

# CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach  
& Contae **Luimnigh**

**Limerick City**  
& County Council

## June 2019

### THIS MONTH:

**ELECTED** – Councillor Michael Sheahan elected Mayor of the City and County of Limerick

**WIN** – Limerick wins the European Green Leaf award for 2020 in Oslo

**LEAVING** – Chief Executive Conn Murray announces he is departing his post in August

**LAUNCH** – Newcastle West Library launches the 2019 “Summer Stars” programme for Limerick Libraries

**LAUNCH** – Limerick City Gallery of Art (LCGA) re-opens and launches three new exhibitions

**LACE** – One of the largest collections of Limerick lace in private ownership officially handed over to Limerick Museum

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**CHIEF EXECUTIVE'S REPORT****Economic Development Directorate****1. Strategic & Forward Planning**

- Chief Executive's Report on the proposed Kilmallock Local Area Plan 2019-2025 issued to the Members of the Municipal District of Cappamore – Kilmallock, which is for consideration at the July Municipal Meeting
- Submissions report issued to all Elected Members on the proposed Climate Change Adaptation Strategy, which is for consideration at the July Council Meeting
- Hosted a Chinese delegation, to discuss issues including: the growth of Limerick, spatial planning challenges and future trends

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

- June was a very busy month for grant approvals with a total of €324,273.50 approved, with the potential to create a further 34 jobs in Limerick. Approvals were as follows:
  - a. Agile Innovation R&D Fund – two grants, total €95,627
  - b. Feasibility/Innovation Grants – two grants, total €29,212
  - c. Priming/Start-Up Grants – three grants, total €74,734.50
  - d. Business Expansion Grants – four grants, total €124,700
- Training programmes: Trading Online Voucher Seminar; Presentation/Pitching Skills for Business; One Day Start Your Own Business course.
- In association with Bank of Ireland the Friday Breakfast Club at Workbench, Bank of Ireland, 125 O'Connell St., Limerick was a great event with special guest speakers Denise and Peter Brazil, owners of The Bedford Townhouse & Café.
- In association with AIB Bank a pop-up advisory service called 'Backing Local' was held at the AIB branch, 106/108 O'Connell Street. Our expert Business Advisors were on site to answer questions and deliver information and advice to clients.
- The Regional Final of Irelands Best Young Entrepreneur Competition for Clare, Kerry, Limerick, and Tipperary. Limerick's Eoghan Mulcahy took home the prize for 'Best Idea' with his business 'Deepseek.'

- Monthly Women in Business event with our partners Network Limerick held in the Kennedy Rooms, Bruff, with guest speakers included Tess Stanford, Sadie Chowen and Rebecca May.

**3. Digital Strategy**

- Rollout of LITe continued with the build and rollout of the Sharepoint site for the new Councillors, with training for the Councillors provided by the LITe team.
- MyPoint, the council's new online citizen engagement platform, was used to publish a survey to gauge response of citizens that are currently holders of a residential parking permit with the application process for that permit.

**EU Programmes**

- Rosie Webb and members of the +CityxChange team met with the project 4RinEU. This project will provide new tools and strategies to encourage the large scale renovation of existing buildings, while fostering the use of renewable energies, and providing reliable business models to support their applications.
- Terry Connolly, Pat Stephens, Limerick and Clare Energy Agency (LCEA) and Kieran Reeves, Limerick City and County Council, met with Robbie Keelan, Director of Avis Ireland. Avis is a main partner in the +CityxChange project and will work with Limerick City and County Council to enhance the electric vehicle infrastructure of the city.
- Digital Strategy gave a presentation on EU Projects in Limerick City and County Council to the Limerick for IT group, hosted by Engine. This group looks at training needs and opportunities, and how Limerick organisations can work together to meet these needs.
- Digital Strategy and ENGINE attended the Maritime, Military and Industrial Atlantic Heritage (MMIAH) Steering Committee meeting in Caen, Normandy. This meeting focused on the next steps in the MMIAH Project, including the development of a common Tourism product between the 9 cities involved, to enhance the public experience of the Atlantic Coast's Military, Maritime, and Industrial Heritage.

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- Two URBACT III phase 1 proposals were successful. They are: "Find Your Greatness" led by Alba Iulia in Romania, which aims to create Europe's first strategic brand building program for smart cities; and Health & Greenspace, led by Budapest in Hungary, which will deal with health-responsive planning and management of urban green infrastructure.

### 4. Marketing & Communications

#### Marketing

- **Brand Limerick**
  - a. Finalised Brand Design Phase of the new brand identity creation.
  - b. Commenced Brand Guidelines and Brand Foundations preparation phase.
  - c. Ongoing stakeholder engagement.
- Commenced stakeholder engagement with Limerick's third level institutes and third level students in preparation of our Limerick Student City marketing campaign 2019.
- Launched new video campaign 'Our Council, Our Stories', celebrating the dedicated and diverse work of the organisation's employees. The series of video shorts were shown throughout the month of June, illustrating the mix of services, diversity and personality of the Council's employees.
- Engaged with Ray D'Arcy, RTÉ Radio 1 presenter in advance of his visit to Limerick for the sold out *Run with Ray* 5k event at Mungret Park. Arranged distribution of Limerick Walking & Running Guides to 300+ participants and spectators in conjunction with Limerick Sports Partnership.
- Liaised with Tribe 101, a diaspora relationship management company in the delivery of video and photographic content for the O'Malley Clan Gathering, which will be used across promotional collateral to the diaspora audience.
- Marketing materials supplied to:
  - a. The Irish Food Writers' Guild on a recent tasting tour of Limerick City and County.
  - b. Joining the Dots British Embassy event at the Advanced Manufacturing Training Centre in Coventry.
- Produced four 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 25 times on Limerick.ie's Facebook with total page likes now 23,574. Posts reached 120,033 users with 9,973 engagements.
- Tweeted 16 times on Limerick.ie's Twitter, @limerick\_ie, with total followers now 16,345. Our tweets earned 47,312 impressions (no. of times users saw our tweet).
- Posted 15 times on Limerick.ie's Instagram and created five Stories with total followers now 6,632.
- Tweeted twice on Limerick Marketing's Twitter, @limkmarketing, with total followers now 2,701. Our tweets earned 6,142 impressions (no. of times users saw our tweet).
- Posted 10 times on Limerick City and County Council's LinkedIn with total followers now 2,741.

#### Limerick.ie

A total of 112,361 people visited the Limerick.ie website in June 2019 – a 17% increase on the same period in 2018.

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

1. www.limerick.ie
2. Planning Enquiries
3. What's on Pages
4. Council Services (general)
5. Housing Enquiries

43% of website pageviews were in Discover section and 31% of pageviews were in the Council section.

