

CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

January 2020

THIS MONTH:

EDGE AND EMBRACE – New Brand Launched for Limerick

GETTING GREENER – Limerick launches its year as European Green Leaf City

COUNCIL & COMMUNITY AWARDS – Limerick shortlisted for ten awards in the All Ireland Community and Council Awards

NEW THINKING - Council's Corporate Plan adopted for next five years

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Economic Development Directorate

1. Trade and Investment

- Axiom SL, an IDA supported New York Company, announced 100 new jobs in Limerick as it opens a business operations centre in the National Technology Park in Plassey
- Danish furniture retailer JYSK announced that it will open a new store in the Parkway Retail Park, creating 25 new jobs
- Chinese Telecom Company, Huawei announced a €6 million research-funding package for LERO (the Science Foundation Ireland software research centre based at the University of Limerick)
- Screen Ireland has announced that Apple TV drama "Foundation" will be filmed in Troy Studios during 2020. The series, based on Isaac Asimov's famous novels will create over 500 jobs. Several training initiatives are underway for new entrants into the industry in the Limerick region, with over 40 skills development participants on the show.

2. Innovate Limerick

- Four Limerick-based film producers were selected to join a Film in Limerick Delegation to the European Film Market in Berlin in February 2020. The chosen producers are Gemma O'Shaughnessy, Ronan Cassidy, Pete Moles and Zeb Moore. The four will travel to one of the biggest industry events on the film calendar for five days in February mixing with distributors, film buyers, producers, financiers and co-production agents from all over the world. This new initiative from Film in Limerick is supported by Limerick and Clare Education and Training Board
- Film in Limerick was represented at the first Local Film Office Conference in Athlone by manager Paul C. Ryan. The event attracted local film offices and industry bodies from around Ireland.
- The Mid-West Film Education and Training Working Group held their first meeting of the year at ENGINE with representatives from local education institutions, local and national industry, and screen bodies in attendance
- Coverage of Film in Limerick plans for the region in 2020 received wide coverage in local press and online

3. Urban Innovation Department

Small Business Innovation Research (SBIR)

Small Business Innovation Research (SBIR) enables public bodies to purchase research to stimulate innovation, when goods or services are currently not available in the marketplace and is co funded by Enterprise Ireland.

- The Urban Innovation Department is currently running an SBIR project addressing the challenge of Fire Safety in Historic Buildings. This project is currently in Phase 2 testing in the Georgian Neighbourhood.
- The Urban Innovation Department made an application under a new SBIR call to address the challenge of waste management in small multi occupancy buildings which was shortlisted for assessment in January.

Living City Initiative (LCI)

The Living City Initiative tax incentive has been extended to December 2022. The Urban Innovation Department holds fortnightly advice clinics in ENGINE, Upper Cecil Street, giving multi-disciplinary advice to property owners, potential property owners and landlords who want to avail of the tax incentive for qualifying renovation works. In attendance at the clinics are the Fire Officer, Conservation Officer, Senior Architect and Town Planner.



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+CityxChange (Positive City Exchange) Project - Funding Call for Energy-related Innovation in Georgian Neighbourhood

As part of the +CityxChange (Positive City Exchange) project, Limerick City and County Council announced an open call on 16 January looking for teams involving local community groups (supported by designers and makers) to design, to create and test solutions to common issues in the Georgian Neighbourhood area. The funding call totals €20,000 with a maximum of €5,000 per successful applicant. Proposals should meet the description of "Energy related Innovation" and use the ideas of Urban Prototyping and Citizen Sensing to address themes aligned with the concepts of the +CityxChange project. The closing date is 5.30pm 2 March 2020.

