

CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

July 2019

THIS MONTH:

TEEING UP – Ryder Cup secured for Adare, Co. Limerick

REVITALISATION – Plans for the transformation of O'Connell Street unveiled

REMEMBRANCE – National Day of Commemoration held

OUR WORLD – Climate Change Strategy adopted

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Economic Development Directorate

1. Trade & Investment

- Tieman Properties announced a major development of up to €60 million for Arthur's Quay with leading retailer Marks and Spencer as the anchor tenant.
- Golf's most prestigious tournament – the Ryder Cup - has been awarded to Adare Manor in 2026.
- Troy Studios secured a major deal to host €45m Apple TV drama.
- A new retail store has opened on Dublin Road, with Spar as the main tenant, creating 42 new jobs (25 full time and 17 part time).

2. Digital Strategy

- A public consultation for the "O'Connell Street Revitalisation Project - Phase 1" was published on the Council's new MyPoint Public Participation Portal, while Digital Strategy continues to work with Business Improvement and Marketing & Communications to raise awareness of the platform both internally and externally.
- The LITe project progressed with rollout to Property Services, bringing the total number of users to approximately 260. The rollout will now continue to Customer Services and then Design and Delivery. Work is also underway to get all elected members working with Sharepoint Online before the September meeting.
- The procurement process to deliver an enterprise-standard CRM for the Council commenced, with the tender published in the EU Journal. The deadline for responses is 21 August, with award of the tender contract scheduled for mid-September.
- Seven community consultation sessions have been arranged for the Smart CCTV Pilot Project between 24 and 31 of July with members of local community councils, councillors, council enforcement officers and local garda officers who were invited to view a live demonstration of the CCTV monitoring centre in Moyross Community Enterprise Centre. The purpose of the consultation sessions was for community representatives to gain a better understanding of how the CCTV systems are used, how live monitoring works, what the impact on privacy is, and what controls and processes are implemented in order to safeguard people's data and privacy while providing adequate

support to fight rural crime and investigate offences.

- The Safer Communities website has been developed to provide all the information in relation to the use of CCTV together with a map of CCTV cameras in use by the Council. The website can be accessed at <https://safercommunities.limerick.ie/>

EU Projects

- At the monthly +CityxChange meeting in July in the Engine, Robbie Keelan from AVIS Budget Group Ireland presented a Nissan Leaf to the consortium, to demonstrate the type of Electric Vehicle that they will deploy as part of the EU H2020 funded project.
- Council staff met with members of the GoGreen Cities consortium this month. This project proposal, if successful, will look at developing effective measures to increase people's wellbeing through improvements to Limerick's green spaces.

3. Marketing & Communications

Marketing

- **Brand Limerick**
 - Continued stakeholder engagement, both internal and external, to create brand awareness and ensure stakeholder buy-in.
 - Development of media plan for brand launch in conjunction with our media agency.
 - Confirmed messaging propositions across core audience sectors.
 - Narrative and copy developed around each of these propositions.
 - Initial reskin designs for limerick.ie and brand tissue applications created.
- **Limerick Student City Marketing Campaign**
 - Re-designed and produced Limerick Student City Map and Top Insta Spots Guide for Limerick's third level international students 2019/2020.
 - Designed and produced Limerick Student City Infographic.

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- Collaborated with University of Limerick to promote Limerick City's street art through social media.
- **William Street Signage**
 - Managed the re-design and installation of 21 cone banners, located from Sarsfield Street to Upper William Street, to reflect the vibrancy and diversity of Limerick City and provide a colourful addition to one of the city's best-known shopping districts. Project completed in conjunction with Operations and Maintenance Department and Physical Development Directorate.
- Supported Shiny Day TV in filming Ciara & Jon's Road Trip Reality Limerick. A new online travel series premiering throughout the month of July showcasing an exciting family road trip to unearth both well-known and hidden gems that the Treaty city and county has to offer.
- Riverfest Limerick won the top prize of 'Best Event' and Best Live Event at this year's Event Industry Awards.
- Marketing materials supplied to:
 - Dubai Duty Free Irish Open 2019.
- Participated in the preparation of the LCGA Strategy 2020 – 2025.
- Organised the 'greening' of key Limerick sites in advance of the Senior Hurling Championship All Ireland Semi-final.
- 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 35 times on Limerick.ie's Facebook with total page likes now 23,670. Posts reached 28,305 users with 7,509 engagements.
- Tweeted 29 times on Limerick.ie's Twitter, @limerick_ie, with total followers now 16,455. Our tweets earned 97,700 impressions (no. of times users saw our tweet).

- Posted 10 times on Limerick.ie's Instagram and created seven Stories with total followers now 6,884.
- Tweeted five times on Limerick Marketing's Twitter, @limkmarketing, with total followers now 2,725. Our tweets earned 13,200 impressions (no. of times users saw our tweet).
- Posted seven times on Limerick City and County Council's LinkedIn with total followers now 2,825.

Limerick.ie

A total of 118,206 people visited the Limerick.ie website in July 2019 – a 4.3% increase on the same period in 2018.

Content Report: 86 articles, 255 events and 37 amenities were added to Limerick.ie website in July 2019.

Dedicated new webpages created for Ciara & Jon's Road Trip to Limerick, Castleconnell Autumn Concert Series, Heritage Week, O'Connell Street Revitalisation, Bualadh Bos Children's Festival, Enjoy the River Shannon in Limerick.

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

1. www.limerick.ie
2. Planning enquiries
3. Whats on pages
4. Council services (general)
5. Council jobs.

42% of website pageviews were in Discover section and 33% of pageviews were in the Council section.

Communications

- Issued 19 news releases from the Marketing and Communications Department and researched and wrote four speeches for the Office of the Mayor
- Produced and distributed the monthly Council Connect staff e-newsletter
- Tweeted 125 times on Limerick City and County Council's Twitter account, @limerickcouncil, with total fans now 12,855. Our tweets earned 297,500 impressions (no. of times users saw our tweet).

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4. Innovate Limerick

- A Limerick delegation visited the Manufacturing Technology Centre (MTC) in Coventry for the launch of the British Embassy led programme 'Joining the Dots' to focus in on how to work better together on a region to region level to drive economic growth.
- The local organisations including Limerick City and County Council, Abbey Moulding Contractors, The Action Plan for Jobs, Innovate Limerick, Limerick Institute of Technology and University of Limerick travelled to promote stronger business partnerships. Mike Cantwell of Innovate Limerick was among a panel of speakers for this event.
- Mike Cantwell and Terence Connolly attended Caen in France on behalf of Limerick City and County Council for MMIAH (Maritime, Military, and Industrial Atlantic Heritage) European Project (Recovery and valorisation of maritime, military and industrial heritage of the Atlantic Area coast).



