeale Local Area Plans.
- The Council successfully secured €23,000 from the Heritage Council under the Heritage Plan Programme for four projects for 2019. These are the Samhain Festival, Castle and Tower House Project; Amazing Lace – A Project to mark the anniversary of Limerick Lace, and the Control of Giant Hogweed on the River Loobagh. These projects will be delivered by the Physical Development and the Social Development Directorates during 2019.

**3. Limerick Local Enterprise Office (LEO)**

- March began with a very busy Local Enterprise Week from 4–8 March, numerous seminars, workshops and clinics were operated throughout Limerick.
- Limerick's National Enterprise Awards 2019 took place on Monday 4 March, in the Strand Hotel where Colm Cussen of ABS Engineering was named Entrepreneur of the Year 2019.
- LEO Limerick attended the Network Ireland International Women's Day 2019 event in Thomond Park Stadium 'Building Resilience' on Friday 8 March.

- Applications closed for Irelands Best Young Entrepreneur Competition on 15 March, Limerick received over 50 applications.
- Limerick's County Final for the 2018-2019 Student Enterprise Programme took place on Tuesday 26 March.
- LEO Limerick had an information stand at the Mid-West Regional Skills Careers Fair on Wednesday 27 March.

**4. Digital Strategy**

- Three days of meetings were held in Limerick on 20-22 March for the H2020 +CityxChange project. The meetings were attended by representatives from Limerick City and County Council, Trondheim Kommune (Norway), University of Limerick and NTNU (Norwegian University of Science and Technology). The purpose of the meetings was to strengthen the co-operation between Limerick and Trondheim as Lighthouse Cities, and develop a better understanding between organisations of the project requirements across energy, community engagement and platforms.
- The Head of Digital Strategy gave a presentation on Smart Closed Circuit Television (CCTV) policy to the Senior Forum. This policy covers the use of CCTV in Council Buildings, as well as CCTV in public spaces. Pending approval from the Senior Forum the policy will then be presented to the Limerick Joint Policing Committee for their review.
- A public consultation platform, known as "My Point", has been procured by Digital Strategy for council use. This solution will be integrated as part of the My Limerick digital service platform. Initial user training for the new platform was held this month, with the first consultations expected to be published on it in April.
- Limerick was represented by the Head of Digital Strategy at the South by South West (SXSW) Conference in Austin, Texas, USA on 10 March. Limerick chaired the knowledge sharing panel on "How Technology Can Balance Urban/Rural Development" with members of the European Union Commission, City of Boston and Dell. The event was organised by the European Commission representatives in the USA. The event was also an opportunity to strengthen the Austin-Limerick relationship formally initiated this January.



## 5. Marketing & Communications

- Riverfest Limerick 2019
  - a. Commenced seven week PR and marketing campaign.
- Limerick St. Patrick's Festival 2019
  - a. Seven week digital, print and radio PR and marketing campaign ongoing.
  - b. Collaborated with Fáilte Ireland to avail of festivals supports package, with increased spend on digital advertising, banner signage and photography to increase festival assets.
  - c. Collaborated with Tourism Ireland in securing and organising locations and interviewees for the Travelzoo Media visit to Limerick on 15 March, which resulted in 15 live TV interviews on US TV (including CNN, ABC, Fox, NBC and CBS) and a live broadcast shared via facebook.com/Travelzoo, which has a following of 3.4 million.
  - d. Engaged with high profile Limerick personalities to promote the festival to wider audiences. Secured a potential reach of 288,300 through social media shares by:
    - i. Dermot Whelan, Today FM.
    - ii. Leanne Moore, Health & Fitness Blogger.
    - iii. Louise Cooney, Fashion, Travel & Lifestyle Blogger.
    - iv. Muireann O'Connell, Virgin TV and Today FM.
- Limerick Festivals Guide 2019
  - a. Social media campaign roll-out.
  - b. 264,000+ total reach.
  - c. 580,000+ total impressions.
  - d. Limerick Festivals Guide e-zine issued.
- Limerick Walk It - Run It - Love It campaign.
  - a. Social media campaign promoted. #ActiveLimerick videos.
  - b. 884,900+ total reach.
  - c. 1,600,000+ total impressions.
  - d. 277,000+ video views.
- Commenced work on #OurCouncilOurStories video campaign.
- Brand Limerick Project:
  - a. Pre-Qualification Questionnaire (Stage One) of RFT evaluated and RFT for Creative and Strategic Services and Media Buying Services (Stage 2) now published and live on e-Tenders website.
  - b. Conducted a series of focus groups with internal/familiar and external/non-familiar audiences, to test the appeal of the new brand identity and perform due diligence.
- Marketing materials supplied to:
  - a. Global media company Travel Zoo TV crew visiting Limerick to showcase St. Patrick's Festival.
  - b. Limerick St. Patrick's Day Festival volunteers.
  - c. Attendees at Network Ireland's Celebration of International Women's Day 2019 event at Thomond Park.
  - d. Glen of Aherlow Fáilte Society.
- Created and installed a Limerick tourism billboard, in a visually prominent location on the exit road from Shannon Airport to attract increased visitation to Limerick.
- Collaborated on Georgian Limerick feature in *Ireland of the Welcomes Magazine March /April 2019* - the largest and longest running Irish interest magazine in the world.
- Secured two page spread in *Retail Times Magazine Q1* for 'Christmas in Limerick 2018'.
- Attended an Industry Forum to evaluate the suite of programmes currently on offer within the Business and Humanites Department of Limerick Institute of Technology.
- Implemented #BeeFriendlyLimerick campaign on social media.
- Commenced work on #YourCouncil social media initiative with LGMA.
- Produced six Limerick.ie e-newsletters.
- Monthly Limerick.ie Business Bulletin e-newsletter issued.

### Social Media:

- Monitor, schedule and update social media channels with creative content to utilise our engagement with the public and put Limerick in people's minds.
- Posted 53 times on Limerick.ie's Facebook with total page likes now 22,666. Posts reached 284,743 users with 16,178 engagements.
- Tweeted 48 times on Limerick.ie's Twitter, @limerick\_ie, with total followers now 15,886. Our

## CHIEF EXECUTIVE'S REPORT



tweets earned 168,600 impressions (no. of times users saw our tweet).

- Posted 18 times on Limerick.ie's Instagram and created six stories, along with numerous coverage of Limerick St. Patrick's Festival with total followers now 5,956.
- Tweeted eight times on Limerick Marketing's Twitter, @limkmarketing, with total followers now 2,607. Our tweets earned 20,400 impressions (no. of times users saw our tweet).
- Posted nine times on Limerick City and County Council's LinkedIn with total followers now 2,287. Limerick.ie

### Limerick.ie

A total of 152,604 people visited the Limerick.ie website in March 2019 – a 23% increase on the same period in 2018.

Content Report: 373 events, 82 articles and 19 amenities added to Limerick.ie website in March 2019.

Dedicated new webpages created for Riverfest 2019, Visitor Maps & Guides, Opera Site Planning, CLAR 2019 Scheme, Choice Based Lettings, The Big Hello!, Limerick Soviet 100 festival, Limerick Lifelong Learning Festival, Easter Kids Camps, Summer Kids Camps and Things to Do in Newcastle West.

The most popular pages on Limerick.ie in March 2019 were:

1. [www.limerick.ie](http://www.limerick.ie)
2. </discover/eat-see-do/festivals/limerick-st-patricks-festival>
3. </discover/eat-see-do/festivals/limerick-st-patricks-festival/st-patricks-day-parade>
4. </discover/whats-on/art-exhibitions/museum-moon>
5. </council/services/planning-and-property/apply-or-search-planning-application/search-planning>

49% of website pageviews were in Discover section and 24% of pageviews were in the Council section.