4. Local Enterprise Office (LEO)

- LEO Training & Development Programme for 2020 was launched by Councillor Michael Sheahan, Mayor of the City and County of Limerick
- Kick-started the New Year with a six-week 'Start Your Own Business' programme beginning on 9 January, followed with Digital Media, Trading Online and Financial Management Courses
- Online applications for (Limerick) National Enterprise Awards now open
- LEO client approved for Agile, Innovation Research and Development Grant of €61,610.
- Three LEO Limerick clients: AOIFE Ireland; Andrea Mears Jewellery and Original Ireland attended 'Showcase 2020' from 19 – 22 January in the RDS Arena in Dublin
- Partnered with Network Ireland Limerick for their January event in the Savoy Hotel on 22 January with guest speaker Grace O' Rourke, winner of RTE's Ultimate Hell Week

5. Marketing & Communications

Marketing

Brand Limerick

- Organised launch event in St. Mary's Cathedral to officially launch Limerick's new Brand after a highly collaborative 18 month process. Developed by global creative agency M&C Saatchi, the new brand positioning will internationalise Limerick, placing it at the most dynamic global crossroads and capturing the sense of warmth and resilience of a historic city and county. The event involved curating a two hour event featuring live music, brand unveiling, panel discussion and local food selection by Fáilte Ireland Food Ambassador Tom Flavin.
- Began multi-market advertising campaign, 'Percentages', which aims to quantify Limerick's combination of edginess and friendliness. Each execution reveals what percentage of any Limerick scenario shows 'edge' versus how much its welcoming side, its 'embrace', is simultaneously on display. Campaign activity will run across print, digital display, social media, out-of-home and radio, in Ireland, Great Britain, Germany, France, Spain, Italy and the USA
- Brand Ambassador structure established and roll out began to play a key role in helping Limerick use this brand as a springboard for success across five key pillars to activate
- The character and culture of Limerick was also articulated through a roll-out of Limerick 'local heroes', which will see inspirational people tell their stories on video and become faces of the campaign to amplify the sense of edge and embrace that typifies the city and county
- Major PR and media coverage secured for Limerick as a result of launch of new Brand identity
- Limerick Walk It – Run It – Love It
 - Re-launched Limerick Walk It - Run It - Love It campaign for 2020
 - Produced and distributed 5,000 printed guides throughout Limerick
 - Three week social media campaign

**CHIEF EXECUTIVE'S REPORT**

- Commenced seven week PR and marketing campaign for Limerick St. Patrick's Festival 2020
- Collated and produced Christmas in Limerick media book for analysis of media coverage reached throughout the campaign. Press coverage reached an audience of 1.67 million with a PR value of €106,815.
- Produced a Christmas in Limerick 2019 report with topline figures showing 6.4 million paid impressions and 33,671 link clicks.
- Produced eco friendly marketing materials for Limerick European Green Leaf City 2020
- Marketing support provided to ILoveLimerick.ie
- Produced five Limerick.ie e-newsletters
- Monthly Limerick Business Bulletin e-newsletter issued
- Feature advert secured in:
 - Limerick Visitor GuideMap 2020
 - Your Daily Adventure Guide Shannon Region 2020/2021
- Marketing materials provided to:
 - Tourism Space Live, Thomond Park professional development training event for business leaders in tourism and hospitality
 - Limerick Inside Out practicum, a programme aimed at bringing more students into the city centre to work with community groups on projects to develop positive social change
 - Bruff Tidy Towns Committee

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 43 times on Limerick.ie's Facebook with followers now 26,175. Posts reached 2,530,113 users with 123,052 engagements.
- Tweeted 37 times on Limerick.ie's Twitter, limerick_ie, with total followers now 17,536. Our tweets earned 374,600 impressions (no. of times users saw our tweet)
- Posted 14 times on Limerick.ie's Instagram and created 17 Stories with total followers now 10,184.
- Posted 12 times on Limerick City and County Council's LinkedIn with total followers now 3,827

Limerick.ie

A total of 121,628 people visited the Limerick.ie website in January

Content Report: 93 articles, 293 events and 8 new amenities were added to Limerick.ie in January

The most popular pages on Limerick.ie in January were:

1. www.limerick.ie
2. www.limerick.ie/council/apply-or-search-planning-application/search-planning
3. www.limerick.ie/council
4. www.limerick.ie/council/your-council/jobs
5. www.limerick.ie/council/housing-assistance-payment-hap