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Physical Development Directorate

1. Travel & Transportation Strategy

Completed bus shelter installations at Fr. Russell Road, Dooradoyle and The Forts, Ballycummin in July. These facilities will provide greater comfort to commuters and thereby assist the use of public transport.

2. Environment Strategy

Adoption of the Limerick City and County Climate Change Adaptation Strategy 2019-2024.

At its Meeting held on Monday 8 July, Limerick City and County Council in accordance with the requirements of the National Adaptation Framework, considered and adopted the Limerick City and County Council Climate Change Adaptation Strategy 2019-2024.

Climate adaptation relates to addressing the impacts of climate change. The adopted Strategy is a cross-directorate document, which aims to embed the concept of climate change adaptation into the policies, plans and processes of the Council. The Strategy identifies the risks to the Council posed by recent climate events, and sets out a number of objectives and actions under six key themes to enhance the resilience of the Council's policies, plans and operations to severe weather events, which will be implemented over the lifetime of the strategy.

3. Water Services

Capital Works

- 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 Sewer Rehab works completed on Catherine Street (liner), and progressing on William Street and O'Connell Street, as per programme.





Community Development Directorate

1. Tourism Development, Culture & Arts

Wayfinding Strategy and Implementation Plan

- A Steering Group was established and work commenced on developing a Wayfinding Strategy and Implementation plan for Limerick city centre and environs. This project will be delivered through Limerick City and County Council and a tender brief is currently being prepared.

Regional Festivals and Participative Events Fund

- Limerick City and County Council has launched the Regional Festivals and Participative Events Fund. A funding arrangement has been put in place between Fáilte Ireland and Local Authorities to drive the implementation of tourism focused festivals and participative events. This new funding arrangement will replace Fáilte Ireland's existing annual Regional Festivals and Participative Events Programme. Closing date for receipt of applications is Tuesday 20 August.

CAPITEN project

- Staff from Limerick City and County Council attended an EU partner meeting in Las Palmas as part of the CAPITEN project. CAPITEN is an EU Interreg funded project under the Atlantic Area Programme focused on developing innovations in marine tourism, itineraries and port information points. This project will assist in the implementation of the 'Into the Blue' pillar of the recently launched Limerick Tourism Development Strategy.

Open Calls

Festivals and Events Grant Scheme and Assessment Panel

On the 8 July, at the meeting of the full Council, the report and recommendations for the Festivals and Events Grant Scheme 2019/2020 was approved by the Elected Members. Sixty applications had been

received and 37 were recommended for funding when the assessment panel met in June and considered all applications based on the guidelines and criteria for the festival and events grant scheme. All applicants have since been notified in writing of the outcome of the assessment process.

International Mobility Award 2019, Round 2

On 8 July at the full Council meeting the report and recommendations for the International Mobility Award 2019, Round 2 were approved by the elected members. Seven applications were received and six were recommended for funding when the panel met in June and considered all the applications based on the guidelines and criteria for the International Mobility Award scheme. All applicants have since been notified in writing of the outcome of the assessment process.

Words Ireland National Mentoring Programme 2019

Limerick City and County Council in partnership with Words Ireland, offered an opportunity to a Limerick writer for a structured mentoring programme. Mentoring was open to emerging and early-career writers who wanted to develop their work in the areas of: literary fiction; creative non-fiction; poetry or children's/young adults fiction. Mentoring will consist of four meetings between each of the selected mentees and their writer-mentors over a period of up to eight months. The mentor will read the mentee's work in advance of each meeting, and offer feedback and guidance at each meeting. Applications closed on the 31 July.

Strategic Fund for Culture and Arts Scheme, 2019

The following letters of support for the Strategic Fund were provided:

- One letter of support was provided for an application to the Artsandhealth.ie Documentation Bursary.
- One letter of support was provided for the Arts Council Theatre Project Award.
- Five letters of support were provided for the Arts Council Open Call Award.

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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.

Bursaries: Blas International Summer School and the Meitheal Summer School

Following open call and assessment panel, a bursary place was awarded to allow one successful applicant to attend the Blas International Summer School of Irish Traditional Music and Dance, 22 June-3 July and two bursary places awarded to allow two successful applicants to attend the Meitheal Summer School, July 22-27.

Festivals in July supported by Limerick City and County Council

The inaugural Celtic Band Festival took place from the 26-28 July, saw The Irish Marching Bands Association welcome bands, musicians, and visitors from around the world to a new Summer band festival in Limerick. This festival was open to national and international bands including Marching Show Bands, Concert Bands and Traditional Marching Bands. Participants took part in an array of events including Field Shows, Parades, Soundsport and Concerts as well as master classes and workshops. Events took place in University of Limerick and Limerick City Centre including a live event on Saturday evening in The People's Park. This festival is accredited by the Irish Marching Bands Association, World Association of Marching Show Bands, Soundsport and Drum Corps Europe. Celtic Band Festival was supported by Limerick City and County Council through the Festivals and Events Grant scheme 2018/19.

Programme Activity

Art Collection

The work of documenting and assessing the art collection for Limerick City and County Council was substantially progressed, a numbering system for the artworks decided, works numbered and documented and a long list of loans for University Hospital Limerick was collated.

Castleconnell Autumn Concerts Series

Castleconnell Autumn Concerts have an international focus in 2019, beginning with one of Britain's foremost pianists, Leon McCawley on Tuesday 27 August. In July promotion for the Castleconnell Autumn Concerts Series began, with the distribution of brochures and posters to the library service and public areas.

Civic Festivals

Riverfest

Riverfest Limerick, which broke records in 2019 with more than 120,000 people enjoying Ireland's premier May Bank Holiday festival, beat off competition from festivals and other events across the country including Pope Francis's Visit to Ireland, New Year's Eve Festival in Dublin and Seafest to win the 'Best Event' at this year's Event Industry Awards. The Event Industry Awards celebrate excellence and showcase the very highest standards in Ireland's event industry. The 11th annual ceremony took place recently at Citywest Hotel in Dublin, where Riverfest Limerick won Best Live Event and then won the overall prize of Best Event.

This awards ceremony recognises the varied nature of live events in Ireland and stand-out categories include Best Live Event, Best Event Team, Best Awards Ceremony and Best In-House Event Team. Overall, 27 awards were presented on the night, with a judging panel consisting of three co-ordinators and 16 industry professionals and peer experts who have national and international experience of organising events.

Riverfest Limerick was entered into the awards by Grooveyard, which event manages the festival on behalf of Limerick City and County Council.

Limerick Culture Night 2019

Culture Night 2019 will take place this year on Friday 20 September. Limerick City and County Council put out a public call for participants who would like to be involved in Limerick Culture Night 2019. This closed on 19 July. Last year, Limerick hosted over 80 events in more than ninety locations drawing an audience of over 21,600 people. These registrations are now being processed.