### Communications

- Issued 22 news releases from the Marketing and Communications Department.
- Researched and wrote 19 speeches for the Office of the Mayor.
- Produced and distributed the monthly Council Connect staff e-newsletter.
- Produced Spring 2019 edition of Council Connect magazine.
- Tweeted 135 times on Limerick City and County Council's Twitter account, @limerickcouncil, with total fans now 12,016. Our tweets earned 219,400 impressions (no. of times users saw our tweet).

**CHIEF EXECUTIVE'S REPORT**



**Physical Development Directorate**

**1. Travel & Transportation**

**National Road Grant Allocations 2019**

The National Transport Authority (NTA) has recently advised that they will fund a number of sustainable transport projects and measures in Limerick City and County in 2019. The total allocation to the Council is €2,560,000, which is more than twice the 2018 allocation of €1,250,000.

The 2019 funding will enable to progress the following projects:

Limerick City and County Council 2019 National Transport Authority Grant Allocations		
Current Projects		
1	Dublin Road Bus Corridor – UL to City Centre	€100k
2	Parnell Street – Davis Street to Roches Street	€1.85m
3	Grove Island Roundabout (NTA Pedestrian/Cyclist Friendly Roundabout)	€100k
4	Raheen Roundabout to Quinn's Cross Roundabout and Fr Russell Road (Walking and Cycling Improvements)	€40k
5	Castletroy Urban Greenways	€200k
6	LUCROC – O'Connell Street	€50k
New Projects		
1	Cycle Lane Protection Measures	€25k
2	Milford Plassey Park Junction Improvements	€60k
3	LIT and MIC to City Centre Cycle Route	€50k
4	City Centre Pedestrian and Cycle Bridges	€10k
5	Rhebogue Road Rail Underpass – Pedestrian and Cycle	€25k
6	Traffic Signals Upgrade UL – City Centre	€50k
<b>Total</b>		<b>€2,560,000</b>

**2. Water Services**

**Capital Works**

- Watermain rehabilitation works progressing in Islanduane 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 (liner), Thomas Street and O'Connell Street as per programme.

**Social Development Directorate**

**1. Tourism Development, Culture & Arts**

**Tourism**

Minister Patrick O'Donovan officially unveiled the Shannon Estuary Way Drive in March 2019. The Shannon Estuary Way Drive is a looped drive off the Wild Atlantic Way created to encourage visitors to stay longer and explore other parts of the region. There are five viewing points on the West Limerick side of the Shannon Estuary Way – Ringmoylan Pier, Ballysteen Pier, Bolands Meadows, Kiltteery Pier and Glin Pier. The route takes visitors into Limerick City to explore further, and then back out to N18 to enjoy the Shannon Estuary. Fáilte Ireland have been working on this project with staff from Limerick City and County Council since early 2018.

**Culture & Arts**

**St. Patrick's Festival**

Limerick extended this year's festival to a three-day event to ensure that we continue to position Limerick as one of the main attractors to Ireland, outside of Dublin for the St. Patrick's Week in Ireland. The opportunity to add a Saturday evening event was supported by Metropolitan District GMA funding. A further development is the support of Fáilte Ireland, who recently announced that Limerick is one of the locations they plan to develop celebrations for 'St. Patrick's Week in Ireland'. This is in recognition that Dublin is at capacity at this time of the year and

## CHIEF EXECUTIVE'S REPORT



supports the thinking around the role festivals play in growing international visitor numbers to Ireland. They recognise that Limerick hosts the second biggest parade outside of Dublin through the combination of a St. Patrick's Day Parade and the International Band Championship.

### Fireworks Extravaganza

Limerick St. Patrick's Festival 2019 opened on Saturday 15 March 2019 with a dramatic fireworks display over the River Shannon and the official launch of the Panoramic Wheel at Arthur's Quay Park.

### Limerick St. Patrick's Day Parade

Limerick was over the moon on Sunday 17 March 2019, as Grand Marshal Norah Patten, who is in the running to be Ireland's first astronaut, joined 40,000 spectators, 1,600 international Facebook live users and 2,000 energetic participants for this year's parade. This year's parade theme 'One Giant Leap' captured the imagination of all, as Limerick celebrations were aired Live on Facebook, on Virgin Media Television and RTE 6 O'Clock News.

Creative entries included Limerick-based Lumen Street Theatre who reflected the theme with a spectacular space entry and a giant rocket, preparing for lift-off with their very own Space Cowboy. Expressive Arts Drama School in conjunction with Artastic entertained the crowd with a colourful entry, while Space Odyssey's giant inflatables were a huge hit. Musicians from Limerick and Estonia entertained those gathered as they marched along the parade route. Members of the various new Limerick communities including those from Nepal, Pakistan, the Philippines and China created a fantastic atmosphere as they celebrated their cultural heritage as part of Limerick's celebration of the National Holiday.

This year's parade prize winners were:

- Best Overall Performance – Chinese Association of Ireland.
- Best Creative Performance – Lumen Street Theatre.
- Best Youth Group – Expressive Arts Drama School with Artastic.
- Best Musical Performance – Wind Band, Tartu, Estonia

### International Band Championships

The 49th Limerick International Band Championship took place on Monday 18 March 2019 as 1,300 participants from 20 marching bands including 11 international bands joined together to compete at this year's championship. As Ireland's only international

band championship the event has grown from strength to strength with over 30,000 people attending on the day.

This year's parade prize winners were:

- Best Overall Performance - Charlotte Catholic High School, North Carolina, USA.
- Best International Band – Slippery Rock University Marching Pride Band, Pennsylvania.
- Best Youth Band – Banna Chluain Meala, Clonmel.
- Best Local Band – Newcastle West Pipe Band.
- Best Musical Performance – The Friendly Sons of the Shillelagh, New Jersey.
- Best Uniform – Mullingar Town Band.
- Most Entertaining Performance – Clondalkin Youth Band.
- Special Judges' Award (Pipe Band) – Killorglin and District Pipe Band.
- Special Judges' Award – Friendship Band, Northern Ireland.
- Special Judges' Award – Glen Ridge High School, New Jersey.

### Museum of the Moon

In programming this exciting touring artwork by UK artist Luke Jerram, Limerick Culture and Arts Department worked in partnership with St. Mary's Cathedral to host the Museum of the Moon in Limerick. Over 11 days, an extension of the original seven-day run, the Cathedral welcomed over 11,000 people. Museum of the Moon also received significant press and social media coverage as well as many visits from local primary and secondary schools. Museum of the Moon measured seven metres in diameter, and featured 120dpi detailed NASA imagery of the lunar surface. The installation was a fusion of lunar imagery, moonlight and surround sound composition created by BAFTA and Ivor Novello award winning composer Dan Jones.

### Open Calls

#### Limerick Theatre Bursaries 2019

Limerick City and County Council published an open call for applications for theatre bursaries covering research and development of new work and for the production capability to bring work to the next level of development.

## CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach  
& Contae **Luimnigh**

**Limerick City**  
& County Council

- Limerick Theatre Research and Development Bursaries of €2,500 each (2 Awards).
- Limerick Theatre Production & Presentation Bursaries of €5,000 (2 Awards).

The closing date for applications was Wednesday 13 March 2019. Six applications in total were received. The Assessment Panel met on Friday 22 March 2019. Recommendations to be brought to the Cultural SPC.

### Grants Under the Arts Act

Sixty-six applications were received with a total ask of €60,676.89. The total fund for 2019 is €20,000. The Assessment Panel met on Wednesday 13 March 2019.