36% of website page views were in Discover section and 33% of page views were in the Council section

Dedicated webpages created for Limerick - Atlantic Edge, European Embrace, Limerick European Green Leaf Award 2020, 2020 St. Patrick's Day Parade Online Application Form, European Expo, Guide to Limerick's Upcoming festivals and events, What Next Festival, Limerick Literary Festival, Find your green fun in Limerick in 2020, The Limerick Spring Festival

Communications

- Provided PR support and MC'd the launch of Regeneron Great Limerick Run and Limerick European Green Leaf City 2020 as well as the signing of a Memorandum of Understanding between the Land Development Agency, Limerick City and County Council, CIE and HSE
- Issued 22 news releases from the Marketing and Communications Department and researched and wrote 14 speeches for the Office of the Mayor
- Produced and distributed the monthly Council Connect staff e-newsletter
- Tweeted 122 times on Limerick City and County Council's Twitter account, @limerickcouncil, with total followers now 13,742. Our tweets earned 238,400 impressions (no. of times users saw our tweet)

**CHIEF EXECUTIVE'S REPORT****Physical Development Directorate****1. Travel & Transportation Strategy****Regional and Local Road Grant Allocations 2020**

- Limerick City and County Council has been advised by the Department of Transport, Tourism and Sport that there will be €525.2 million in National funding available under the 2020 Regional and Local Road Grant Allocations, of which €26,766,269 will be allocated to Limerick. This represents a 2% increase on the 2019 allocation
- This allocation will enable the Council to undertake road maintenance and improvement works across the City and County under the following expenditure headings:

| Limerick City and County Council 2020 Regional and Local Road Grant Allocations | | |
|---|---------------------------------------|--------------------|
| 1 | Restoration Improvement | €10,411,500 |
| 2 | Restoration Maintenance | €1,639,000 |
| 3 | Supplementary Restoration Maintenance | €1,015,000 |
| 4 | Discretionary Grant | €3,858,500 |
| 5 | Bridge Rehabilitation | €555,000 |
| 6 | Specific Imp. Grants | €1,405,055 |
| 7 | Strategic Regional and Local Roads | €5,000,000 |
| 8 | Safety Improvement Works | €393,400 |
| 9 | Speed Limits | €187,500 |
| 10 | Training Grant | €90,000 |
| 11 | Drainage Works | €865,314 |
| 12 | Community Improvement Scheme | €316,000 |
| 13 | PSCI: Survey Support | €30,000 |
| 14 | Former National Road | €1,000,000 |
| Total Allocation | | €26,766,269 |

2. Mid West Road Design Office (MWRDO)**National Road Grant Allocations 2020**

- Transport Infrastructure Ireland (TII) has recently notified Limerick City and County Council of the national road allocation for Limerick 2020. These grants are for the improvement and maintenance of national roads. The total allocation is €15,755,901 which is an increase of 53% from 2019.
- The major road schemes include the following schemes:

| Limerick City and County Council Selected – 2020 National Road Grant Allocations | |
|--|------------|
| NDP - M20 Limerick to Cork | €3,000,000 |
| Foynes Limerick | €2,000,000 |
| NDP - N21 Abbeyfeale Relief Road | €500,000 |
| NDP - N21 Newcastle West Relief Road | €500,000 |
| N69 Kilcornan Traffic Calming | €500,000 |

Some of the other grant categories include works for pavements at the following locations:

| | |
|---|------------|
| N20 Ballyphilip to Howardstown North & and N20 Ballymacrory Phase 2 | €750,000 |
| Adare West Approach Pavement Strengthening | €75,000 |
| N21 Abbeyfeale to Mount Mahon Pavement Strengthening | €450,000 |
| N21 Newcastle West Pavement | €240,000 |
| N69 Court Cross to Bolane Kildimo Pavement | €1,400,000 |