CHIEF EXECUTIVE'S REPORT**Partnerships****Invitation to Collaboration**

A new report, compiled by Indecon Consulting, outlined the value and impact of local authority arts programmes and advised on what the sector can achieve and the measures required to support further success. The report, developed as part of the Arts Council funded 'Invitation to Collaboration' programme by the arts offices of Limerick, Fingal, Kildare and Leitrim local authorities with Indecon Consulting, was launched in July by Jackie Maguire, Chair of the County and City Management Association (CCMA) and Chief Executive of Meath County Council. Since the first Arts Office was established in 1985, local authorities have grown to become the most significant network of agents for arts development in Ireland today, with a vast knowledge base and depth of experience and expertise. Working within the local authority structure provides unique opportunities to develop diverse projects and programmes, often in partnership with agencies or groups within the community, which makes the work intensely relevant and rooted into the fabric of a wider perspective of integrated social, cultural and economic development. However, the diversity of approaches and the interdisciplinary nature of the work often results in the function and scope of the arts office itself being harder to define and obscured as a result.

In commissioning this report, the four local authorities set out to sharpen that focus, not on the work of the arts office as a whole, or the entire local authority or arts sector, but to concentrate on a small number of projects to contribute to a better understanding of what can be achieved and what is required to make that happen. The four case studies focus on long-term strategies in areas such as arts and health (Kildare) young people and the arts (Fingal) supporting artist's professional development (Leitrim) and enabling international development and perspectives (Limerick). These case studies represent only a fraction of the work carried out in each of the four areas, and each of the 31 local authority arts offices throughout Ireland implement similar exemplars. Exceptional work that impacts locally is also undertaken by other agencies and organizations, many of whom are funded by the local authority and/or The Arts Council.

Helium Arts

Helium Arts third Advisory Committee group meeting took place and received a presentation on outcomes from the first six months of the Limerick Creative Health Hub.

International Partnerships European Projects

Limerick City and County Council was successful as associate partner on two Creative Europe projects:

1. The European Outdoors Arts Academy, School of Participation builds on the legacy of the School of Spectacle and will develop and deliver five 'School of Participation' eight day training schools, which will be presented in five partner cities between 2018 and 2020. Each school will bring together 27 creative practitioners together from the eight partner cities and countries, to gain new skills and experience in co-creating an outdoor participatory arts event. All schools will be delivered by a team of outdoor arts experts drawn from across the core partnership. Each school will result in the creative practitioners collaborating with each other and 25 local community participants in each school hosting city to deliver an "end of school" outdoor participatory arts event to the public. The programme will underpin the development of a professional network of European outdoor and participatory creative practitioners and contribute to the strengthening their creative careers. It also provides a practical opportunity to build capacity and create a programme of "action learning" for cultural organisations and practitioners.
2. TRAINART aims to give new skills to cultural operators/artists, to strengthen their business models, by focusing on two particular fields: (1) management models of cultural spaces and (2) artistic interventions in nonconventional contexts. The project focuses on cultural spaces that serve a diverse audience base. These centres typically offer to their local audience touring productions (performances, musicals, commercial concerts and comedy). A Training Hotspot will take place in Ireland, in Limerick at the Belltable, to foster business competencies and develop new models of governance and management.



New Developments

Wild Geese / Bastille Day – Sunday 14 July

Limerick celebrated Bastille Day and commemorated its historic 'Wild Geese' links with France at a FREE family event on Sunday 14 July at King John's Castle. Organised by Limerick City and County Council and the Honorary Consul of France in the Mid-West, in association with Shannon Heritage and Alliance Française de Limerick, the Limerick celebration featured family entertainment, a tour of King John's Castle, displays in the courtyard, musical performances and an historical talk on 'The Flight of the Wild Geese'. Members of the public, and particularly those from the French community living in Limerick, attended the event from 1-5pm at King John's Castle on Bastille Day, 14 July. A parade of En Garde, dressed as 18th century soldiers of the Légion irlandaise, members of the French Foreign Legion Association of Ireland and members of the Irish Defence Forces as well as Limerick's Boherbuoy Band created a jovial but respectful atmosphere as both the Irish and French national flags were raised with performances of both national anthems.

A talk by Cornelius O'Sullivan, President of En Garde, on the history of the Flight of the Wild Geese and its long-lasting impact on the shared history of France and Ireland was followed by a gun salute by En Garde members. The term 'Wild Geese' had been used to describe those Irish serving in European armies since the 16th century. The historical episode known as the 'Flight of the Wild Geese' refers to the 12,000 Irish Jacobite soldiers, commanded by Patrick Sarsfield, who left Ireland for France as agreed in the Treaty of Limerick in 1691 ending the Williamite War in Ireland. The Wild Geese formed King James's army in exile but by 1692 were incorporated into the French Army. The Mayor of the City and County of Limerick, Councillor Michael Sheahan addressed those gathered and expressed his desire to restore links with French towns and cities Limerick is twinned with as well as establishing the 14 July as an annual event to celebrate the Wild Geese connections worldwide.

Tender for Formulation of a Festivals and Events Strategy for Limerick 2020-2030

Limerick City and County Council believes that Festivals and Events play a distinctive role in developing vibrant and sustainable communities. Research has proven that festivals and events drive tourism growth as well as grow capacity within the creative sector itself. Festivals and Events also offer important opportunities for residents, visitors and creatives to gather, collaborate, experiment, explore and present work in an atmosphere of celebration. Festivals and Events celebrate diversity and change and encourage people and places to value their lives and the communities they live in. Financial investment by Limerick City and County Council in festivals and events has already contributed to:

- Limerick's revitalisation, complementing economic development and community growth.
- The tourism offering, understanding the interdependence between culture and tourism.
- Culture as a shared resource that has energised and enabled a USP for Limerick City and County Council's collective ambition.

This tender is part of the actions to support the ongoing transformative revitalisation of Limerick, which is repositioning Limerick as an attractive European destination in which to invest, work and live, is underpinned by a cultural renaissance, which has changed the face of Limerick. Local perceptions of Limerick have been renewed with a confidence and a sense of belonging to which other places aspire. Wider national and international perceptions of Limerick have been energised by the stronger identity we have forged. How Limerick succeeds in leveraging its cultural capital will continue to be the key differentiator in maintaining social and economic momentum.