### Strategic Fund for Culture and Arts Scheme 2019

Three letters of support were issued in March. This scheme supports applications to national and international funding bodies to help leverage funding by offering a percentage of any funding awarded in the event of a successful application. Applications are accepted on an ongoing basis while there is an available budget.

### Limerick Artist in Schools Programme 2019-2020: Invitation to Limerick Festivals for Expressions of Interest

As recommended in the recent Evaluation of the Artist in Schools Programme Limerick 2017/2018, Limerick City and County Council Culture and Arts Department announced an open call to Limerick festivals to submit Expressions of Interest to participate in the delivery of Limerick's Artist in Schools Programme 2019/2020. Closing date for Expressions of Interest was Wednesday 13 March 2019. Six applications were received.

### Creative Ireland: Made in Limerick Grants 2019

The Creative Ireland Made in Limerick Grants scheme was advertised on Friday 1 March 2019. These grants are offered as part of the Limerick Creative Ireland Programme to deliver activities taking place in 2019. The closing date for applications was Wednesday 27 March 2019. Forty-five applications were received with a total ask of €159,940 and are being processed.

### Limerick Culture and Arts Department: Programme

#### The County Limerick Youth Theatre

Limerick Culture and Arts Department met with County Limerick Youth Theatre board members on Tuesday 19 March 2019 as part of the agreed meetings under the shared MOU. It was agreed at this meeting to work in partnership to support building capacity around volunteering and work together to address issues of sustainability for the organisation. The County Limerick Youth Theatre is a key element of the Limerick Culture and Arts Department programme in the area of Young People, Children and Education, as outlined in the Arts Council Framework Agreement.

### Helium Arts

Helium Arts Creative Health Hub programme has begun in Limerick. Helium's artists, primarily based in Paediatric Outpatient Clinics, work closely with the medical community, giving children, young people and their families the opportunity to try out different age-appropriate creative activities and get to know the artists. From here, they have the opportunity to be referred by their doctors or parents to Helium's community programme, where they can participate in a series of workshops over 4-6 weeks. In Limerick, the programme began with artist Paul Bokslag attending the outpatient clinic at UHL three times a week since February and has engaged with over 60 children in this time through creative activities. Paul started the community workshops in St Gabriel's school in Limerick at the end of March. The Limerick Hub is taking place in partnership with University Hospital Limerick and Limerick City and County Council.

### Bingo Wings

The Bingo Wings Project implementation phase began in March, with aerial development with practitioners taking place and two Circus Artist in Residence advertised. This project led by Limerick City and County Council is offered an Arts Council Invitation to Collaborate Award, with Donegal County Council Arts Office and Kerry County Council Arts Office and Fidget Feet Aerial Dance as lead artistic organisation.

## CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach  
& Contae **Luimnigh**

**Limerick City**  
& County Council

### Social Conversations: Topics that Matter

A series of public intergenerational conversations took place at Friars' Gate Theatre, Kilmallock on Tuesday 5 March 2019. Students from Kilmallock's Coláiste Iósáef and a group of older people from the area got together on stage for a chat about topics that matter to them. The public were invited to come along free of charge to hear what they had to say about issues like religion, technology, sexuality, and much more. Led by Sheila Quealey and supported by Ballyhoura Development C.L.G. and Limerick City and County Council.

### Artist Studios: Online presence

Limerick Culture and Arts Department offered artists in our James Street Artists' Studios (eight artists) and Cappamore Arts Studios (four artists) the opportunity to put a short biography and some images of their work onto the Limerick.ie website to help support and promote their artistic practices. These went live on the Limerick.ie website in March 2019.

### Places Matter Conference

The Arts Council | Local Government joint conference Places Matter | building inclusion in the arts, took place on Thursday 28 March 2019 in NUI Galway. The conference addressed inclusion and Ireland's rapidly changing demographic and asked; how can we ensure that the arts in Ireland reflect our diverse society? Are opportunities to take part in the arts meaningful and relevant to all members of our communities? Speakers included Nina Simon, Director, Santa Cruz Museum of Art and History. The voice of the artist is, as always, critical, and audiences were privileged to have electric contributions and performances by Limerick artists Denise Chaila and Rusangano Family.

### Festivals in March supported by Limerick City and County Council

#### Fresh Film Festival

Fresh Film Festival took place from 25-30 March 2019 celebrating youth film for filmmakers and audiences aged 7-18. Fresh is supported by Limerick City and County Council through a grant awarded via the Festivals and Events competitive open call Grant Scheme. Fresh Film Festival annually hosts public

screenings, workshops, master classes, events and film productions. The programme's international reputation is reflected in the number of international entries to its International Category as part of the competition element of the programme. This year's programme highlights included collaboration with IFI Education for the screening of Keeper at the Odeon, Experimental Film Workshops held across the city, Femme Friday a celebration of young female filmmakers, an Industry Partner workshop, and Fresh After Eight screening a selection of the best shorts at Fresh 2019.

### Féile Luminigh

The GALA Concert for this year's Féile Luminigh, supported by a grant from the Limerick City and County Council Festivals and Events Grant Scheme, was held on Sunday 31 March 2019 at the Millennium Theatre (LIT). Féile Luminigh aims to promote and encourage creative effort and practise in the arts of Speech, Drama, Singing and Instrumental Music. The concert brought together a beautiful evening of song, music, drama and poetry as award winners performed on stage. Féile Luminigh winners were awarded bursaries to support their continued education in their discipline of choice.

### A Pathway to Cultural Confidence – Update on investment 2014-2019

Limerick Culture and Arts prepared a presentation for Full Council on 25 March 2019. The presentation covered the period from the designation of Limerick as the first National City of Culture in 2014 (a yearlong programme of cultural events and engagement), the Limerick 2020 bid for European Capital of Culture up to the recently established Cultural SPC with an overview of achievements through investment in Culture. Cultural investment has proved to be a powerful agent of solidarity for Limerick, has helped deliver on the revitalisation of Limerick, has supported Limerick's tourism offer and now, culture as a shared resource is energising and enabling the USP of Limerick City and County Council's collective ambition.





## 2. Urban & Rural Community Development

### Domestic Waste Refuse Waiver Scheme

#### Bin Waivers:

Issued:	29
Refused:	0

#### Cemeteries

Mount St. Lawrence	13
Mount St. Oliver	16
Castlemungret	21
Kilmurry	07

### Thematic Programmes

#### Health and Wellbeing

- The following Limerick community groups completed their activities funded with 2018-2019 Round 2 Healthy Ireland funding: Athea Arts and Crafts Group, Rathkeale Traveller Women's Group and Ballysteen Tidy Village Association.
- Limerick City and County Council, through Healthy Limerick, was represented on the judging panel at this year's UL Health Fusion Team Challenge. The challenge assists third level medical students to enhance their ability to work in multi-disciplinary teams when caring for people with complex or chronic healthcare needs.
- A multi-agency meeting was held to progress the action to support Tobacco Free Ireland in Limerick. The action supports the de-normalisation of smoking and protecting children from second-hand smoke.
- Limerick City and County Council was represented through Healthy Limerick at the March meeting of UL Hospitals Group Healthy Ireland Steering Group and at the annual members meeting of the Healthy Cities and Counties Network.