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3. Environment Strategy

ISO 50001 Energy Management Standard

Limerick City and County Council has received confirmation that the NSAI Assessment Committee has endorsed the approval of the Audit carried out in December 2019 and that a Certificate will issue for accreditation to the ISO50001

Launch of Limerick as European Green Leaf City 2020

23 January saw the launch of Limerick's European Green Leaf 2020 in Corporate Headquarters, Merchant's Quay, with the announcement of a programme of events to mark the European Commission designation. Twenty-six events and initiatives are scheduled as part of a packed programme in Limerick, which was awarded the designation in recognition of its commitment to better environmental outcomes. Among the events to be held across the year in Limerick will be the first-time hosting in Ireland of Ireland's Buzzing: International Conference on Pollinator

Conservation. in May at the Limerick Strand Hotel. The conference will provide an opportunity to learn from international experts about successful pollinator initiatives around the world and hear about key successes from the first phase of the All-Ireland Pollinator Plan (2015-2020). The programme kicked off with the launch of a Let's Think About Consumption exhibition at Corporate Headquarters, Merchant's Quay that challenges us to think about what we consume and brings us beyond the idea of 'reduce, reuse and recycle' to be more conscious consumers with a 'prevention first' approach. Also, launched at the event, was the 'Hush City App' that maps the tranquil spaces to enjoy in and around Limerick City - spaces with a positive impact on our health and quality of life. The app, which was developed by Dr. Antonella Radicchi in Berlin, can be used to identify and share places to enjoy and relax in the city. It will also facilitate the protection of these valuable areas. The programme launched will be supplemented with events, as the year progresses. For updates, keep an eye on www.limerick.ie/european-green-leaf-city



**CHIEF EXECUTIVE'S REPORT****Community Development Directorate****1. Tourism, Culture & Arts****CULTURE & ARTS OPEN CALLS****International Mobility Awards 2020 – Round 1**

The first round of the International Mobility Awards for 2020, was announced on 20 December. These awards are intended to support creatives in Limerick to pursue professional opportunities, through either touring and presenting work or developing collaborative projects internationally. The closing date for applications was 17 January. Ten applications were received and are being processed.

Strategic Fund

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. Two letters of support were provided for the Arts Council Touring and Dissemination of Work Scheme, one for the Arts Council Dance Bursary Award and two for the Visual Arts Bursary Award

PARTNERSHIPS**The Museum of Mythological Water Beasts (#3)**

Limerick Culture and Arts Office secured €75,000 for The Museum of Mythological Water Beasts (#3) Project from The Arts Council funding scheme An Invitation to Collaborate, with Cavan Arts Office, Clare Arts Office, Tipperary Arts Office and artistic lead Ormston House. This project delivers a Residency Programme in 2020-2021 in four counties along the River Shannon, connects artists and community groups to create new collaborative artworks and publishes the evaluation results and "Reflections" on residency models, collaborative process and curatorial mapping.

The Bingo Wings Project

Limerick Culture and Arts Office is the lead partner on an Arts Council funded Invitation to Collaboration, The Bingo Wings Project, a large collaborative intergeneration project exploring the theme of Bingo, with artistic lead Fidget Feet and partners Kerry

Council and Donegal Council. The Bingo Wings Project has been short listed as a finalist for the 2020 All Ireland Community and Council Awards presented by IPB Insurance and LAMA.

Helium Arts

Helium Arts Children's Creative Health Programme continues in UHL Paediatric Outpatient Clinics, giving children, young people and their families the opportunity to try out different age-appropriate creative activities while they wait to see the doctor. Lead Artist Chelsea Cavanan attended the outpatient clinic at UHL twice a week in January and has engaged with over 170 children in the last month through creative activities. The Limerick Programme is taking place in partnership with University Hospital Limerick, Limerick City and County Council and Limerick Culture and Arts Office

PROGRAMME**Young People, Children and Education****Integrated Dance**

Limerick Culture and Arts Office, in conjunction with dance facilitator Mary Hartney, continues to provide Limerick City and County Council's Integrated Dance Project. The third quarter of the 2019 - 2020 programme began Monday 6 January with transition year students from Cosewood College, Pallaskenry and Scoil Mhuire & Ide, Newcastle West.