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

Issued:	34
Refused:	9

Cemeteries

Mount St. Lawrence	18
Mount St. Oliver	16
Castlemungret	11
Kilmurry	2

Thematic Programmes**Health and Wellbeing**

- The Urban and Rural Community Development Department was part of a Limerick City and County Council team that attended a meeting hosted by University of Limerick to discuss collaboration and preparation for Stage 2 submission of a H2020 project that focuses on health and wellbeing.
- The Urban and Rural Community Development Department was part of a Limerick City and County Council team that attended the launch of the Yarn Social Club led by Care Bright. The clubs will focus on aiding older people who are tackling dementia.
- Progress continued on the preparation of a two-year programme of work that will be submitted by the Limerick Local Community Development Committee (LCDC) to Pobal/Department of Health for up to five projects funded by Round 3 Healthy Ireland funding 2019-2021. This is of the value of up to €184,000.
- The final financial and non-financial reports for the eight initiatives funded by Round 2 Healthy Ireland funding 2018-2019 were completed and submitted to Pobal/Department of Health. This is of the value of €80,433.
- The financial report for Limerick Children and Young People's Services Committee's (CYPSC)

actions funded by Round 2 Healthy Ireland funding 2018-2019 was completed and submitted to Pobal/ Department of Health. This is of the value of €37,000.

- Limerick City and County Council was represented at the launch of the first Autism-Friendly public service in Ireland. The Department of Social Protection's city centre offices held a public event to celebrate their accreditation by As I Am, the advocacy and support organisation for people on the autism spectrum and their families.

Age Friendly Programme

- Uploading of 28 projects to the online cultural archive for the PLACE – EE European Research Project has now been completed.
- A transnational report on the needs and assets of older citizens has been published and is available on the project website (www.place-ee.interreg-npa.eu).

Integration

- The Urban and Rural Community Development Department was part of a Limerick City and County Council team that attended a football tournament organised by Limerick Enterprise Development Partnership, the aim was integration of young children through sport. The tournament was attended by children from Syria, Darfur and Limerick.
- The Urban and Rural Community Development Department hosted a meeting led by the Department of Justice. The meeting was attended by members of the Department of Justice, delegates from Hamburg, the One foundation, Limerick City and County Council staff and Clare County Council Staff.

Education

- The Urban and Rural Community Development Department loaded videos of Comhairle na nÓg AGM's onto Limerick.ie to further promote Comhairle na nÓg (www.limerick.ie/council/services/community-and-leisure/age-friendly-limerick/limerick-comhairle-na-nog).

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- The Urban and Rural Community Development Department, as a member of the Embracing Diversity Nurturing Integration Programme (EDNIP) Steering attended a meeting to discuss final submission for EDNIP 2.

Limerick Public Participation Network (LPPN)

- Limerick City and County Council appointed an interim Resource Worker to support the Limerick Public Participation Network Secretariat (the group tasked with overseeing the running of the LPPN) to prepare for:
 - LPPN membership re-registrations/registrations of community and voluntary groups/organisations in Limerick City and County.
 - a plenary meeting (a meeting of all LPPN members) in September.
 - the establishment of linkage groups (these groups bring together all LPPN member groups who have a relevant interest or remit in a particular issue. They are also the key link between the plenary and committees via their nominated representatives to these committees).
 - the nominations processes for the new Strategic Policy Committee and Joint Policing Committee.

Derelict Sites and Vacant Homes/Properties

Derelict Sites	
Inspections carried out	75
UVRD information notices posted	6
Statutory Notices issued under the Derelict Sites Act	8
Cases closed through engagement	18
Properties entered onto the Derelict Sites Register	1
Properties put forward for Buy & Renew	1
Properties put forward for Compulsory Acquisition Derelict Sites Act	2

Vacant Homes	
Properties identified on Vacant Homes.ie	1
No of inspections carried out (including re-inspection)	11
Cases closed through engagement	2
No of properties forwarded for Buy & Renew	1
Confirmation of CPOs Housing Act 1966	2

Town and Village Renewal Scheme 2019

Limerick City and County Councils submitted 12 applications under the Town and Village Renewal Scheme 2019. The Town and Village Renewal Scheme is a key part of the Action Plan for Rural Development and is one of a range of measures designed to support the revitalisation of rural Ireland under the Government's Project Ireland 2040 Rural Regeneration Programme.

Limerick Community Development Committee

LEADER Programme 2014-2020

The Local Community Development Committee (LCDC) meeting took place on 18 July. At this meeting, the Local Action Group (LAG) approved funding of €805,331.28 under the LEADER Programme 2014-2020. Four new Elected Members of the LCDC, Councillors Stephen Keary, Michael Collins, Brigid Teefy and Catherine Slattery were present, following their election to the LCDC at the Full Meeting of Limerick City and County Council held on Monday, 8 July. The LCDC complimented the significant contributions of the previous Elected Members.

SICAP Programme 2018-2022

The LCDC formally approved the mid-year review of the Social Inclusion Community Activation Programme (SICAP) 2018-2022. The feedback from Pobal and the LCDC SICAP Sub Committee indicate that targets are being met and progress in the delivery of actions is progressing well.

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Men's and Women's Shed Fund

Limerick City and County Council received an allocation of €27,487 (third highest in country) under the Community Enhancement Programme. Funding for Men's Sheds. This was launched for the first time in 2018 and provided in excess of €31,000 of funding for Men's Sheds projects across Limerick city and county.

This funding is for small capital grants to enable individual Men's and Women's Sheds to purchase equipment or to carry out minor works to improve their premises. All details such as what groups can apply along with the application form are available to download on www.limerick.ie. The closing date is 16 August 2019. The decision for the allocation of this fund will be decided upon by the LCDC.

Social Innovation Fund

The Social Innovation Fund Ireland, in partnership with Limerick City and County Council and IPB Insurance, announced Munster/Connacht Awardee winners in Limerick on 12 July. From a shortlisting list of 200 applicants, two Limerick based social enterprise projects were named as awardees of a social enterprise development fund, St. Gabriel's Orthotic Services and The Urban Co-Op. They will receive cash grants of between €10,000 and €50,000 and a place on Ireland's most prestigious Accelerator Programme for Social Enterprises.

Environmental Awareness

Launch of Limerick Going for Gold Competition for 2019

This year the competition was launched in Killeely, Co. Limerick on 7 July – one of the joint overall winners in 2018. Over €60,000 will be distributed across various categories including a Tidy Towns Category, Limerick Bee Friendly in Bloom, Champions Category, Residential Areas, Endeavour Award, Reuse Award and Best Front Garden Category. In judging the competition consideration is given to litter control, general tidiness and upkeep, pollinator friendly planting, sustainable planting, overall impression, works undertaken/improvements from 2018.

Launch of Refill.ie campaign in Limerick

Launched on the 8 July Refill.ie hopes to prevent plastic waste by reducing the amount of single use drinking water plastic bottles we consume in Ireland.

The initiative is aimed at tackling the amount of plastic bottles ending up as litter on our streets, waterways and seas. The nationwide initiative encourages the public to refill their reusable bottle for free from commercial locations. Twenty additional businesses have signed up in Limerick since the launch bringing the total number registered to 31.