#### Age Friendly Programme

- Experts from Cliffrun Media held the 4th Acorn Tablet IT skills workshop in Newcastle West which was attended by 30 participants, the aim was to further enhance the IT skills of those on the Acorn Smart Ageing Tablet trial.
- Limerick was represented at a two day workshop for Age Friendly Programme Managers.
- Limerick was represented at a planning meeting with regard to the National Convention of Older Peoples Councils, taking place this year in Donegal in May.
- A meeting was held between Age Friendly Limerick and the local Library service to advance plans for Age Friendly Libraries in the City and County, following training on Age Friendly Libraries provided by Age Friendly Ireland.
- PLACE – EE, An intergenerational workshop (workshop 9 of 12) took place on the 6 March 2019 with 29 participants in attendance. The younger participants helped the older participants to become more connected by learning computer, internet and digital competencies through skills exchange.
- PLACE – EE, Intergenerational workshop (workshop 10 of 12) was held in Engine and had 34 participants. It focused on cultural heritage and storytelling. The younger participants aided the older cohort to use web browsers to search for information pertaining to their interests, the participants were split into small groups and began work on individual projects.
- PLACE – EE, The full group of participants (60) met in the Longcourt Hotel (workshop 11 of 12) on the 28 March 2019. Each group finished their individual projects which related to a cultural/ heritage interest. A videographer was on site to capture the stories, songs, dance and interviews. This information is currently being collated and edited and will be uploaded to a cultural archive (online platform) to showcase the diverse and rich culture from the Republic of Ireland, along with our international partners from Iceland, Northern Ireland and Sweden.
- PLACE – EE, A transnational report on the service provisions for older people living in rural, sparsely populated regions was completed.

## CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach  
& Contae **Luimnigh**

**Limerick City**  
& County Council

- A PLACE – EE international workshop was held in Enniskillen 19-21 March 2019, attended by partners from Limerick, representing the Republic of Ireland, along with our international partners from Iceland, Northern Ireland and Sweden. Representatives from Limerick made a presentation to the international project partners at the event giving an update on work completed and research data gathered in the Limerick demonstrator area to date.

### Integration

- A deputation from the Sikh community, supported by the Thematic Programmes team, addressed the March Newcastle West Municipal district meeting. A presentation on the life and work of local Templeglantine man Max Arthur Macauliffe was made and the Councillors support was sought for the hosting of a number of events to celebrate the life and contribution of Max Arthur MacAuliffe to Sikh culture and religion. The Councillors agreed unanimously to support the events scheduled to take place later this year.
- A representative of Limerick City and County Council was interviewed as part of a European study on impacts of Refugees and Asylum Seekers in European Territories.

### Education

Learning Limerick has announced a further commitment to advancing Limerick's progress as a Learning Region. A partners' Memorandum of Understanding (MoU) was signed on Thursday, 7 March 2019. This agreement is a strong statement of their intent to support the UNESCO Learning City-Region initiative for Limerick. All of the organisations involved in Learning Limerick work together to promote awareness of the importance of lifelong learning, and to influence education and skills policy on a local, national and international level.

They also seek to position learning at the centre of development planning in the Limerick region in all communities, sectors and settings. Learning Limerick is a member of the UNESCO Global Network of Learning Cities, which is an international policy-oriented network providing inspiration, know-how and best practice.

The purpose of Learning Limerick is to work in partnership with relevant stakeholders to:

- Promote awareness of the importance of lifelong learning for every person, family, community and workplace in Limerick.
- Influence education and skills policy: locally, nationally and internationally.
- Position learning at the centre of development planning in the Limerick region, in all communities, sectors and settings.

Signing the MOU are the six core funding partners:

- Limerick City and County Council.
- Limerick and Clare Education and Training Board.
- PAUL Partnership.
- University of Limerick.
- Mary Immaculate College.
- Limerick Institute of Technology.

The launch of the Learning Limerick Ambassadors also took place on 7 March 2019.

The ambassadors are a diverse group of individuals, who themselves have demonstrated that learning is for people of all ages and from all areas. They have a wide variety of needs and interests. Their main role is to help reach as many people as possible and inspire them to participate in learning, through promoting the idea of lifelong learning in their own communities, workplaces and neighbourhoods.

Plans are advancing for the 2019 Lifelong Learning Festival, taking place from 8–14 April 2019. Limerick City and County Council, as one of the groups supporting the festival, is represented on the organising committee, which met twice in March.

# CHIEF EXECUTIVE'S REPORT



## Derelict Sites and Vacant Homes/Properties

Derelict Sites	
Number of inspections carried out	57
UVRD information notices posted	2
Statutory Notices issued under the Derelict Sites Act	22
Cases closed through engagement	11
Properties entered onto the Derelict Sites Register	2
Number of properties put forward for Buy & Renew	5
Number of properties put forward for C.P.O. under Housing Act or Derelict Sites Act	11

Vacant Homes	
Number of properties identified through VacantHomes.ie	4
Number of properties identified through surveying	7
Number of inspections carried out (including re-inspection)	9
Number of owners identified	3
Number of properties put forward for Buy & Renew	3

## Limerick Community Development Committee

The March meeting of the LCDC took place on Tuesday, 5 March 2019. €10,000 in funding has been allocated to Limerick Local Community Development Committee (LCDC)/Local Authority area. It is intended that small grants of about €100-€400 per event will be available from the LCDC. The closing date is Thursday 4 April 2019. The Big Hello! National Community Weekend 4-6 May 2019 was communicated on 26 March 2019. The event is about local communities coming together and organising events centred around food, sport, the environment or health and culture. The event is a celebration of the great spirit of community that exists across the country and an effort to help people who share communities to come together, get to know each other and deepen the sense of community in their area.

## CLÁR Funding 2019

- The CLÁR 2019 Scheme was communicated in local press and media on 21 March 2019. The CLÁR programme is a targeted investment programme which provides funding for small scale infrastructural projects in rural areas that have suffered the greatest levels of population decline. The aim of CLÁR is to support the sustainable development of identified CLÁR areas by attracting people to live and work there. The funding works in conjunction with local funding and on the basis of locally identified priorities. Limerick City and County Council has invited applications from Schools/Community Groups and Local Development Companies, for projects within the designated CLÁR areas, in respect of Support for Schools/Community Safety measures, Play Areas (including Multi-Use Games Areas) and Community Wellbeing Supports - Sensory Gardens. The closing date is 16 April 2019.

## Environmental Awareness

- Limerick City and County Council Tidy Towns Seminar took place on 11 March 2019 with over 100 Tidy Towns volunteers attending. This also involved a radio Interview on 104 West Limerick re the Tidy Towns Seminar. Dr. Christy Boylan gave a presentation on an overview of Tidy Towns with particular emphasis on landscaping.
- Think Exhibition – the Think exhibition by students from the Limerick College of Further Education was launched in the City Library on the 28 March 2019. This exhibit highlights our dependence on single use items such as coffee cups and asks us to change to reusable items.
- International Women's Day presentation on the environment was given to the Federation of ICA guilds (ICA groups from across the city and county) and to active retirement groups in Castleconnell, Adare and the Probus group.

## Limerick Sports Partnership

- AGM held in March and the key findings from the LSP annual review showed the following:
  - €900,000 secured in 2018.
  - €400,000 secured locally from partner organisations.



- €137,000 secured in BIK.
- LSP delivered 132 courses and workshops to 3,761 participants in 2018.
- LSP hosted 58 events for 5,683 participants.
- LSP delivered 160 physical activity programmes and interventions to 11,247 participants.
- LSP delivered 5,684 volunteer hours back to communities through mentoring and leadership programmes.
- Limerick Sports Partnership hosted the Primary Schools Sports Hall Athletics and Get Going Get Rowing Limerick finals for 1,100 pupils.
- Woodlands For Health Walking programme has continued with Limerick Mental Health and Get Ireland Walking at key locations across the county.
- The LSP has placed 70 Physical Education undergraduates in 22 clubs and community groups promoting and developing physical activity programmes. Placement lasts for seven weeks.
- 25 schools have joined the LSP Great Limerick Run training programme in association with LIT students getting kids ready for the GLR Kids Run in May.