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### Communications

- Issued 19 news releases from the Marketing and Communications Department and researched and wrote 14 speeches for the Office of the Mayor.
- Laura Ryan, Head of Marketing & Communications, presented to an international jury in Oslo, Norway for European Green Leaf Competition.
- Produced and distributed the monthly Council Connect staff e-newsletter and annual Birthday e-zine.
- Produced the quarterly Council Connect magazine.
- Tweeted 133 times on Limerick City and County Council's Twitter account, @limerickcouncil, with total fans now 12,740. Our tweets earned 220,730 impressions (no. of times users saw our tweet).
- Updated the 2019/2020 Councillors reference sheet following local elections.



**Physical Development Directorate****1. Environment Strategy****European Green Leaf Award****#EGLA – European Green Leaf Award**

- Limerick has been awarded the European Green Leaf for 2020. A cross directorate team gave a 20 minute presentation to convince an international jury of their overall commitment to sustainable urban development, their city's capacity to act as a role model to other cities, and their strategy for communicating and engaging with their citizens. Limerick was commended for its ongoing investments leading to improved air quality and noise levels in the city. Limerick is currently transforming itself into Ireland's first digital city, integrating several public services, creating smart homes and buildings, energy districts and smart neighbourhoods. Limerick City and County Council has been given a fund of €75,000 to deliver on its objectives for 2020.

A programme of events for 2020 will be developed to promote and celebrate the Green Leaf award.

**2. Water Services****Capital Works - Update**

- Watermain rehabilitation works progressing in Ballingaddy and Carrig, Clarina.
- 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.



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The closing date for applications for The International Mobility Award 2019 Round 2, was Monday 17 June. Prior to the closing date a new Frequently Asked Questions (FAQ) document was uploaded to limerick.ie. Seven applications were received, with a total ask of €6,470. The assessment panel met on Monday 24 June 2019. Recommendations will go before the July meeting of Limerick City and County Council.

**Bursaries: Blas International Summer School, Meitheal Summer School, Drama League of Ireland Summer School and the Irish Youth Training Choir**

Applications were received for these bursary opportunities –

Blas, two applications, Meitheal, five applications, Irish Youth Training Choir, four applications, Drama League of Ireland, one application. The assessment panel met on Thursday 6 June and letters have been issued to all applicants.

**Strategic Fund for Culture and Arts Scheme, 2019**

One letter of support, to the Arts Council's Visual Artists Workspace Scheme, was issued in June. The Strategic Fund for Culture and Arts 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.

**Festival and Events Grant Scheme and Assessment Panel**

The closing date for applications for The Festivals and Events Grant Scheme, was 31 May. This grant scheme is the result of a recommendation made

by the Cultural Strategic Policy Committee to invest €270,000 in festivals and events in 2019/2020. Sixty applications were received with a total ask of €813,220. The assessment panel met on 25 June. All applications were considered and the recommendations will go forward to the July meeting of Limerick City and County Council for approval.

**Michael Hartnett Annual Poetry Award 2019**

This annual award is jointly funded by Limerick City and County Council and The Arts Council to mark Michael Hartnett's contribution to literature in English and Irish. In 2019, the award of €4,000 will be made to the winning poet on the basis of a second or subsequent book of poetry, published in the last three years, i.e. 2016-2018.

This year, the award will be made to a poet writing in Irish. This year's adjudicators are Nuala Ní Dhomhnaill and Gabriel Fitzmaurice. Applications must be submitted by publishing houses. The closing date for applications was 14 June. Seventeen submissions were received from three publishing houses. These are being processed.

**Stony Thursday**

Martin Dyar has been appointed as editor for the next edition of Stony Thursday. He is currently Associate Writer Fellow in poetry at the University of Limerick, and the recipient of the 2019 John Broderick residency award.

**Festivals in June supported by Limerick City and County Council**

**Limerick Sings** took place from the 6-9 June. This non-competitive choral festival run by the University Concert Hall is supported by Limerick City and County Council through the Festivals and Events Grant Scheme 2018/2019. Attracting local, national and international choirs to Limerick for four days of song, exchange and performance.

**Limerick Garden Festival** took place on the 16 June at the Milk Market. An initiative of the market trustees supported by Limerick City and County Council through the Festivals and Events Grant Scheme 2018/2019.

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### Grants under the Arts Act highlights of supported events in June

#### St. Gabriel's School and Centre

'Sing Me To The Sea' took place 17-21 June at St. Gabriel's Hydrotherapy Pool. This production brought by theatre practitioner Anna Newell, engaged children with complex needs in 20 sessions. The three artistic performers took the participants on a magical journey of water and sound that aims to soothe, stimulate and explore a range of aural, visual and tactile experiences with the children.

#### Limerick Ceramic Artists Exhibitions

Limerick Ceramic Artists exhibition OBAIR NUA in the Belltable 13 June - 30 July and an exhibition to accompany the O'Malley Clan gathering exhibition in Istabraq Hall 24 - 28 June, based on the theme "Powerful on Land and Sea", the O'Malley motto.

#### Cruinniú na nÓg

Cruinniú na nÓg, a Creative Ireland initiative took place on the 15 June. This national day of creativity for children and young people is now in its second year. Limerick's programme is focused on film and is delivered in partnership with Fresh Film Festival. The programme incorporates a city and county based programme of workshops and activities throughout the day. Highlights included, Outdoor Movies in the Garden at the Hunt Museum, One Minute Film Workshops across the County in partnership with Limerick Youth Service, Shadow Puppetry Workshops in six libraries, stop motion workshops at the Hunt Museum, indoor movies at the Belltable and the young people's film convention at Limerick City and County Council offices in Merchant's Quay.

#### Riverfest Debrief

The licencing debrief meeting for Riverfest took place on 11 June. This meeting is an opportunity for all operational stakeholders including the HSE, Blue Light services such as An Garda Síochána and Civil Defence, and Limerick City and County Council Parks, Roads and Environmental divisions, amongst others, to provide feedback on the operational delivery of the event and inform future events.

### Partnerships

#### The Bingo Wings – Open Days – 9 and 16 June

In collaboration with Fidget Feet, an open invitation was issued to people to come along and partake in bingo themed Open Day activities and try some circus skills. The open days took place on 9 and 16 June, and brought together ten groups who are participating ranging from 10–90 years with interests in drama, bingo, meeting socially, circus, aerial dance and line dancing.

The Project brings young and older communities together in a programme of workshops and events, focusing on arts, health and wellbeing, through a series of circus and bingo themed activities, workshops and events. The Bingo Wings Project is a collaboration between multiple partners, led by Limerick City and County Council Culture and Arts Office, artistic lead Fidget Feet Aerial Dance Theatre, Kerry County Council and Donegal County Council to co-commission and produce the Bingo Wings Project, funded through the Arts Council's Invitation to Collaboration Scheme.