County Limerick Youth Theatre

The County Limerick Youth Theatre weekly workshops for the Dynalyts (2nd-6th class) and CoLYTS (secondary school students) commenced for the new term on 21 January at the HoneyFitz Theatre, Lough Gur.

**CHIEF EXECUTIVE'S REPORT****FESTIVALS****Limerick Literary Festival Launch**

Limerick Literary Festival in honour of Kate O'Brien was launched on 6 January. Now in its 36th year the festival will take place from 21-23 February in venues across Limerick. Programme highlights include a performance by the Irish National Opera, panel discussions with John Kelly of RTE, the return of Desert Island Books and a reading by Roddy Doyle. Limerick Literary Festival is supported by Limerick Culture and Arts Office via the Festivals and Events Grant Scheme.

Éigse Michael Hartnett Literary and Arts Festival

Limerick City and County Council and the Éigse Michael Hartnett Literary and Arts Festival Committee are piloting the Arts Council's Social Impact Study and undertook an Impact Measurement workshop with Quality Matters.

Regeneron Great Limerick Run Launch

The Regeneron Great Limerick Run was launched on 20 January. This Tier 1 event continues to grow in strength bringing over 11,000 runners into Limerick City. This event is supported by Limerick City and County Council.

Ireland's St. Patrick's Celebrations Partnership with Fáilte Ireland

Limerick has been selected as a Tier 1 partner with Fáilte Ireland to promote Ireland's St. Patrick's celebrations. The purpose of this initiative is to position Ireland as the only place to be in the world for St. Patrick's Day, addressing strategic visitor growth, regionality and seasonality objectives. Limerick City and County Council has received €15,000 from Fáilte Ireland to support promoting Limerick as a tourist destination during St. Patrick's Week.

CREATIVE IRELAND FUNDED PROJECTS**Chronic Obstructive Pulmonary Disease Choir**

The Limerick COPD Support Group have established a COPD choir. Singing has been identified as a therapy for some of the physical breathing abnormalities associated with COPD (Chronic Obstructive Pulmonary Disease), a chronic, incurable respiratory condition affecting over 400,000 Irish people. In addition to the physical benefits, as a community based intervention it has a hugely positive impact of problems of social isolation, anxiety and loneliness that frequently afflicts people with COPD.

Local Creative Youth Partnership

The second meeting of the Limerick Local Creative Youth Partnership (LCYP) Steering Committee took place on 22 January. At their core, LCYPs are networks which enable information sharing, collaboration between local creative youth service providers to bring about better use of existing resources, practices and initiatives in an Education and Training Board area.

GRANT APPLICATIONS**Department of Culture, Heritage and the Gaeltacht Capital Scheme**

An application for refurbishments to the Artists' Apartments, John's Square was submitted to the Department of Culture, Heritage and the Gaeltacht Cultural Capital Scheme 2019 – 2022.

Waterways Ireland Application

A Waterways Ireland application was completed and submitted, to support the popular free attraction, Zipwire, which traverses the River at Riverfest. Waterways Ireland kindly supported this in 2019.

Cultural Civic Engagement Programme

An application was made this month to the Social Intervention Fund Application to support the continued provision of the Cultural Civic Engagement Programme. This programme supports at risk of exclusion groups to participate in a meaningful way in cultural civic festivals and events in Limerick.

**CHIEF EXECUTIVE'S REPORT****2. Property & Community Facilities****DERELICTION / VACANCY**

| | |
|--|-----|
| CRM Cases in progress | 493 |
| INSPECTIONS carried out | 40 |
| Section 8 (2) Notices issued | 2 |
| Section 8 (4) Notices issued | 2 |
| Section 8 (7) Notices issued | 5 |
| Section 11 Notices issued | 1 |
| Section 15 Notices issued | 0 |
| Section 17 Notices issued | 2 |
| Entries in the Derelict Sites Register | 5 |
| New Cases entered on Sugar CRM | 17 |

BIN WAIVERS - JANUARY

| | |
|-----------------|-------|
| Waivers Issued | 1,344 |
| Waivers Refused | 32 |

3. Urban & Rural Community Development**LOCAL COMMUNITY DEVELOPMENT COMMITTEE (LCDC)**

The LCDC at its January meeting reviewed the work of the committee for 2019 and discussed the LCDC Plan for 2020.