The LSP sports development officers continue to develop programmes for key target groups, Men – 30 to 65, Women – 30 to 65, marginalised communities, walking groups and general populations across the county. See [www.limericksports.ie](http://www.limericksports.ie) for more information.

### 3. Libraries, Gallery & Museum

#### Library Services

- Events to mark World Book Day, International Women's Day, St. Patrick's Day and Healthy Ireland at your Library programme were held in all main library branches throughout the month of March.
- On Friday 8 March 2019, the "100 Years of Women in Politics & Public life, 1918-2018" exhibition was launched by the Library and Museum service on International Women's Day at Merchant's Quay with over 190 people attending on the day. This major travelling national exhibition was curated by Irish historian and author Sinéad McCoole and gave a fresh and exciting insight into the experience of

women in public life over the past century. It was a huge success and was viewed by over 1,750 visitors over its six-week run.

- Mental Health Ireland in association with Limerick Library Service Healthy Ireland programme presented a talk and workshop "Five Ways to Wellbeing" by John McElhinney in both Abbeyfeale and Foynes branches. The aim of the very well received talk was to equip participants with the knowledge required to understand and implement actions to support their own mental health and well-being.
- Foynes Library hosted a display from Foynes National School of their contribution to Team Limerick Clean-up Design a Bottle competition.
- World Book Day on 7 March 2019 was celebrated across all main branches with story sessions quizzes, dressing up as well-known book characters and many other activities designed to promote reading for pleasure.
- 150 children visited Kilmallock Library for activities on World Book Day. This month's Little Readers Workshop on 20 March 2019 focused on the theme of bees, using rhymes, stories, and drawings featuring bees and honey. Digital Skills classes for adults commenced on 5 March 2019 in conjunction with Ballyhoura Development CLG and Bruree IT. International Women's Day was celebrated with a talk to a mixed audience of forty men and women on "Living Life Well" by Eileen Sheehan.
- The regular Parents and Toddler groups marked St. Patrick's Day by wearing green costumes and sings songs and rhymes as Gaeilge.
- Newcastle West Library celebrated International Women's day with an evening of words and song to "inspire and gladden the heart". The line-up included, Anne Phelan from Castlemahon, who has, over the years, delighted and astounded audiences with her violin playing. Anne who is a member of the National Concert Orchestra drew on her extensive repertoire of classical, popular and traditional airs throughout the evening. Also performing was the Desmond School of Music Adult Choir. As the spoken word has played a huge role in women's struggles, to acknowledge this element, poets Jo Slade, Eileen Sheehan and local poet Shirley O'Regan, read from their collections. Jo Slade, a visual artist as well as a poet is a previous winner of the Michael Hartnett Poetry Award. Likewise, Kerry Poet Eileen Sheehan has visited

**CHIEF EXECUTIVE'S REPORT**Comhairle Cathrach  
& Contae **Luimnigh****Limerick City**  
& County Council

many schools as writer in residence with Limerick Culture and Arts Department and Shirley O'Regan published her first collection of poetry in 2018. The Library held a capacity audience on the night, accompanied by a wine and roses reception.

- On 7 March 2019, Newcastle West Library in conjunction with West Limerick Resources held a Parent and Baby Information event designed to advise parents and caregivers of the numerous supports and facilities that are available for babies and young children in the West Limerick area. There were demonstrations on baby massage and yoga, fun craft activities for toddlers, advice from a Lactation Consultant as part of Limerick City and County Council's Breastfeeding Friendly policy. Also present were Tusla, Parenting24Seven, Parenting Limerick and Limerick Childcare Committee. An exhibition of recycled metalwork and paintings was on display throughout March.
- Local artist Sahaja Budzilla uses junk metal to create mythical figures of power, grace, humour and beauty. Accompanying these pieces are some lovely paintings captivating the themes of his sculptures. The exhibition is supported by an informative presentation about the artist and his work.
- On Friday 22 March 2019, a painting workshop took place for the Knitting Club and other retired people, Limerick Artist Jean Ryan Hakizamana, demonstrated the skills of painting to the group, each participant completed a painting on canvas, a fantastic achievement, as this was the first attempt for some!
- The History Club from Scoil Mhuire & Ide visited the branch, to do some local history research on the town and surrounding areas.
- On 27 March 2019, The Irish Heart Foundation Mobile Unit visited the Library as part of the Healthy Ireland programme. Free blood-pressure checks and healthy heart information were provided. Queues commenced at early morning and continued throughout the day. The library was delighted with its success and happy to be associated with such a worthwhile project.
- On Tuesday 6 March 2019, the Granary Library hosted a concert by the singer-songwriter, Sarah McQuaid. Recently honoured with a Lifetime Achievement Award by the Ards International Guitar Festival in Northern Ireland, Sarah has also

drawn critical praise for her voice and her engaging rapport with audiences: "I've attended hundreds of concerts of all kinds, and her subtle mastery onstage launches her straight into my fave shows ever," wrote The Huffington Post. The concert was very much enjoyed by the attendance of about 60 people.

- On 21 March 2019, the Mayor of the City and County of Limerick, Councillor James Collins, launched the 'Think' exhibition at the Granary Library. Limerick College of Further Education (LCFE) has loaned the 'THINK' campaign to the Library. LCFE wanted to implement a better, cleaner, greener environment and the AD2, Art and Design group was asked to help in promoting this message in an awareness raising exercise and as a way of promoting a greener alternative for the college community. The THINK project group focused their campaign on recycling and on the increased use of single use throw away items such as coffee cups and plastic drink bottles. The installation is, of course, made entirely from recycled material. The exhibition runs through the first week of April.
- The Gramophone Circle had their monthly meeting on the 4 March 2019 and then on Friday 15 March 2019, Jack Little was the special guest presenter at the Rock Record Club. Jack played a very interesting array of music which was thoroughly enjoyed by all involved.
- Watch House Cross Library in collaboration with Salmon's Wake and the Ilen project held a very interesting series of events in March. Salmon's Wake is a community educational programme, with a specific focus on the creation of a dynamic learning environment around the Atlantic Wild Salmon of the Shannon River, and their lamentable decline along with an age-old culture and industry they sustained. The programme is designed to cultivate positive relationships between the youth of Limerick, Ireland and those of Greenland. Watch House Cross Library hosted display panels from the Ilen Restoration Project and workshops with children from Thomond Primary and CBS Sexton St. This involved building replica Angling Cots and designing postcards to send to schoolchildren in Nuuk, Greenland. The Ilen is travelling 2,222 nautical mile from Limerick Docks to Nuuk Port, Greenland. The Ilen's progress can be tracked in real time by visitors to the library.
- WHC Junior Book Club met on 1 March 2019 and Moyross Threads held their Easter Craft Fair in the

## CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach  
& Contae **Luimnigh**

**Limerick City**  
& County Council

library on 27 and 28 March 2019 with all proceeds going to Down Syndrome Limerick.

- On the 21 March 2019, the library hosted the first of a 10-week iPad class for seniors.
- Dooradoyle Library continued its programme of book clubs, story sessions, and meditation classes.