#### Sliabh Luachra Trail

Limerick City and County Council in partnership with Kerry County Council and Cork County Council is working to support the preservation of the Sliabh Luachra tradition and develop the Sliabh Luachra Trail. This project is supported by the Arts Council of Ireland via the Invitation to Collaboration Scheme.

As part of the project a Musician in Residence has been appointed, Eoin O'Sullivan, to promote the tradition through a coordinated outreach programme engaging with schools and local festivals. To date over 400 Limerick primary school children have benefited from the project.

On 30 May, a Sliabh Luachra Session was held in Abbeyfeale Girls National School. This session was an opportunity for the pupils to demonstrate their learning having engaged with the project, playing Sliabh Luachra tunes they have learned with three established Sliabh Luachra Musicians. The session was recorded by West Limerick Radio. The recording aired on 1 June and again on 6 June promoting Sliabh Luachra and providing insight into the project and its impacts.

**CHIEF EXECUTIVE'S REPORT****UL Hospitals Arts Committee**

Information shared on best practice in arts and health, following Limerick Culture and Arts Office participating in the Arts and Health Co-ordinators Network Ireland meeting, 10 June. The Arts Council loans administration was reviewed and finalised. Limerick City and County Council Collections loan to UL Hospitals, was progressed with a date confirmed for selecting works.

**Helium Arts**

Paediatric Outpatients Clinic referrals for participants to work with artist Paul Bokslag continued. 665 children have participated in the programme in outpatients, where the artist attends clinics 1-2 times a week. The second block of the community workshops programme continued, with a new series at Dooradoyle library, for children with asthma, 4 x 1.5 hour afternoon sessions on Thursdays in June. Continuation of the Granary Library programme on a Saturday, in June 3 x 2 hour morning sessions for children with mixed conditions and 3 x 2 hour morning sessions for children rheumatic conditions. Animals and their habitats is the theme for all of these workshops.

**Belltable**

The sub-committee review meeting took place on 4 June. The Belltable:Connect Script Commissions 2019 have been announced, four playwrights – Paul Meade, Veronica Dyas, Liam McCarthy, Marie Boylan and Helena Close will see these playwrights develop their projects and sharing their research and work with Limerick Audiences. This commissioning initiative is supported by The Arts Council.

**European Projects****Biennale of Contemporary Young Creation of the City of Mulhouse France**

A round-table discussion took place on 10 June as part of the Biennale of Contemporary Young Creation of the City of Mulhouse. The discussion was on perspectives on the mobility of artists and creators in Europe, with Rudolf Godesar, Head of the Cross-Border Culture Task Force, Association of European Border

Regions; Sheila Deegan, Culture and Arts Officer and Creative Ireland Limerick Co-ordinator, Municipality of Limerick; and Imanol Galdos, Assistant Manager, Donostia Kultura, Municipality of San Sebastian. LIKE EU extended the invitation to Limerick and 25 of their network members will visit Limerick in February 2020 to look at culture, the arts and sustainability.

**2. Urban & Rural Community Development****Domestic Waste Refuse Waiver Scheme****Bin Waivers:**

Issued:	36
Refused:	11

**Cemeteries**

Mount St. Lawrence	20
Mount St. Oliver	7
Castlemungret	9
Kilmurry	4

**Scheme of Assistance for Community Developed Playgrounds**

Limerick City and County Council arranged for the delivery of playground inspection training for local community groups on 26 and 27 June. 18 community playgrounds are supported by the Council's Scheme of Assistance for Community Developed Playgrounds. 32 people from local community groups attended this training and are RPII certified to carry out playground inspections in their community playground.

**Thematic Programmes****Health and Wellbeing**

- Councillor Frankie Daly deputising for Councillor Michael Sheahan, Mayor of the City and County of Limerick, represented Limerick at the official signing of the Paris Convention in Leinster House on 13 June. Limerick, along with Cork, Galway and



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Dublin are the latest international cities to commit to the principles of the Paris Convention to:

- a. Work to end the AIDS epidemic in cities by 2030.
  - b. Put people at the centre of everything we do.
  - c. Address the causes of risk, vulnerability and transmission.
  - d. Use our AIDS response for positive social transformation.
  - e. Build and accelerate an appropriate response reflecting local needs.
  - f. Mobilise resources for integrated public health and sustainable development.
  - g. Unite as leaders to develop an action plan to guide our cities Fast-Track efforts.
- Limerick City and County Council hosted an event for 2019 Traveller Pride Week in Merchant's Quay. The event was a successful collaboration between a number of agencies. Attendance was higher than anticipated with more than 80 people attending. The Traveller community was strongly represented among both guests and speakers. Councillor James Collins, Mayor of the City and County of Limerick welcomed representatives of West Limerick Primary Health Care Project for Travellers, Kilmallock Travellers Group, Limerick City Traveller Health Advocacy Project, Clondalkin Traveller Health Project, as well as Dr. Sindy Joyce, Member of the Council of State and recent PhD graduate from the University of Limerick. A new publication created by National Traveller MABS with the West Limerick and Clondalkin projects was formally launched by the Coordinator of the HSE Mid-West Traveller Health Services, Josephine Fogarty, and there were exhibitions of two creative projects from Kilmallock and Abbeyfeale.
  - Progress continued on the recently-launched "Not Around Us" initiative, the theme of which is about communication and working together to de-normalise smoking, protect children from second-hand smoke, help reduce tobacco-related litter and signposting to the HSE's Quit services. If early years services, schools or not-for profit organisations wish to display the signage, they can send an expression of interest form to [healthy.limerick@limerick.ie](mailto:healthy.limerick@limerick.ie). All information on this initiative is available on [limerick.ie](http://limerick.ie)
  - Limerick City and County Council was represented at the national Healthy Cities and Counties

Network meeting attended by Minister of State for Health Promotion, Catherine Byrne and Director of the Department of Health's, Health and Wellbeing Programme, Kate O'Flaherty. Representatives of twenty counties also attended the meeting, where a presentation on Limerick's "Not Around Us" initiative was well received.

- Limerick City and County Council was represented at the MSc in Public Health Curriculum design consultation organised by the University of Limerick's Graduate Entry Medical School.
- The Urban and Rural Community Development Department was part of a Limerick City and County Council team that prepared the Limerick section of the URBACT Health and Green Space project proposal which received Round 1 approval this month by the URBACT Monitoring Committee. The application now proceeds to round two adjudication.

**Age Friendly Programme**

- Editing of 10 videos for the PLACE – EE European Research Project has now been completed. The videos will be uploaded to an online cultural archive for the project, this will create intra-national interest.
- 21 intergenerational cultural projects, created during the scheduled 14 weeks of workshops, on the PLACE – EE project are now completed and ready to upload to the online cultural archive.
- A transnational report on the needs and assets of older citizens living in rural and sparsely populated areas is completed and will be published on the project website ([www.place-ee.interreg-npa.eu](http://www.place-ee.interreg-npa.eu))
- Limerick City and County Council along with Mary Cronin (National Chair of the Older Peoples Councils of Ireland) represented Age Friendly Limerick at the Summer Tea Dance held in Thomond Park on 20 June. Older people from across the city and county of Limerick were invited to attend the event which was hosted by St. Munchin's Age Friendly Community Centre. 250 older people attended the tea dance. The team launched their Age Friendly Services Guide at the event.
- The Age Friendly Programme Manager presented to the National Rural Safety Forum on the Acorn Tablet trial held in Limerick.