SPORTS & RECREATION

Limerick City and County Council was awarded funding under the Large Scale Sport Infrastructure Fund. The successful projects and allocations were:

- Newcastle West Regional Athletics Hub - €1,256,276
- Askeaton Pool & Leisure Centre - €646,659

LIMERICK SPORTS PARTNERSHIP (LSP)

- The LSP Secured €400,000 from Sport Ireland for Core and Programme supports for 2020. Limerick LSP is the 2nd highest funded LSP from a Network of 29. This is in recognition of our capacity to deliver and the quality and variety of programmes delivered.
- The LSP secured €110,000 from Dormant Accounts, facilitated by Sport Ireland. This funding plus the core allocation has Limerick as the highest funded LSP.
- The Operation Transformation National Walk series resulted in over 600 participants getting out and active for 2020. A great addition has been the Ireland Lights Up programme where GAA Clubs have opened up their facilities to accommodate community walks. This is very relevant across rural areas.
- The LSP sports development officers continue to develop programmes for key target groups, Men & Women 30-65years, marginalised communities, Older Adult groups, walking groups and general populations across the county.
See www.limericksports.ie for more information



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THEMATIC PROGRAMMES

HEALTH & WELLBEING

- Limerick City and County Council was represented at a roundtable discussion on a positive mental health project created by the young participants of the Be Well Youth Advocacy Project (YAP) in Limerick.
- Limerick Food Partnership, hosted by PAUL Partnership and led by a number of agencies across the city and county, including Limerick City and County Council, made significant progress this month with the appointment of a project coordinator.
- Planning for the upcoming national Social Determinants of Health conference in Limerick continued this month. Limerick City and County Council is a planning partner with the HSE and UL.
- An exploratory Trauma Informed Limerick meeting took place. A number of social and health care agencies in Limerick are adopting this or similar approaches in their operations and are exploring how to support the adoption of a trauma-sensitive approach by non-health/social care settings in Limerick.
- Staff from Limerick City and County Council attended the launch of the baseline study and needs analysis of young people aged 10-18 in rural County Limerick, hosted by Limerick Youth Service.
- Not Around Us, an initiative developed by partners in Limerick in support of Tobacco Free Ireland, continues to gather momentum. A meeting of national and local partners took place this month. An implementation pack (with guidance and resources) for use in other counties is at the draft stage and already both counties Clare and Galway are rolling it out this year. Currently, there are 29 locations in Limerick displaying the Not Around Us signage. Interested schools, early years' services and non-profits can apply to have free signage by contacting the Healthy Limerick Coordinator.

- 123 publicly-accessible premises in Limerick are now signed up to We're Breastfeeding Friendly. Counties Tipperary, Clare, Cavan and Monaghan are rolling out the initiative this year. Public, private and community organisations in Limerick can sign up to We're Breastfeeding Friendly by contacting the Healthy Limerick Coordinator.