### Limerick Museum

- Limerick Museum received 2,598 visitors in March 2019.
- The exhibitions 'Women in Politics and Public Life, 1918-2018', 'Limerick's 130 Years of All-Ireland Successes' and 'Visible Reminders of Invisible Light' continued throughout the whole of March.
- Limerick Museum acquired two collections of lace in March. It received the Florence Vere O'Brien Collection of Limerick Lace on long-term loan from Veronica Rowe, the most important collection of Limerick Lace in private ownership. The Museum also acquired a collection of lace from the Carmelite Convent, Delgany, County Wicklow.
- Friends of Limerick Lace Group held a meeting in the Museum on 14 March 2019.

### Limerick City Gallery of Art (LCGA)

- Siobhan McDonald's Crystalline: Hidden Monuments, exhibition ended on 24 March 2019. The exhibition in LCGA is a Creative Ireland commission to address the late prehistory (Bronze Age) linear earthworks in Ireland called the Black Pig's Dyke. In this new project, titled 'Hidden Monuments', McDonald presents a series of artistic enquiries to remind us of the Cairns, standing stones and Megalithic structures that foreshadow our architectural histories.
- Siobhan McDonald was in conversation with Ann Mulrooney, Director of the Science Gallery, Dublin and Sarah McCutcheon, Executive Archaeologist, Limerick City and County Council on 20 March 2019. This wide- ranging discussion was attended by approx. 40 people with very positive interaction between the audience and the panel.

- The Irish World Academy of Music and Dance (MA in song writing and community music) held two sessions in the Gallery in March, which culminated with a series of performances by the students in response to McDonald's exhibition. It is proposed to continue this collaboration in the next academic year.
- Anita Groener's, The Past is a Foreign Country, exhibition received an Arts Council Touring and Dissemination Award managed by LCGA and closed at The Dock, Carrick-on- Shannon on 9 March 2019. It will tour to The Lab, Dublin and Uilinn, Skibbereen, Cork in 2019.
- Advertisement for the Shinnors Scholar 2019-2021 has a closing date of 31 March 2019. This will provide a graduate student with the possibility of doing a practice based MA while based at LCGA.
- Limerick born singer songwriter, Johnny Duhon launched his book in the Gallery on 14 March 2019 and held a concert on Thursday 28 March 2019.
- LCGA's visitor attendance for March 2019 was over 5,322.
- LCGA weekend workshops for children, ArtSpace, finished on 16 March 2019.
- LCGA continues to negotiate the use of the HUB with local groups for workshops and events and hosted an event for the launch of Adapt House film and exhibition on Thursday, 7 March 2019 to coincide with International Women's Day.
- LCGA hosted a meeting on Friday 29 March 2019 for the Office of Government Procurement to launch their strategy.
- Monday 4 -15 March – Screening of film, 'FREE' for Adapt House.
- 4 and 11 March 2019, Irish Chamber Orchestra workshops in response to LCGA Exhibition by Siobhan McDonald.
- Limerick Art Society held their second workshop 21 March 2019, featuring a demonstration by Thomas Ryan, RHA.

**Housing Development Directorate****1. Housing Strategy Implementation****Choice Based Letting Pilot**

- Limerick City and County Council commenced a Choice Based Letting Scheme on a pilot basis for certain council properties in the Newcastle West District on 29 March 2019.
- The scheme seeks expressions of interest from anyone currently on the housing list who may be interested in becoming a tenant of properties advertised through the scheme.
- The first property available is at Lower Maiden Street, Newcastle West, a three-bedroomed fully refurbished family property located in the town centre.
- The closing date for receipt of expression of interest is Friday 19 April 2019.
- Information available at [www.limerick.ie/choice-based-letting-pilot](http://www.limerick.ie/choice-based-letting-pilot)

**Cappamore-Kilmallock District: Focused workshop on pipeline sites for social housing**

- Positive workshop with elected members of the Cappamore-Kilmallock Municipal District outlining analysis of Limerick City and County Council owned sites that can facilitate small-scale elderly/ downsizing housing schemes given profile of demand in area.





**Service Operations Directorate**

**1. Housing Support Services**

**Waiting List**

Housing Waiting List	2,994
----------------------	-------

**Allocations**

	Number of Units March 2019	Year to Date
Metropolitan District	11	28
Newcastle West	1	2
Adare - Rathkeale	0	1
Cappamore - Kilmallock	2	6
<b>Total</b>	<b>14</b>	<b>37</b>

**Housing Assistance Payments Limerick**

**Total number of active HAP Tenancies monitored, reviewed and maintained = 2,219**

No. of HAP tenancies set up this month.	47
No. of Amendments.	158
No. of Cessations.	17

The HAP Department continue to hold validation clinics every Tuesday and Thursday from 10 o'clock to 11 o'clock.

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

Individuals – 28 March 2019		
Location	Description	No.
McGarry House	Mixed Low threshold accommodation for singles	30
St. Patrick's Hostel	Higher threshold accommodation for single males	47
Thomond House	Higher threshold accommodation for single females	15
B&B (no children)	Adults without children accommodated in B&B	10
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	9
<b>Total</b>		<b>131</b>

Families – 28 March 2019			
Location	Description	No. Adults	No. Children
Suaimhneas	Family Emergency accommodation	6	10
		Families - 6	
B&B/Hotel Accommodation	Families	50	69
		Families - 36	
Twin Oaks Family Hub	Family Hub	15	17
		Families - 10	
<b>Totals</b>		<b>71</b>	<b>96</b>
		<b>Families - 52</b>	





## Home Improvement Schemes

MARCH 2019	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.
Rathkeale	€6,585.00	2	€3,766.52	1	€5,277.75	1
Newcastle West	€5,400.00	1	€0.00	0	€3,825.00	1
Metropolitan	€58,403.66	13	€24,707.13	5	€47,341.08	11
Kilmallock	€5,400.00	1	€21,250.00	1	€24,044.00	5
<b>Total</b>	<b>€75,788.66</b>	<b>17</b>	<b>€49,723.65</b>	<b>7</b>	<b>€80,487.83</b>	<b>18</b>

Total Monies issued in March 2019 = €206,000.14

Total Grants issued in March 2019 = 42

JANUARY TO MARCH 2019	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.
Kilmallock	€16,095.00	5	€35,698.23	3	€47,839.17	10
Metropolitan	€80,672.83	19	€57,967.45	9	€73,263.58	16
Newcastle West	€42,700.00	8	€59,769.52	7	€36,564.09	9
Rathkeale	€6,585.00	2	€28,282.60	2	€18,189.20	5
<b>Total</b>	<b>€146,052.83</b>	<b>34</b>	<b>€181,717.80</b>	<b>21</b>	<b>€175,856.04</b>	<b>40</b>

Total Monies issued January to March 2019 = €503,626.67

Total Grants issued January to March 2019 = 95

## 2. Planning & Environmental Services

### Litter/Waste Enforcement

- 278 complaints were received in March 2019.
- 495 inspections were undertaken during the month.
- Eight Warning Letters were issued during March 2019.
- Five Directions were served during the month.
- Ten Statutory Notices were issued by the Department.
- 59 Litter Fines were issued during the period.
- Legal proceedings were initiated in five cases.

Arrangements were made for holding nine Farm Plastic Collection Points authorised by Limerick City and County Council and in association with the Irish Farm Film Producers Group (IFFPG) between April and July 2019 at the following locations: Kilmallock; Dromcollogher; Abbeyfeale; Dromkeen; Pallaskenry; Glenroe; Kilfinny; Newcastle West and Ballyhahill.

### Air Noise and Water Pollution

- 22 complaints were received in March.
- One Notice was served under Section 26(1) of the Air Pollution Act 1987.
- Two Notices were served under Section 110 of the Public Health (Ireland) Act 1878.
- One Certificate of Compliance was issued under the European Union (Installations and Activities Using Organic Solvents) Regulations, 2012 And 2014.