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### Integration

- A narrative report has been compiled and issued to the Department of Foreign Affairs regarding this year's Africa Day 2019 events.

### Education

- Limerick City and County Council attended a Comhairle Na nÓg regional meeting hosted by Cork County Council.
- Limerick City and County Council met with the Limerick Comhairle Na nÓg coordinator and agreed that the Comhairle Na nÓg members will attend the next Limerick Steering Group meeting on the 6 September. Comhairle Na nÓg will present on their work to date at the LCDC in the autumn.
- Limerick City and County Council as a member of the Embracing Diversity Nurturing Integration Programme (EDNIP) Steering attended meeting to discuss the project leaders update report and the progress related to EDNIP 1.
- Limerick City and County Council as a member of the Learning Limerick Steering Group, hosted the launch of the Learning Limerick website in Merchant's Quay. Councillor Adam Teskey, deputising for Councillor Michael Sheahan, Mayor of the City and County of Limerick officially launched the website <http://learninglimerick.ie/>

### Derelict Sites and Vacant Homes/Properties

Derelict Sites	
Inspections carried out	64
Statutory Notices issued under the Derelict Sites Act	24
Cases closed through engagement	4
Properties entered onto the Derelict Sites Register	7
Properties put forward for Compulsory Acquisition	2

Vacant Homes	
Vacant Properties identified	5
No. of inspections carried out	4
Cases closed through engagement	4
No. of properties forwarded for Buy & Renew/ Repair and Lease.	2
CPO Housing Act 1966 commenced	0
CPO Housing Act confirmed	0

### Outdoor Recreation Infrastructure Scheme 2019

Fourteen applications for projects were submitted to the Department of Rural and Community Development for funding under the Outdoor Recreation Infrastructure Scheme.

### Environmental Awareness

**Launch:** Dance for the Oceans video says 'No!' to Single Use bottles - <https://vimeo.com/342266533> -

Limerick City and County Council partnered with the Limerick Dance Academy to encourage waste prevention. The 'Dance for the Oceans' message is say no to plastic bottles today and save the oceans of tomorrow. Preventing 'single use' items is an important part of the Southern Regional Waste Management Plan.

## 3. Libraries, Gallery & Museum

### Library Services

- Newcastle West Library launched the 2019 "Summer Stars" programme for Limerick Libraries on 18 June with the help of writer and poet, Gabriel Fitzmaurice. Gabriel spoke passionately on the joy of reading to an audience from Gaelscoil Ó Doghair. The school's grúpa cheoil "Raic sa Teach" provided a rousing session of traditional music and hundreds of children from all parts of the city and county have already signed up at their local library for this exciting programme.

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- In co-operation with the Culture & Arts Office, five libraries held events on Saturday 15 June to celebrate Cruinniú na nÓg. A "Day of Youthful Creativity" allowed children to experience some of the skills involved in the production of film. Participants made their own puppets and created a shadow theatre for scenes from the featured movie. This film, Lotte Reiniger's "The Adventures of Prince Achmed" of 1926 was one of the first feature length animated films which used shadow puppets. The children were also encouraged to create their own narratives using the shadow puppetry technique. Kilmallock, The Granary, Watch House Cross, Adare and Dooradoyle branches participated.
- Abbeyfeale Library marked Traveller Pride Week on 4 June in association with West Limerick Resources with an exhibition of lamps created by members of the Travelling Community. The aim was to shine a light on the positive contribution of Traveller Culture, and Travellers in Ireland. The branch also hosted an exhibition by local group Abbey Artists from 11 - 28 June
- The Irish Heart Foundation mobile unit visited Adare library as part of the Healthy Ireland initiative offering free blood pressure checks.
- On "Bloomsday" 16 June Watch House Cross showed the National Library of Ireland's travelling exhibition 'James Joyce Ulysses' from the 15 - 22 June. This exhibition is a celebration of Bloomsday - the day on which the epic adventures of Joyce's Ulysses occur.
- Sustainable Energy Authority of Ireland (SEAI) ran workshops in Watch House Library on the 18 June. 80 children from 3rd and 4th classes from John F Kennedy Primary School learned about sustainable energy in our daily lives. In Newcastle West 76 students from Courtenay Boys School attended Seed Savers, Energy workshops.
- Also on the theme of the environment, Kilmallock Library is hosting Think, an exhibition from the art students of Limerick College of Further Education. This exhibit repurposes disposed coffee cups and plastic drinks bottles to challenge us to rethink our waste habits. This impactful visual exhibition works to raise our awareness of our use of disposable and waste products.
- Kilmallock Library hosted a pop-up exhibition on the Limerick Soviet of 1919 as part of the Decade of Commemorations. These very accessible pieces place the events comprising the Limerick Soviet in their historic context. This exhibition ties in with the permanent pieces at Kilmallock Library commemorating events between 1916 and mid 1920s and create an illuminating snapshot of this era of great change in Ireland.
- In Dooradoyle Library, Enable Ireland in association with Ballyhoura Development CLG completed a five-week computer class for adults with special needs.
- The Juvenile Book Club discussed "The Peculiar Peggs of Riddling Woods" by Samuel J. Halpin.
- Helium Arts, the national children's arts and health charity commenced a four-week programme in Dooradoyle Library on 6 June. The aim is to transform the healthcare experience of children and teenagers in Ireland through art, imagination and play.
- Age Action continued the computer classes every Tuesday morning with one to one tuition.
- Digital Skills (bring Your Own Device) classes held in conjunction with Ballyhoura Development CLG continued on Tuesday afternoons to the end of the month.
- The Ageing Well programme continued on Friday 7, 14 and 21 June.
- The Pre-school story-time continued on Wednesday mornings.
- Meditation classes continued on the first and third Thursdays of the month.
- On 13 June at Newcastle West Library in conjunction with West Limerick Resources presented an interactive workshop titled "Understanding and Managing Children and Young People's Anxieties and Worries". Anxiety specialist, Carina McEvoy, presented the event. A question and answer session followed the workshop, 48 people attended and there was a huge interest in the talk from parents, guardians and childminders.
- The Granary Music Library Free Concert Series had two events during June. On 12 June a four-piece folk music act from Oregon, USA, played an evening concert to a big crowd. This was an exceptionally good gig and everybody there appeared to really love it. Videos from the show have been uploaded to the Library's YouTube channel and are well worth a viewing (search "True North Granary Library" in the YouTube search window).