Limerick Sports Partnership (LSP)

- The LSP delivered six Multi Sport camps for targeted disadvantaged groups across Limerick City and County. 220 participants engaged in these camps.
- The LSP facilitated the opportunity for 538 children 5-12 years to attend the Adventure World Sports Camp hosted at UL Sport Arena. This is a great partnership where children are facilitated to attend a mainstream camp and make new friends.
- The Sports Partnership delivered two 2-day Mental Health First Aid training courses for 40 club coaches. It was great to see coaches upskilling to enable them look after the participants physical and mental wellbeing.
- The very popular Activator Pole walking programmes were very well attended at the UL Golden Mile, Shannon Fields, Mungret Park, Garryowen, Castleconnell and Newcastle West.
- The LSP Sports Development Officers continue to develop programmes for key target groups, Men and Women 30-65 years, marginalised communities, Older Adult groups, walking groups and general populations across the county. See www.limericksports.ie for more information.

3. Libraries, Gallery & Museum

Library Services

- The 2019 "Summer Stars Reading Adventure" continued in all branches with record numbers of children signing up to read throughout the summer. The programme features ongoing activities and rewards to encourage participation.
- Watch House Cross and Kilmallock Libraries supported the Department of Education and Skills, July Education Programme. Watch House Cross Library welcomed visits from the Autism Spectrum Disorder units at St. Michael's Primary

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School, Sexton Street. This branch is developing an autism friendly designation and offered appropriate supports for these visits. Also, Kilmallock Library was delighted to host the progressive support class from Scoil Mocheallóg for three visits to the library during the month.

- Children's Storytime sessions continued throughout July in Adare, Kilmallock Dooradoyle, Watch House Cross, Newcastle West, and The Granary libraries.
- Dooradoyle and Watch House Cross created displays and activities to mark the 50th Anniversary of the first humans landing on the Moon as part of NASA's Apollo 11 Lunar mission in 1969.
- Fortnightly meditation classes continued in Dooradoyle and The Granary.
- Paintings of iconic Limerick scenes including, Shannon Banks, Adare, The Milk Market, King John's Castle and Lough Gur filled the exhibition area of Dooradoyle library from 5-19 July. Artists, Kathy Tiernan, Lynda Ryan and Paul Weerasekera demonstrated a variety of painting styles.
- "Cruinniú" Art & Craft Exhibition resumed in Kilmallock Library featuring, painting, textiles, glass art, wood, millinery, and sculpture. Now in its seventh year, Cruinniú is coming together in response to the Library's annual invitation to the local community to submit work. The exhibition will be on show throughout July and August.
- Newcastle West Library launched an exhibition of artwork by Paul Weerasekera's on 4 July.
- Roisin Meaney read to children as part of Newcastle West Library's support of those participating in the summer reading programme on 24 July.
- On 3 July, at Watch House Cross Library, Cally Jeffers, Limerick City Community Development Project, presented fifty adult learners with certificates. Students were rewarded for completing QQI accredited courses in areas such as, graphic design, excel, and non-accredited courses in digital photography and driver theory test.
- The children's book club meeting on Friday 4 July, at Watch House Cross discussed "Letters from the Lighthouse" by Emma Carroll and gave it a 4 out of 5 rating.
- The Learning Hub, Limerick, visited WHC Library on 4 July with a large group of 5-8 year olds for a story and craft session
- "Babbling Babies", from ABC Startright Moyross, held an event in Watch House Cross Library on 11 July. Babies, parents and some older siblings enjoyed songs and music. A short video presentation on the ABC programme was shown.
- The Modern Irish Quartet (MIQ) jazz band performed at this month's music concert series at the Granary Library. This group, featuring Tony Miceli, John Daly and Dave Redmond was welcomed back with a special guest, David Friedman on vibraphone. Renowned American jazz percussionist, Friedman studied drums in the 1950s, marimba, and xylophone in the 1960s at Juilliard. A large audience on 24 July enjoyed this free jazz event.
- The other music-related event of the month was the Rock Record Club. The audience very much enjoyed Mike's selection of music, ranging from old blues music to recent releases by local band, Bleeding Heart Pigeons.
- Storytime sessions in English, Irish and French continued at the Granary supporting this year's record-breaking summer reading challenge programme.
- Regular activities such as "Fáilte Isteach" English conversation classes, weekly meeting of the Chronic obstructive pulmonary disease (COPD) support group, the weekly meeting of Nitter Natters, a knitting-for-charity group, and the meetings of Write Pace, a creative writing group continued.
- Gary Ward, writer of the Under the Bed Monsters storybook visited Newcastle West and Kilmallock this month for a story time and some fun with his own book and some of the furry monsters from the story.

Limerick Museum

- An exhibition of selected oil paintings by Robert P Ryan from Limerick City opened on 4 July, and continued for the entire month.
- Following an application by Dr. Matthew Potter, Curator, Limerick Museum, and Dr. Susan Frawley, of Friends of Lace and Pennywell Lace-Makers, Limerick Lace has been added to the prestigious National Inventory of Intangible Cultural Heritage. The Department of Culture, Heritage and the Gaeltacht administer the inventory.

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

- The Florence Vere O'Brien Lace Collection, was officially handed over by Florence's granddaughter Veronica Rowe to Limerick Museum and is currently on display in the Hunt Museum.
- The total number of visitors to Limerick Museum this month was 3,338.

Limerick City Gallery of Art (LCGA)

- The Gallery has enjoyed very strong visitor numbers of 3,575 for the month of July partly as a result of the popularity of local artists Robert Ryan and Fiona O' Dwyer but also the attraction of the Mary Swanz, Voyages exhibition.
- An exhibition of 22 artworks from the Permanent Collection opened in GLÓR, Ennis on 13 July running until early September 2019.
- Five artworks are also included in an exhibition, Oidhreacht, in the Highlanes Gallery, Drogheda which opened on 6 July and which coincides with The All-Ireland Fleadh.
- The artist, Fiona O' Dwyer gave a talk on her exhibition on Thursday 18 July. 25 people attended this event.
- Free Jazz Concert at LCGA, featuring David Friedman and Tony Miceli in association with Limerick Jazz, Friday 26 July. Forty people attended this concert.
- Anita Groener's exhibition, The Past is a Foreign Country, the recipient of an Arts Council Touring and Dissemination Award, originated by LCGA, continues in The Lab, Foley Street, Dublin through July.
- Una McCarthy, Director participated on an international curatorial panel at the Tate Modern Gallery, London, part of the Tate Intensive Programme 2019.



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& Contae **Luimnigh****Limerick City**
& County Council**Housing Development Directorate****1. Housing Strategy
Implementation****Housing Practitioners Conference**

- The Housing Practitioners Conference took place on 4/5 July 2019 in Kilkenny and was attended by staff from Housing Development, Housing Support Services, Design & Delivery and Operations & Maintenance. The Conference covered a broad range of topics relevant to Limerick City and County Council.

Aoife Duke, Director of Service presented on Limerick's experience on the delivery of Housing Options for the elderly.