### Economic Development & Planning Planning Applications

Housing Developments	1
Domestic Developments	94
Agricultural Developments	5
Commercial Developments/Change of Use	9
Sporting/Community & Educational Developments	8
Other Developments	11

The current applications include proposals for:

- Construction of 9 no. residential units at Barnakyle, Patrickswell.



### 3. Veterinary Services

- 43 stray or wandering equines were impounded.
- The Dog Control Unit dealt with 38 dogs.
- Three food samples were submitted during March 2019 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. Property Services

Expressions of Interest received back on seven city centre properties – responses being analysed.

Acquisitions and Disposals statistics:

Statistics	
House purchases concluded:	7
House purchases sale agreed:	13
House Purchases at bidding stage:	3
S183 Disposal notices:	7

### Corporate Building Programme

- Tenders received for City Gallery of Art.
- Commemorate bench completed in Merchant's Quay and Plaques in Newcastle West, Kilmallock, Dooradoyle and Rathkeale to remember deceased colleagues and friends.
- Design team appointed for upgrade of section of Granary offices.

### Facilities Team

- Official Launch in Istabraq Hall of the National Exhibition - Women in Politics and Public Life 1918-2018.
- Mayoral Reception held in Istabraq Hall for The Limerick Historical Society.
- Facilities team supported Limerick St. Patrick's Festival 2019.

**CHIEF EXECUTIVE'S REPORT**



**National & Regional Shared Services Directorate**

**1. Housing Assistance Payments (HAP) Shared Services Centre**

**HAP Shared Services**

- The HAP Shared Services Centre achieved ISO 9001:2015 certification for our Quality Management System (QMS).

Achieving a Quality Management System standard was a strategic objective for the HAP SSC and



would not have been successful without the buy-in and co-operation of management and staff in the centre.

The certification demonstrates our continued commitment to the highest global standards in customer service, operation excellence, continual improvement and quality management across our business processes.

- There were 45,915 active HAP tenancies nationally at the end of March, 2019.
- The weekly tenant debit was over €2.1 million.
- The HAP Landlord payment run was over €36 million.

**2. Fire & Emergency Services**

**Statistics**

	Fire Related Calls	Non Fire Related Calls	Total
No. of call outs 01/03/19 – 31/03/19	74	50	124
% of calls where on scene in < 10 minutes from time of call	62%	80%	
% of calls where on scene between 11 and 20 minutes from time of call	18%	18%	
% of calls where on scene in > 20 mins from time of call	20%	2%	

	Received / Assigned	Validated	Invalidated / Refused	Granted	Completed
Fire Certificate Applications March 2019	8	5	4	15	
Disability Access Cert Applications March 2019	6	5	0	11	
Licensing Applications March 2019	2	2	0		
Commencement Notice March 2019	47	40	4	40	
Completion Certificate March 2019	13	10	0	10	
Planning Referrals	27				16
Sugar CRM Cases March 2019	0				3

## CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach  
& Contae **Luimnigh**

**Limerick City**  
& County Council

### Civil Defence attendance at Events for month of March 2019

- Rás Luimní Cycle Race, Caherconlish.
- Fireworks Extravaganza Limerick City.
- Medical Cover St Patrick's Day Parade Limerick.
- St Patrick's Day Parade Limerick City.
- St Patrick's Day Parade Newcastle West.
- St Patrick's Day Parade Rathkeale.
- 49th Limerick International Band Championship.

### Fire & Emergency Training Events for month of March 2019

- 36 firefighters completed Breathing Apparatus Refresher Training.
- 34 firefighters completed manual handling training.
- 35 firefighters completed High Rise Fire Fighting training.
- 41 firefighters and officers completed training in Serious Incident Management.

- One Sub Station Officer completed the NDFEM Pump Operator Course in Mallow.
- A QQI Fire Fighting Skills course was ran by Limerick Fire Service for recruit firefighters from across the country. Limerick had four recruits on this course, all of whom successfully completed the course and will now progress to their Initial Breathing Apparatus Wearers Course.
- Our five wholetime recruits continued their training in the UK Fire Service College and are near the end of the seven weeks of training in the UK. On completion they will return to Limerick for a further five weeks of training.
- Transition year students from across the county attended a one-week Fire Service Skills course in Limerick City Fire Station, which was delivered by Fire Service Personnel. This course covered skills such as first aid, fire extinguisher training, knowledge of Road Traffic Collision techniques and Fire Service Operations. The course was a great success and well done to all involved.

### 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 March
No. of call outs 01/03/19 – 31/03/19	1,224	1,015	1:15	2,239

### Water Safety

No. of lifebuoy replacements	March 2019	Total 2019 Jan - date
Metropolitan Area	1	4
Municipal Area	3	5

## CHIEF EXECUTIVE'S REPORT



### Support Services Directorate

## 1. Finance Services

### Rent Collection

Opening Balance @ 01/01/2019	Accrued Income	Total for collection	Receipts	Closing balance 31/03/2019	% Collection
€3,822,761	€3,611,048	€7,433,809	€3,683,585	€3,570,224	49.5%

### Commercial Rates and Loans

#### Draft Collection Figures

Commercial Rates 2019	Opening Balance 1 Jan €	Accruals €	Vacant Property Adjustment €	Writes offs/ Waivers €	Total for Collection €	Amount Collected €	Arrears €	Specific Doubtful Arrears €	% Collected
As at 31st March 2019*	11,723,152	56,166,755**	141,469	310,008	67,438,430	13,002,626	54,435,804	3,420,622	20%

\*\*The date for making the 2019 Rate was 1st February 2019.

Debtors Loans	Opening Balance 1 Jan €	Accruals €	Writes offs/ Waivers €	To Collect €	Receipts €	Arrears €	% Collection
As at 31st March 2019*	486,661	248,647	-	735,308	407,920	327,388	55%