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- On 26 June, The Granary hosted Martha O'Brien, a singer-songwriter who, unusually, accompanies herself on the banjo. Word-of-mouth regarding this act show was very positive.
- Also in music, the Rock Record Club has been running for over two years. The group was treated to the vinyl favourites of special guest, John Hannan at a meeting held on 21 June. A lot of late 1970s and early 1980s punk and new wave music kept everyone on their toes!
- French Storytimes for children gained momentum in the month of June. These storytimes will continue during the summer and the library is very grateful to Celina Jaffe who has volunteered her time for this endeavour.

**Limerick Museum**

- Peakshow which showcased the work of three artists: Sian Costello, Hazel Egan and Alex Hölzinger was held in Limerick Museum from 18 to 21 June. Sian is currently a student of painting in Limerick School of Art and Design (LSAD) while Hazel and Alex are both graduates of LSAD, Hazel in printmaking and contemporary practice of LSAD and Alex in sculpture and combined media.
- On 20 June, the Florence Vere O'Brien Lace Collection, one of the largest collections of Limerick Lace in private ownership was officially handed over by Florence's granddaughter Veronica Rowe to Limerick Museum at a reception in the Hunt Museum. It will be held by Limerick Museum on long term loan from Veronica Rowe.
- The O'Malleys in Public Life exhibition was held in Istabraq Hall, Merchant's Quay from 21 - 28 June. It was part of the O'Malley Clan Gathering of 2019, which was held in Limerick.
- The total number of visitors to Limerick Museum this month was 1,881.

**Limerick City Gallery of Art (LCGA)**

- Limerick City Gallery of Art (LCGA) re-opened on 20 June and the opening was officiated by Councillor Gerald Mitchell, deputising for Councillor Michael Sheahan, Mayor of the City and County of Limerick who also launched the three exhibitions which opened simultaneously. The exhibitions included Robert Ryan, Forgotten Existence; Fiona O'Dwyer, I Went Up the Mountain With Someone Else's Story and Came Down With My Own, and the

touring Mary Swanzy, Voyages exhibition curated by Seán Kissane, Irish Museum of Modern Art, part of the IMMA Modern Masters Series.

- Over 300 people attended the opening of whom many had not previously visited the Gallery.
- The artist, Robert Ryan, gave a talk in the Lough Gur Heritage Centre on 22 June, which was jointly promoted by the Heritage Centre and LCGA. Attendance at this event was 50.
- Anita Groener's, The Past is a Foreign Country, exhibition, the recipient of an Arts Council Touring and Dissemination Award, managed by LCGA continues in The Lab, Foley Street, Dublin until 25 July.
- Ongoing plans for the loan of artworks from the Permanent Collection to the Highlanes Gallery, Drogheda and GLÓR, Ennis for exhibition from July to September 2019.
- The essential fire upgrade works to LCGA was completed in June 2019. Matched funding for these upgrade works was provided by a Department grant and Limerick City and County Council.

**4. Limerick Sports Partnership**

- 10 programme participants from the Boxing Clever Initiative have completed the 22-week educational and physical activity programmes. Participants are on an addiction recovery pathway and have achieved QQI Level 5 awards in Community Addiction studies, Health related fitness and Fitness through boxing.
- The LSP supported the hosting of the 'I Coach Kids' European conference for 320 delegates.
- 220 users have registered to participate in walking through the Adventure Walk App.
- The LSP continues to utilise the local authority amenities for their programmes, Great Southern Greenway, UL Riverbank walk, Shelbourne Park, Grove Island, Peoples Park etc. these programmes include, Adventure Walk App, Activator Pole walking, Woodlands for Health walking etc.
- 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.

**CHIEF EXECUTIVE'S REPORT**Comhairle Cathrach  
& Contae **Luimnigh****Limerick City**  
& County Council**Housing Development Directorate****1. Regeneration Strategy  
Implementation**

- The Social Intervention Fund (SIF) operates under The Limerick Regeneration Framework Implementation Plan (LRFIP).

The SIF targets regeneration areas in the city with local communities designated as disadvantaged.

For 2019, The SIF has received funding of €3.36 million to fund 143 projects. The themes projects are funded under are:

Themes	Projects
Ageing Well	8
Community	40
Education & Learning	42
Employability & Work	9
Families & Youth at Risk	22
Health & Well-Being	22

- At the Southill Regeneration Committee meeting members received a presentation from Sophia Housing who received funding through the SIF to provide tenancy supports to families in the area. The Men's Shed is working on the community allotment and sections of rock armour are being removed as part of the Tidy Towns Initiative.

The monthly meeting of Ballinacurra Weston Regeneration Committee met with TUSLA to examine supports for families with children which total €4m in Limerick p.a. The Environmental group ran a household collection in the run up to May Eve which emphasised recycling with St. Mary's Men's Shed (bicycles) and PALs (furniture).

- Moyross Adult Education Celebration of Learning and Presentation of Certificates took place in Moyross Community Enterprise Centre on 25 June.

This was a fantastic morning Celebrating Community and Family Learning and Presentation of Certificates to all our learners. Well done to everyone who received certificates and for taking part. The classes are a great opportunity to learn a new skill, gain confidence to progress in further education and make new friends. They really can be great fun. They also help create a wonderful community spirit among our learners supporting each other, sharing our own knowledge and

experience. Remember learning is lifelong it never stops.

- Moyross Training Facility: As part of the Limerick Regeneration Framework Implementation Plan's Social and Economic pillars, the provision of a training facility to meet the needs of a large youth population on the Northside of the city was identified as a priority. This is in order to address the stark youth unemployment figures for the area. Following on from multi-agency discussions lead by Limerick City and County Council which included community groups and agencies, Limerick and Clare Educational Training Board (LCETB), University of Limerick (UL), Limerick Institute of Technology (LIT), local focus groups and local consultations a business plan was put in place, a premises was identified in 2018 which is in the process of refurbishment. The new roof is finished, wall insulation completed, internal demolition is completed, electrical work has commenced, lighting for workshops completed, sockets and three phase cabling for machines commenced. Exterior downpipes, plumbing and painting are the last jobs left to be completed, hoping for completion shortly. This will allow pre-development work for a planned September programme to utilize the space and be ready for roll out of the new programme come September.
- There is an ongoing career prep course through the LCETB for young women which commenced after Easter. A first module of cleaning training commenced for a group of young people, with five employed for a number of weeks as part of a work placement, there are discussions around a further training programme with potential employment opportunities which need to be formalized. Meetings with prospective tutors took place to facilitate a timetable for an eight-week pre-development/prep. programme for a September participant intake of 16 young people. The application for this initial programme funding along with ancillary documentation, were completed, submitted to LCETB. Subject to this roll-out there will be a second application for a further 16 place programme to be completed and submitted to the LCETB hopefully by year's end. This will deliver a pathway's to employment programme at QQI level 4, funded through the LCETB. The initiative is one of three Limerick communities who are among the nominees for the 2019 Bank of Ireland National Enterprise Town Awards which bring business and community groups together to showcase the spirit of enterprise in their local area.