**Housing Development Councillor
Induction Programme**

A workshop for Councillors was held on Thursday 18 July. Staff from Housing Development, Housing Support Services, Operations & Maintenance, Homeless Action Team and Design & Delivery outlined the housing functions with Limerick City and County Council. The staff advised on the following programmes and facilitated Councillors queries regarding:

1. Rebuilding Ireland
2. Housing Assessments
3. Housing Options
4. Rents
5. Housing Maintenance
6. Approved Housing Bodies
7. Housing Inspections
8. Build Programme
9. Urban and Village Renewal
10. Regeneration
11. Housing Grants
12. Traveller Accommodation Plan
13. Homeless Action Team

Turnkey Programme

Limerick City and County Council launched a Turnkey Campaign with the aim of kick starting inactive planning permissions to deliver additional housing supply. The campaign was launched by Deputy Mayor of the City and County of Limerick, Councillor Adam Teskey

**2. Regeneration Strategy
Implementation**

- Moyross Drama Group performed 'Theatre Flight Moyross' three wonderful plays on 2 and 3 July in Moyross. These were performed in three different venues each evening with the audience moving from one venue to the other for each performance. Moyross Community Enterprise Centre was the first venue where 'The Underside' by Carrie Barrett was performed. Cliona Park Community Space the second venue: 'Field of Dreams' by Mike Finn and the third venue Corpus Christi Primary School: 'Saving the House of Delmege' by Monica Spencer. Moyross Drama Group is a wonderful talented group of actors. Regeneration is not all about bricks and mortar, art and culture play a vital role in the social regeneration of our communities and our city. It is about rejuvenating, revitalisation and creating vibrant and sustainable community through social, economic and physical developments.
- Moyross Residents Forum Tidy Towns are delighted to have been shortlisted for the Limerick Going for Gold Challenge Category 2019. This category has a top prize of €10,000.
- Moyross Residents Forum is very excited the upgrade to the community park has begun and will be completed shortly. Moyross Residents Forum undertook a number of consultations with residents and community groups to have their input into the design and upgrade of the park.
- Moyross Residents Forum distribute the Third Level Bursary Forums in Moyross supporting the Limerick City Community Development Project. Students must be attending a full time course in a recognised Third Level Institution and living here in Moyross.

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& County Council

- Moyross Training Facility refurbishment is almost completed and on track for September 2019. Painting has commenced, plumbing and electrical works are nearing completion. This is a part of the Limerick Regeneration Framework Implementation Plan's Social and Economic pillar, the provision of a training facility to meet the needs of a large youth population on the Northside of the city which was identified as a priority. This is to address the high youth unemployment figures for the area and respond with a programme to meet their needs.
- Pre-development work for the planned September programme ran over June and July with thirty young people availing of a choice of various classes from woodwork, independent living skills, fitness, art and career prep. This was a gentle introduction and engagement of a target cohort of young people. The programme was facilitated through the Limerick and Clare Education and Training Board and Moyross Youth Academy. The purpose was to identify a potential group of sixteen young people for the proposed pathways to employment programme at QQI level 4, funded through the LCETB which is scheduled to commence in September.
- The Employment and Training Initiative is one of three Limerick communities who are shortlisted 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. Judging will take place in September with some preparatory work in finalising a presentation for the event underway.
- The Training Centre – The Bays – Moyross were shortlisted as part of the Bank Of Ireland National Enterprise Town Awards.
The Bays is working with all the local organisations/agencies to deliver training and employment programme within the community of Moyross.
- Expression of Interest received for properties within Galvone, Southill (a) Provincial Flooring (b) Advance Heating (c) Old Southill Boxing Club Building.
- Moyross Motorcross Club update: We had a very successful weekend of motorcross racing. Two of our own riders getting 8th and 9th place out of a field of 20 riders. One rider got a 7th place against a very experienced field. The benefits of competing and the enthusiasm of the lads are really beginning to shine through.



CHIEF EXECUTIVE'S REPORT



Service Operations Directorate

1. Housing Support Services

Waiting List

Housing Waiting List	2,550
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Allocations

	Number of Units July 2019	Year to Date
Metropolitan District	24	83
Newcastle West	8	16
Adare - Rathkeale	3	11
Cappamore - Kilmallock	5	22
Total	40	132

Traveller Housing Welfare

No. of Units offered July 2019	4*
Year to Date	17*

* these figures are included in Allocations figures

Three Traveller Clinics held in July – 36 Clients seen.

Housing Assistance Payments Limerick	
2,252 – Total number of active HAP Tenancies monitored, reviewed and maintained	
No. of HAP tenancies set up this month.	56
No. of Amendments.	142
No. of Cessations.	42

There are no HAP clinics for July and August.

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

Individuals – 17 July 2019		
Location	Description	No.
McGarry House	Mixed Low threshold accommodation for singles	30
St. Patrick's Hostel	Higher threshold accommodation for single males	45
Thomond House	Higher threshold accommodation for single females	22
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	11
TEP 2 (Phoenix Lodge)	Low threshold, night by night (9pm-9am) emergency accommodation. Mixed	11
Total		120

Families - 17 July 2019				
Location	Description	Beds Used		
		Adults	Children	Families
Suaimhneas	Family Emergency accommodation	5	9	5
B&B/Hotel Accommodation	Families	46	63	36
Twin Oaks Family Hub	Family Hub	16	15	10
Totals		67	87	51



Home Improvement Schemes

JULY 2019	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.
Rathkeale	€10,157.71	2	€26,195.10	2	€2,565.00	1
Newcastle West	€34,134.00	7	€21,400.00	3	€37,375.00	9
Metropolitan	€14,641.56	4	€31,181.77	5	€30,470.95	7
Kilmallock	€16,180.00	3	€6,726.00	1	€20,000.00	4
Total	€75,113.27	16	€85,502.87	11	€90,410.95	21

Total Monies issued in July 2019 = €251,027.09

JANUARY TO JULY 2019	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.
Kilmallock	€53,258.82	12	€58,431.73	10	€91,839.17	17
Metropolitan	€203,743.88	49	€370,278.27	39	€250,145.13	61
Newcastle West	€120,185.82	24	€154,597.47	16	€172,456.59	37
Rathkeale	€18,837.71	5	€69,822.70	4	€32,489.20	10
Total	€396,026.23	90	€653,130.17	69	€546,930.09	125

Total Monies issued January to July 2019 = €1,596,086.49

Total Grants issued January to July 2019 = 247

2. Planning & Environmental Services

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

- 167 complaints were received in July.
- 359 inspections were undertaken during the month.
- The Department issued 12 Statutory Notices.
- 13 Directions were served by the Department.
- 39 Warning Letters were issued in July 2019.
- 32 Fines were issued during the period.
- Legal proceedings were initiated in two cases.
- Clean up/improvement works were undertaken on a number of public sites in the City and County under the 2019 Anti-Dumping Initiative funded by the Department of Communications, Climate Action & Environment.