#### Recourse to Overdraft Facility

No of days in overdraft 0

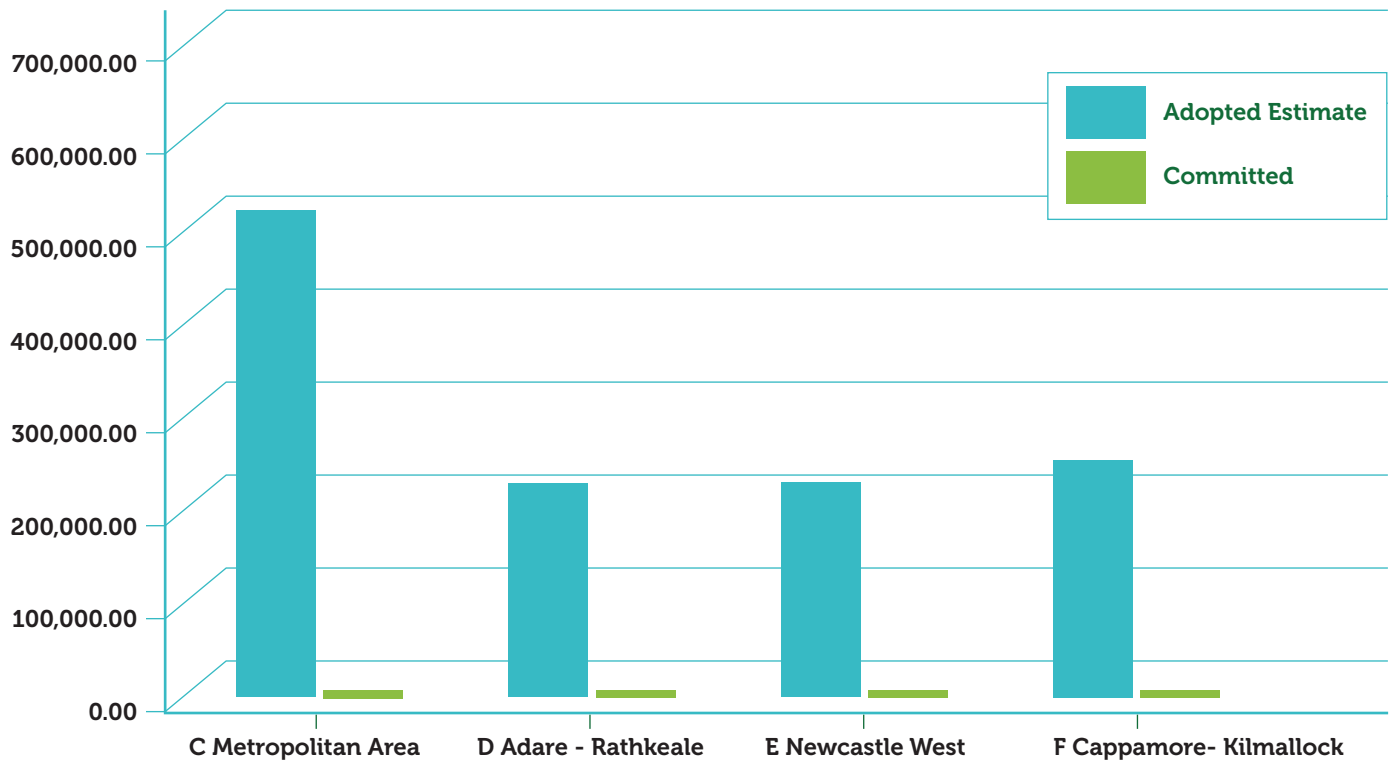
**CHIEF EXECUTIVE'S REPORT**



**General Municipal Allocation 2019**

**Adopted Estimate €1.203 Million**

Graph outlining adopted budget and draft committed expenditure up to 31 March 2019.



<b>Municipal (Code) + (Text)</b>	<b>Value Adopted Estimate</b>	<b>Value Committed</b>
C Metropolitan Area	503,000.00	0
D Adare - Rathkeale	225,000.00	0
E Newcastle West	225,000.00	0
F Cappamore - Kilmallock	250,000.00	0

# CHIEF EXECUTIVE'S REPORT



## 2. Corporate Services, Governance & Customer Services

### Corporate Services Receptions

Mayoral Receptions were held for the following:

- Limerick Historical Society, in recognition of the magnificent work that it has done since its foundation in 2013 and the outstanding contribution of Mr Tony Browne in fostering a love and knowledge of Limerick history over the past forty years.

Mayor of the Metropolitan District of Limerick Receptions were held for the following:

- Michael McNamara, in recognition of his career in national radio and his promotion of and contribution to many aspects of Limerick Society.
- Len Dinneen, in recognition of his career in local radio and his promotion of and contribution to many aspects of Limerick Society.

### Health and Safety Training

During the month of March, Health and Safety Training Unit arranged the following courses:

Name of Course	Total Number of Staff Trained
Signing Lighting and Guarding	5
Safe Pass	14
Telescopic Handler	4
Safe Use of Pesticides & Herbicides	8
Manual Handling	50
Drivers CPC Training	13
Confined Spaces Medium Risk	4
<b>Total Staff Trained in Month of March</b>	<b>98</b>

### Register of Electors

Minister for Housing, Planning and Local Government, Eoghan Murphy has made the orders appointing Friday, 24 May 2019 as the polling day for the European Parliament Elections and Local Elections. Work on the Supplement to the Register of Electors has commenced, with applications for additions to the Supplement to the Register of Electors now been accepted.

### Customer Services

March saw Customer Services aid the facilitation of the new Choice Based Letting (CBL) Scheme pilot in Newcastle West by handling queries in relation to same at first point of contact. The Housing Development Directorate and Housing Support Services Department held information sessions with Customer Services staff in advance of 'go live'. Frequently Asked Questions with a procedure for handling queries was devised to enable Customer Services to handle customer queries. On 29 March - 'go live' day, Customer Services handled in excess of 130 telephone calls and approximately 50 counter queries regarding the scheme.

During March, Customer Services staff continued in support and training in the use of the SugarCRM, (Customer Relationship Management) System. Also, during the month, staff continued meeting and supporting Councillors regarding management of their representations via the My Limerick online platform on the Council website, [www.limerick.ie](http://www.limerick.ie).

Customer Services received 12,815 calls via our call centre throughout the month, handling 41% of calls at first point of contact.

This works out at approximately 640 calls per day.

As well as logging 83% of housing maintenance cases for the North Operational Division, Customer Services also logged 55 cases for housing maintenance in both the West and South Operational Divisions.

In March, there were 621 cases logged on behalf of elected representatives by Customer Services.

Overall, on the SugarCRM (Customer Relationship Management) System, 3,084 cases were logged throughout March, 60% of these being logged by Customer Services in both our Merchant's Quay and Dooradoyle offices.

The majority of cases logged were for the following services;

- Operations and Maintenance: 2,157 – (60% being housing maintenance)
- Housing Support Services: 415
- Planning and Environmental Services: 200
- Customer Services: 84
- Design and Delivery: 72
- Veterinary: 35

The total number of callers to our counters at Merchant's Quay and Dooradoyle was 2,832.



### 3. Access to Information

	March	2019 (January to date)
Total Freedom of Information Requests	16	51
FOI Internal Appeals	1	1
Information Commissioner Appeals	0	2
Total Ombudsman Requests	1	4
Total AIE Requests	2	2

### 4. Business Improvement

- Residential Parking Permits (RPP) were identified as a pilot project for the new "Service Design" methodology.
- The RPP Project Team is drawn from Municipal Offices, Customer Services and Business Improvement.
- During March, significant progress was made to revitalise and simplify the RPP application form.
- The objective is to design an RPP process to meet the citizens' needs and put them at the heart of the design process.
- To date, 15 volunteer citizens have committed to join a Focus Group to test the end-to-end RPP service.
- The next step is for the Project Team to meet the Focus Group and present the new application form.
- By taking the Focus Group's comments and feedback on board, the Project Team will strive to improve the RPP process.



**CHIEF EXECUTIVE'S REPORT**



**Schedule of Meetings**

Name of Meeting	Date	Location
<b>Full Council</b>		
Special Meeting to pass a vote of sympathy on the death of former Mayor of Limerick, Dick Sadler, RIP.	20.03.2019	Dooradoyle
Meeting of Limerick City and County Council	25.03.2019	Dooradoyle
<b>Operational Briefings</b>		
Limerick City East	05.03.2019	Merchant's Quay
Limerick City North	05.03.2019	Merchant's Quay
Limerick City West	05.03.2019	Merchant's Quay
Local Community Development Committee	05.03.2019	Merchant's Quay
<b>Joint Policing Sub Committee Meeting</b>		
Municipal District of Newcastle West	06.03.2019	Newcastle West
Rural Water Monitoring Committee Meeting	06.03.2019	Dooradoyle
<b>Municipal District of:</b>		
Newcastle West – Monthly Meeting	06.3.2019	Newcastle West
Adare-Rathkeale – Monthly Meeting	12.3.2019	Rathkeale
Cappamore-Kilmallock – Monthly Meeting	21.3.2019	Kilfinane
<b>Metropolitan District of Limerick</b>		
Monthly Meeting	19.03.2019	Merchant's Quay