**CHIEF EXECUTIVE'S REPORT****Service Operations Directorate****1. Housing Support Services****Waiting List**

Housing Waiting List	2,505
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**Allocations**

	Number of Units June 2019	Year to Date
Metropolitan District	8	58
Newcastle West	1	6
Adare - Rathkeale	2	9
Cappamore - Kilmallock	3	17
<b>Total</b>	<b>14</b>	<b>90</b>

**Choice Based Letting**

The pilot went live on the Council's website on 29 March last. The second property advertised under CBL was 3 Cois hAbhainn, Strand, Co. Limerick. Applicants had three weeks to submit their interest and the closing date was 07 June.

No. of Bids received:	80
Duplicates:	19
Closed:	2
No Decision:	1
Valid Bid:	58
Approved for 3 Bed:	16 (3 with Area of Choice for Strand)

The Communications team will update the website so all applicants can see that the property is allocated.

**Housing Assistance Payments Limerick**

**2,259 – Total number of active HAP Tenancies monitored, reviewed and maintained**

No. of HAP tenancies set up this month.	47
No. of Amendments.	157
No. of Cessations.	23

The HAP Department continue to hold clinics every Tuesday and Wednesday from 10.00-11.00 am.

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

Individuals – 19 June 2019		
Location	Description	No.
McGarry House	Mixed Low threshold accommodation for singles	30
St. Patrick's Hostel	Higher threshold accommodation for single males	44
Thomond House	Higher threshold accommodation for single females	23
B&B (no children)	Adults without children accommodated in B&B	1
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	8
<b>Total</b>		<b>126</b>

**Families – 19 June 2019**

Location	Description	Beds Used		
		Adults	Children	Families
Suaimhneas	Family Emergency accommodation	6	10	6
B&B/Hotel Accommodation	Families	48	67	37
Twin Oaks Family Hub	Family Hub	16	15	10
<b>Totals</b>		<b>70</b>	<b>92</b>	<b>53</b>



## Home Improvement Schemes

JUNE 2019	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.
Rathkeale	€0.00	0	€0.00	0	€0.00	0
Newcastle West	€10,800.00	2	€0.00	0	€10,165.00	2
Metropolitan	€35,380.00	9	€49,212.50	6	€53,030.00	14
Kilmallock	€0.00	0	€0.00	0	€0.00	0
<b>Total</b>	<b>€46,180.00</b>	<b>11</b>	<b>€49,212.50</b>	<b>6</b>	<b>€63,195.00</b>	<b>16</b>

Total Monies issued in June 2019 = €158,587.50

Total Grants issued in June 2019 = 33

JANUARY TO JUNE 2019	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.
Kilmallock	€37,078.82	9	€51,705.73	4	€75,214.17	13
Metropolitan	€189,102.32	45	€339,096.50	34	€219,674.18	54
Newcastle West	€86,051.82	17	€133,197.47	13	€135,081.59	28
Rathkeale	€8,680.00	3	€43,627.60	2	€26,549.20	9
<b>Total</b>	<b>€320,912.96</b>	<b>74</b>	<b>€567,627.30</b>	<b>53</b>	<b>€456,519.14</b>	<b>104</b>

Total Monies issued January to June 2019 = €1,345,059.40

Total Grants issued January to June 2019 = 231

## 2. Planning & Environmental Services

### Environmental Services (Litter, Waste Enforcement, Air, Noise, Water/Waste Water and Public Health).

- 159 complaints were received in June.
- 379 inspections were undertaken during the month.
- 12 Statutory Notices were issued by the Department.
- 11 Directions were served by the Department.
- 33 Warning Letters were issued in June.
- 40 Fines were issued during the period.
- Legal proceedings were initiated in three cases.

### Economic Development & Planning Planning Applications

A total of 100 new planning applications were received as follows:

Part 8	2
Housing Developments	3
Domestic Developments	61
Agricultural Developments	8
Commercial Developments/Change of Use	11
Sporting/Community & Educational Developments	5
Other Developments	10

The current applications include proposals for:

- Part 8 for the construction of 27 dwellings at Dalgaish Park, Moyross.
- Part 8 for the construction of 27 dwellings at the Orchard Site, King's Island.
- Construction of 90 dwellings at Newtown, Castletroy.
- Construction of a new public road, 637m in length, with footpaths and cycle tracks, public

**CHIEF EXECUTIVE'S REPORT**

lighting, landscaping and ancillary main services at Towlerton, Bloodmill Road and Groody Road, Ballysimon.

- Demolition of existing bungalow/public house and the construction of a six storey building comprising of 31 student apartment units and a medical centre at Hassett's Cross, Limerick.

**2. Veterinary Services**

- Six stray or wandering equine was impounded.
- The Dog Control Unit dealt with 14 dogs.
- No food samples were submitted during June for analysis under the National Residues and Microbiological Sampling Programme.
- A new, targeted dog licence campaign has been planned and will commence in July.

**Capital Investment Directorate****1. Design and Delivery****Finance**

- Recouplements submitted in June: €1,946,555.66
- Recouplements Paid by the Department of Housing, Planning and Local Government: €558,063.00 (€7,376.00 for LA Admin, €29,673.37 for Professional/Technical fees).

**Disabled Person Grants (DPG) January to June 2019**

- Four DPG extensions achieved Substantial Completion during this period.
- One DPG extension has started on site.
- 12 DPG Adaption works projects achieved Substantial Completion during this period.
- Three DPG Adaption works projects were tendered and contractors have been appointed.
- Eight DPG Adaption works projects out to tender at present and are due back in July.

**Approvals sought/obtained**

- Stage 4 submission issued to DHPLG for approval to commence works on the Clonmacken Housing project for the delivery of 43 houses.
- Funding application submitted under the Town and Village Renewal fund for €200,000 to provide footpaths, paving and kerbs as part of the Patrickswell Phase 2 Public Realm works.

**Part VIII**

- The Orchard Site housing Development project (27 units) submitted for Part VIII approval.
- The Dalgaish Park housing development project (27 units) submitted for Part VIII approval.

**Tenders**

- Tenders were received for Enabling works at Palm Close.

**Commencement on Site**

- Advance works are taking place to construct two Group Houses at Clonlong Halting Site.

**2. Property Services**

- Work to the Limerick City Gallery of Art Building complete – official reopening held on June.
- Traffic Wardens relocation to Merchant's Quay has commenced and the new offices will be occupied by the end of June.
- Tender documents being prepared for the office fit-out Upper Ground Floor, Granary offices.
- Expression of interests procedure is now almost complete – it is hoped to bring many of the recommendations from this process to District meetings in July.