Economic Development & Planning Planning Applications

A total of 108 new planning applications were received as follows:

Part 8	2
Housing Developments	5
Domestic Developments	62
Agricultural Developments	5
Commercial Developments/Change of Use	13
Sporting/Community & Educational Developments	4
Other Developments	17

The current applications include proposals for:

- Part 8 for the O'Connell Street Revitalisation Project in an area defined by the junctions with Denmark Street/Arthur's Quay and Cecil Street/Lower Cecil Street.
- Part 8 for the construction of 16 dwellings at Towerfield, Croom.
- Construction of 17 dwellings at Rathkeale Road, Adare.
- Construction of 21 dwelling at Woodlands, Mill Road, Corbally.

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2. Veterinary Services

- 11 stray or wandering equines were impounded.
- The Dog Control Unit dealt with 19 dogs.
- One food sample was submitted during July for analysis under the National Residues and Microbiological Sampling Programme.
- A new, targeted dog licence campaign commenced during the month.

Capital Investment Directorate

1. Design and Delivery

Finance

- Recoupments submitted in July: €1,761,502.00
- Recoupments Paid by Department of Housing, Planning and Local Government (DHPLG) in July: €3,340,707 (€179,304 for Professional/Technical Fees, €121,929 LA Admin).

Approvals obtained

- Stage 3 approval received from DHPLG for provision of 11 new units at Lower Carey's Road & 13 new units at Mulgrave Street.
- Stage 4 approval received from DHPLG for provision of 2 new units & a new link road at 45 & 46A Cliona Park, Moyross. This is a key strategic connectivity project for the LRFIP.

Part VIII

- The Part VIII for O'Connell Street Revitalisation Project Phase 1 was submitted to the Planning Department.
- O'Connell Street Revitalisation Part VIII was uploaded to the new consultation platform, mypoint.limerick.ie. This is the first Limerick City & County Council Part VIII utilising MyPoint as a public consultation platform.

Completion

- East Wall Walkway in Kilmallock is officially open.

Occupancy

- Handover of final units of Churchfield Phase 1 to Housing Support Services & Regeneration.

2. Property Services

- Traffic Wardens have now moved permanently to their new offices in Merchant's Quay.
- Tenders have now closed for the office fit-out Upper Ground Floor, Granary offices, evaluation of same has commenced.
- Refurbishment works are beginning to Istabraq Hall, the Exhibition area and the reception area in Merchant's Quay. Due to be completed in August.

Acquisitions and Disposals statistics:

Statistics	
House purchases concluded	6
House purchases sale agreed	2
House Purchases at bidding stage	8

Facilities Team

- The Cleaning contract for 22 council buildings has been tendered and initial evaluations of submissions received has begun. This tender was run in conjunction with the Office of Government Procurement (OGP). This extended tender has been run to ensure compliance with the Value for Money Report No. 30 Corporate Estate Management and Maintenance in Local Authorities.
- The National Commemoration Day Events were supported by the facilities team during the weekend Friday to Sunday, 12 to the 14 July, with activities based in the Merchant's Quay area. The event was a great success.

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

- There were 48,940 active HAP tenancies nationally, managed by the HAPSSC at the end of July, 2019.
- A weekly average of 334 HAP tenancies have been set-up during 2019.
- The July landlord payment run was over €39 million.
- The weekly tenant debit at the end of July, 2019 was over €2.3 million.

- The HAP Tenant rent collection rate at the end of July 2019 was 98%.
- The HAP SSC Debt Management Unit issued 3,830 differential rent arrears letters to HAP recipients in July 2019.
- The HAPSSC Debt Management Unit collected a total of €65.5m in differential rent from January to July 2019.

2. Fire & Emergency Services**Statistics**

	Fire Related Calls	Non Fire Related Calls	Total
No. of call outs 01/07/19 – 31/07/19	74	42	116
% of calls where on scene in < 10 mins from time of call	64%	57%	
% of calls where on scene between 11 and 20 mins from time of call	29%	34%	
% of calls where on scene in > 20 mins from time of call	7%	9%	

	Received / Assigned	Validated	Invalidated / Refused	Granted	Completed
Fire Certificate Applications July 2019	16	11	1	19	
Disability Access Cert Applications July 2019	14	9	0	18	
Licensing Applications July 2019	15	15	0		
Commencement Notice July 2019	52	47	4	47	
Completion Certificate July 2019	25	25	0	25	
Planning Referrals July 2019	30				17
Sugar CRM Cases July 2019	17				5



Civil Defence attendance at Events for month of July

- Deel Swim Askeaton.
- Dell Technologies Raheen Limerick.
- Delphi Camp 2019.
- FAI Soccer Camp Croagh Limerick.
- Get West County Fun Day Radison Blu.
- Greenish Island to Gurt Swim.
- New Recruits Search & Rescue Course – banks of River Shannon.
- Glin Estuary Charity Swim.

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 July
No. of call outs 01/07/2019 – 31/07/2019	1,028	1,241	1:18min	2,269

Water Safety

No. of lifebuoy replacements	July 2019	Total 2019 Jan - July
Metropolitan Area	0	6

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 31/07/2019	% Collection
€3,822,761	€9,073,137	€12,895,898	€8,736,871	€4,159,027	68%

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 31 July 2019*	11,723,152	56,166,755**	283,614	771,770	66,834,523	36,307,352	30,527,171	2,889,921	57%