**CHIEF EXECUTIVE'S REPORT****Acquisitions and Disposals statistics:**

Statistics	
House purchases concluded	2
House purchases sale agreed	13
House Purchases at bidding stage	4

**Facilities Team**

- Some of the events supported by our Facilities Team in June were:
  - a. Mayoral Reception supported for Ahane/ Castleconnell Montpellier U10 Soccer team.
  - b. the Cruinniú na nÓg day held in Merchant's Quay on 15 June.
  - c. the annual LAMA meeting held in Dooradoyle on 22 June.
  - d. a visit from Tulane University, Florida.
  - e. a reception for Family Carers Ireland.



**CHIEF EXECUTIVE'S REPORT****National & Regional  
Shared Services Directorate****1. Housing Assistance Payments  
(HAP) Shared Services Centre**

- The Housing Assistance Payment (HAP) Scheme is a key element of Government policy on social housing.
- The HAP Shared Services Centre is the national customer contact and financial transactional shared service for HAP run by Limerick City and County Council on behalf of the 31 local authorities across the country along with the Dublin Regional Homes Executive.
- There were 48,261 active HAP tenancies at the end of June.
- A weekly average of 333 HAP tenancies have been set-up during 2019.
- The weekly tenant debit is over €2.3 million
- The June landlord payment run was over €38 million.

**2. Fire & Emergency Services****Statistics**

	Fire Related Calls	Non Fire Related Calls	Total
No. of call outs 01/06/19 – 30/06/19	59	57	116
% of calls where on scene in < 10 minutes from time of call	70	63	
% of calls where on scene between 11 and 20 minutes from time of call	30	24	
% of calls where on scene in > 20 mins from time of call	0	13	

	Received / Assigned	Validated	Invalidated / Refused	Granted	Completed
Fire Certificate Applications June 2019	16	9	1	18	
Disability Access Cert Applications June 2019	11	7	1	14	
Licensing Applications June 2019	5	5	0		
Commencement Notice June 2019	46	42	4	42	
Completion Certificate June 2019	16	12	0	12	
Planning Referrals June 2019	20				13
Sugar CRM Cases June 2019	12				3

**CHIEF EXECUTIVE'S REPORT**



**Civil Defence attendance at Events for month of June**

- Trump Duty at University of Limerick.
- Ray Darcy 5k Mungret College.
- Thomond Swim.
- Annual Memorial Walk Event in University of Limerick.
- 2.5k swim in Askeaton.
- Escorting Lourdes Pilgrimage to the airport.

**Fire & Emergency Training Events for month of June**

- During the month of June retained fire fighters have undertaken refresher training in
- Manual handling.
- Abrasive Wheels.
- Powertools.

**Major Emergency Management**

- Media Liaison Officer Course held 10 June.
- Regional Level Co-ordination Plan completed.

Work still ongoing with:

- Limerick Tunnel Inter-Agency Plan.
- Large Crowd Events Document.
- Mass Fatality Plan.

**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 June
No. of call outs 01/06/19 – 30/06/19	970	880	1:18min	1,850

**Water Safety**

No. of lifebuoy replacements	June 2019	Total 2019 Jan - June
Metropolitan Area	0	6
Municipal Area	0	7

**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 30/06/2019	% Collection
€3,822,761	€7,528,278	€11,266,983	€7,452,925	€3,814,058	66%

**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 30 June 2019*	11,723,152	56,166,755**	250,426	717,982	66,921,499	29,454,312	37,467,187	3,033,250	46%

\*\*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 30 June 2019*	486,661	628,488	-11	1,115,160	803,882	311,278	72%

**Recourse to Overdraft Facility**

No. of days in overdraft      0

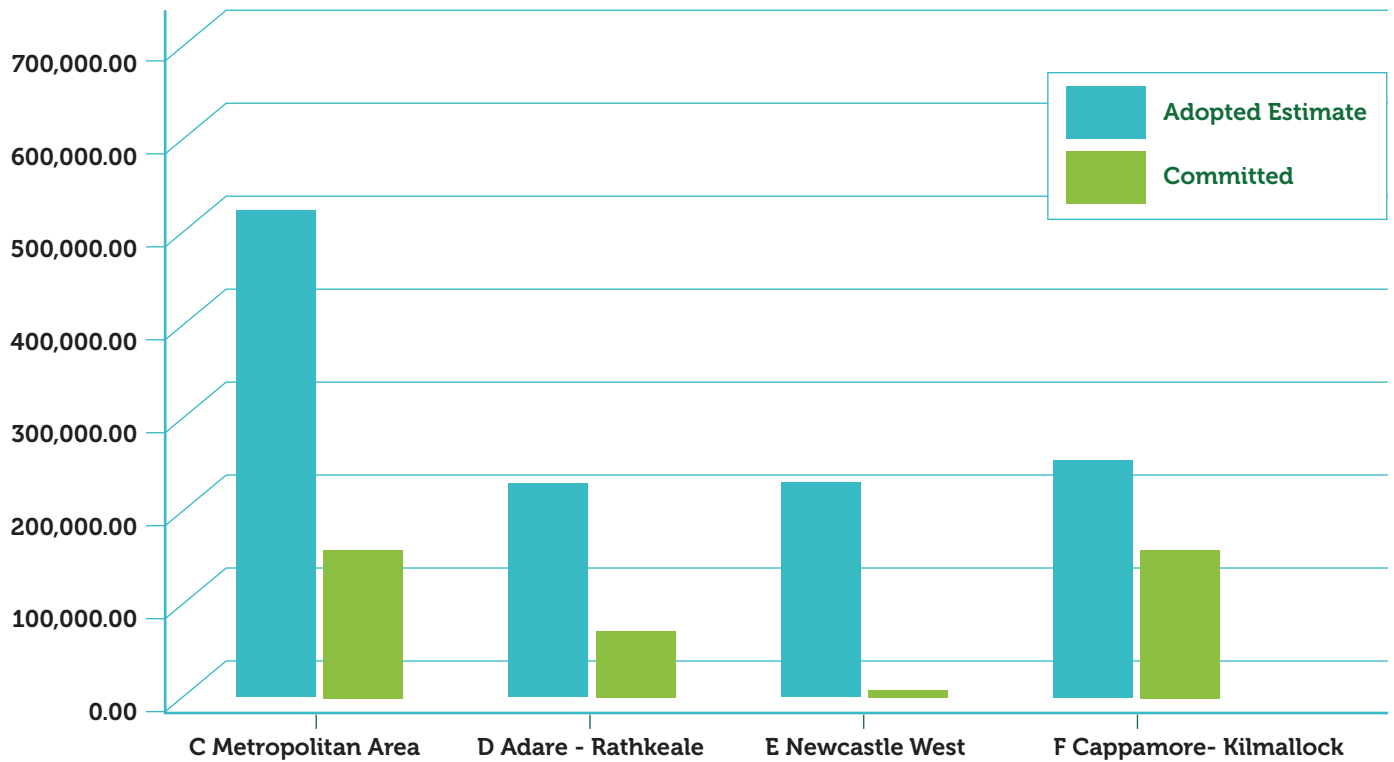
**CHIEF EXECUTIVE'S REPORT**



**General Municipal Allocation 2019**

**Adopted Estimate €1.203 Million**

Graph outlining adopted budget and draft committed expenditure up to 30th June 2019.



<b>Municipal (Code) + (Text)</b>	<b>Value Adopted Estimate</b>	<b>Value Committed</b>
C Metropolitan Area	503,000.00	156,822
D Adare - Rathkeale	225,000.00	66,606
E Newcastle West	225,000.00	0
F Cappamore - Kilmallock	250,000.00	148,840

## CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach  
& Contae **Luimnigh**

**Limerick City**  
& County Council

## 2. Corporate Services, Governance & Customer Services

### Corporate Services

At the Annual Meeting of the new Council, the following Elections took place:

#### Election of Mayor and Deputy Mayor

Mayor of the City and County of Limerick : Councillor Michael Sheahan.

Deputy Mayor of the City and County of Limerick : Councillor Adam Teskey.

#### Election of Cathaoirleach and Leas Cathaoirleach of Metropolitan District of Limerick

Cathaoirleach : Councillor James Collins.

Leas Cathaoirleach : Councillor Kieran O'Hanlon

#### Election of Cathaoirleach and Leas Cathaoirleach of Municipal District of Newcastle West

Cathaoirleach : Councillor Jerome Scanlan

Leas Cathaoirleach : Councillor Tom Ruddle

#### Election of Cathaoirleach and Leas Cathaoirleach of Municipal District of Adare-Rathkeale

Cathaoirleach : Councillor Kevin Sheahan.

Leas Cathaoirleach : Councillor Emmet O'Brien.

#### Election of Cathaoirleach and Leas Cathaoirleach of Municipal District of Cappamore-Kilmallock

Cathaoirleach : Councillor Michael Donegan.

Leas Cathaoirleach : Councillor Martin Ryan.

### Induction Training

Corporate Services coordinated and arranged Induction training for newly elected members which took place in the Council Chamber, Dooradoyle on 20 June.

All 17 new members attended and received a presentation on the following::

- Organisational Structure.
- Review of Corporate Plan 2014 – 2019 and Corporate Plan 2019-2024.
- Financial Profile and Budget 2015-2019.
- Corporate Governance.
- Role of Meetings Administrator and schedule of Meetings.
- Strategic Policy Committee (SPC) / Corporate Policy Group (CPG).

- Regulation of Lobbying Act 2015.
- GDPR.
- Customer Services.
- Ethics.
- Code of Conduct.
- Local Elections (Disclosure of Donations & Expenditure) Act 1999.
- Members Support/Office of Mayor/Members Expenses.
- LITe Project.
- Sharepoint Site for Councillors .

### Health and Safety Training

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

Name of Course	Total Number of Staff Trained
Asbestos Awareness	26
Drivers CPC's	7
Prevention & Management of Aggression and Violence in the Workplace	24
First Aid Refresher	1
Manual Handling	1
Safe Pass	21
Site Dumper	1
<b>Total Staff Trained in Month of June</b>	<b>81</b>

### Customer Services

An induction session was held on the 20 June with new Councillors at which Customer Services gave a live demonstration of the My Limerick platform. Councillors were advised that they would be trained up on the use of the system and that Customer Services were their point of contact for queries regarding their representations.

During the month of June, the Customer Services Team supported Operations & Maintenance by providing customers with 'weekly look ahead' information on grass cutting, strimming, and weed spraying in the city and county. Cases were then logged by the Customer Services Team as appropriate.

**CHIEF EXECUTIVE'S REPORT**

As littering continues to be an ongoing problem in the city and county, Customer Services continue to log cases for the Litter Regulations Enforcement Team. Calls are received via the Council's main number plus a dedicated Litter Line located in the Dooradoyle office. The Litter Line is checked on a daily basis with cases logged for the relevant Environmental Control Officer.

Customer Services also handled and processed 111 Residential Parking Permits throughout the month of June.

Customer Services received 9,646 calls via our call centre throughout the month, handling 41% of calls at first point of contact.

This works out at approximately 483 calls per day.

As well as logging 70% of housing maintenance cases for the North Operational Division, Customer Services also logged 20 cases for housing maintenance in both the West and South Operational Divisions.

In June, there were 580 cases logged on behalf of Elected Representatives by Customer Services.

Overall, on the SugarCRM (Customer Relationship Management) System, 2,441 cases were logged throughout June, 69% 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 (54% being housing maintenance)	1,720
Housing Support Services	263
Planning and Environmental Services	165
Design & Delivery	73
Veterinary	74
Customer Services	36

The total number of callers to our counters at Merchant's Quay and Dooradoyle was 3,733.

**3. Schedule of Meetings**

Name of Meeting	Date	Location
<b>Full Council</b> Annual Meeting of Limerick City and County Council	07.06.2019	Dooradoyle
<b>Municipal District of:</b> Newcastle West – Annual Meeting	12.06.2019	Newcastle West
Cappamore-Kilmallock – Annual Meeting	13.06.2019	Kilmallock
Adare-Rathkeale – Annual Meeting	11.06.2019	Rathkeale
Special Meeting to approve allocations under the General Municipal Allocation (GMA) 2019	11.06.2019	Rathkeale
<b>Metropolitan District of Limerick</b> Annual Meeting	14.06.2019	Merchant's Quay
Special Meeting - Park Road Recycling Facility	20.06.2019	Dooradoyle

**CHIEF EXECUTIVE'S REPORT**Comhairle Cathrach  
& Contae **Luimnigh****Limerick City**  
& County Council**4. Access to Information**

	June	2019 (January to June)
Total Freedom of Information Requests	9	92
FOI Internal Appeals	1	3
Information Commissioner Appeals	-	3
Total Ombudsman Requests	2	17
Total AIE Requests	-	2

**5. Business Improvement**

The Business Improvement Department held its first Citizen Engagement focus group on the evening of 26 June. Citizens who had experienced the parking permits service were invited to attend the focus group to help us map their journey through the service and to discuss their experiences. 18 members of the public attended the meeting and gave us some very valuable insights into their experience of obtaining and renewing a parking permit with Limerick City and County Council.

This type of engagement is a key part of the service design process where we examine our citizens needs to inform the design of our services.

For those who were not in a position to attend this focus group, Business Improvement also launched the first online survey on Limerick City and County Councils new consultation platform <https://mypoint.limerick.ie/>. This will provide a digital opportunity for citizens to give their feedback on the Parking Permits service and all the information will be collated and shared with the relevant departments.