**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 31 July 2019*	486,661	759,651	-11	1,246,323	964,526	281,797	77%

Recourse to Overdraft Facility

No. of days in overdraft 0

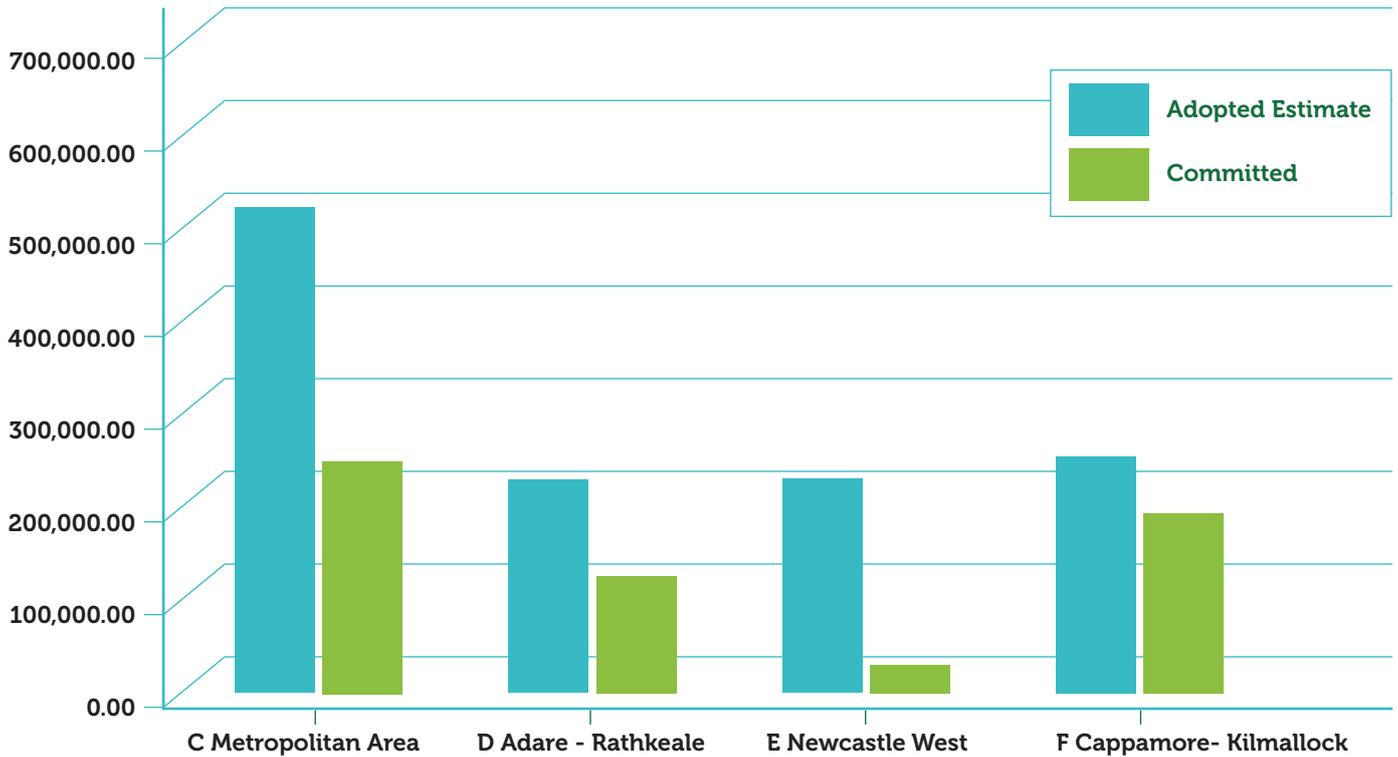
CHIEF EXECUTIVE'S REPORT



General Municipal Allocation 2019

Adopted Estimate €1.203 Million

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



Municipal (Code) + (Text)	Value Adopted Estimate	Value Committed
C Metropolitan Area	503,000.00	242,149
D Adare - Rathkeale	225,000.00	118,066
E Newcastle West	225,000.00	23,909
F Cappamore - Kilmallock	250,000.00	193,257

CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

2. Corporate Services, Governance & Customer Services

Corporate Services

National Day of Commemoration 2019

Limerick City and County Council hosted the National Day of Commemoration ceremony on Sunday, 14 July. The ceremony, organised by Corporate Services, was to honour all Irishmen and Irishwomen who died in past wars or on service with the United Nations. More than 300 people attended the event representing a broad cross-section of various religious beliefs. The ceremony finished with a minute's silence and the Mayor of the City and County of Limerick, Councillor Michael Sheahan laid a wreath.

Health and Safety Training

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

Name of Course	Total Number of Staff Trained
Safe Pass	17
Drivers CPC's	4
Sharps and Biological Hazard Training	50
First Aid Refresher	1
Manual Handling	30
Total Staff Trained in Month of July	102

Customer Services

Customer Services staff met with new councillors during July to train on the use of the MyLimerick platform. This platform, on www.limerick.ie, is a very convenient and efficient way to both log representations and receive updates on requests logged. July saw a total of 289 cases logged through MyLimerick, 272 of which were logged by local representatives.

Customer Services also continued to support the Housing Maintenance Department by logging 73% of cases throughout the month of July, as well as logging 56 cases for housing maintenance in the area offices.

Following a review of the Residential Parking Permit application form and a meeting with some of the service users, a new form has now been devised. This sets out in a clear and concise way the checklist for accompanying documentation and lends itself towards ongoing work to make this an online process for our customers.

Throughout July, Customer Services have handled 100 Residential Parking Permits.

Customer Services received 11,803 via our call centre throughout the month, handling 42% of calls at first point of contact.

This works out at approximately 513 calls per day.

In July, there were 725 cases logged on behalf of elected representatives by Customer Services.

Overall, on the SugarCRM (Customer Relationship Management) System, 2,906 cases were logged throughout July, 70% 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 (55% being housing maintenance)	2,027
Housing Support Services	365
Planning and Environmental Services	179
Design & Delivery	48
Veterinary	100
Customer Services	66

The total number of callers to our counters at Merchant's Quay and Dooradoyle was 4,156.

CHIEF EXECUTIVE'S REPORT**3. Schedule of Meetings**

Name of Meeting	Date	Location
Full Council Meeting of Limerick City and County Council	08.07.2019	Dooradoyle
Municipal District of: Newcastle West – Monthly Meeting Adare-Rathkeale – Monthly Meeting Cappamore-Kilmallock – Monthly Meeting Special Meeting regarding the current road works in Bruree, development works at the recycling area and ownership of the old railway bridge. Special Meeting to consider and discuss the Kilmallock Local Area Plan 2019-2025.	03.07.2019 09.07.2019 18.07.2019 02.07.2019 23.07.2019	Newcastle West Rathkeale Kilmallock Kilmallock Kilmallock
Metropolitan District of Limerick Monthly Meeting Special Meeting to discuss the Strategic Housing Development Application at Punch's Cross.	15.07.2019 29.07.2019	Merchant's Quay Merchant's Quay
Corporate Policy Group	01.07.2019	Merchant's Quay
Protocol Committee	08.07.2019	Dooradoyle
Party Leaders	08.07.2019	Dooradoyle

4. Access to Information

	July	2019 (January to July)
Total Freedom of Information Requests	22	114
FOI Internal Appeals	1	4
Information Commissioner Appeals	-	3
Total Ombudsman Requests	2	18
Total AIE Requests	7	9

5. Business Improvement

This month saw the successful integration of Agresso with our new Project Management system Cora.

Establishing digitised workflows, which send projects to the sponsor for approval, ensuring the paperless set up of job codes and providing up to date financial information assist in developing a solid system integration strategy which is a key part of increasing the efficiency of Limerick City and County Council's operations.

The major benefits will be:

- Providing Senior Managers with clear visibility of every projects financial information.
- Project Sponsors and Project Managers have up to date budget information as projects progress
- Reduction in paperwork and provides a clear audit trail.
- Customised reporting to correspond with Department requirements.
- Compliance with the Public Spending Code.