AGE FRIENDLY

- Older Peoples Executive (OPE) representatives from each municipal district attended a meeting in Merchant's Quay to finalise Age Friendly Limerick's schedule of events for Quarter 1 2020. Each OPE member was presented with the 'Age Friendly Limerick Calendar 2020' along with other Age Friendly Limerick branded merchandise, and a book outlining the history of the first ten years of the Irish Age Friendly Programme. The OPE was integral in designing this promotional material.
- Staff of Age Friendly Limerick attended a meeting as part of a national group working on the design of a training programme to encourage businesses to become more Age Friendly. It is expected that the programme will be rolled out nationally in Quarter 3 of 2020.
- Age Friendly Limerick is part of a group, working in collaboration with the highly successful Exwell Physical Exercise Programme, assisting with the roll out of the programme in Limerick City and County. It is expected that the programme will be rolled out in Limerick in Quarter 4 of 2020.
- Staff from Limerick City and County Council attended a three-day transnational meeting for the Place EE project in Ulster University, Coleraine, Northern Ireland. Partners from Iceland, Sweden, Northern Ireland and the Republic of Ireland attended. The team from Limerick presented an overview of work to date from a Limerick perspective. A Place EE Hackathon took place as part of the meeting, the aim was to develop and implement locally derived solutions to encourage internet use and person centred eHealth. Older citizens engaged with the transnational partnership of local authorities, universities, enterprise and public health.



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- A photoshoot with Councillor Michael Sheahan, Mayor of the City and County of Limerick, took place in the Council Chamber in Dooradoyle. Staff from the thematic programmes team, the OPE, the Irish Hospice Foundation and solicitor Sharon Cahir were present. The promotional material was utilised for a press release to launch a series of workshops which are taking place in February throughout the city and county entitled 'Putting Your House in Order'.
- A Regional Programme Managers Meeting for Age Friendly Ireland was attended by the Limerick Programme Manager.

INTEGRATION

- A meeting of the Limerick Migrant Integration Working Group took place. The meeting received updates from all sub-groups on the progress made on implementation of all objectives outlined in Belonging to Limerick – Integration Strategy 2018 – 2022.

EDUCATION

- Limerick City and County Council staff met with the coordinator of Junior Achievement Ireland to progress a commitment given by the local authority to take part in the 2020 Programme. Junior Achievement programmes help to create a culture of enterprise within the education system.
- The first steering committee for Comhairle na nÓg took place in January. The coordinator indicated that 'Mental Health' is the chosen theme for the Comhairle in 2020. 34 new members were elected to positions on the Comhairle following their very successful Annual General Meeting. The next step for the group will be the election of officers.

PUBLIC PARTICIPATION NETWORK (PPN)

- Two PPN Secretariat meetings took place.
- The call for proposed amendments to the draft PPN constitution concluded and will be considered at the next month's Plenary (i.e. members') meeting. Once the constitution is adopted, elections for PPN representatives to sit on Strategic Policy Committees can happen.
- The process opened to elect a PPN representative to sit on the Implementation Advisory Group for the Directly Elected Mayor with Executive Functions. This election is planned to take place at the upcoming Plenary meeting.
- Membership of the PPN stands at 104. Details of the membership by sector, cause and Municipal District are available on the PPN website.
- Membership registration remains open and non-profits in Limerick can easily register on the website.
- Limerick PPN was represented at the national PPN resource workers meeting in the Department of Rural and Community Development. The meeting included a discussion on the new national guidelines for PPN's that are in development.

THINK ABOUT CONSUMPTION EXHIBITION

The exhibition is currently installed in Istabraq as part of the European Green Leaf Award 2020. It challenges us to think about what we consume, bring us beyond the idea of 'reduce, reuse and recycle', to a more conscious prevention of waste in the first place. It is open to tour groups and schools by appointment. The exhibition includes pieces created by Catherine McAuley School, Limerick College of Further Education and the Dance Academy, Limerick along with artists Ingrid Hess, Jackie McGrath and Caoilfhinn Geary. #EGLALimerick2020



CHIEF EXECUTIVE'S REPORT

4. Libraries, Gallery & Museum

LIBRARIES

- On 8 January in Dooradoyle, Ron McKnight a local Limerick artist launched his first solo exhibition "Gold Frame". It included landscapes, seascapes, portraits and still life in oils and acrylics. The Hungarian Language School returned on 11 January. Twenty children attended. This is aimed at children of primary school age whose parents / families are of Hungarian origin. "Gaeilge le Chéile" commenced on 18 January and will run on a trial basis for four weeks. This is an opportunity for those interested in speaking Irish to come and have a chat with other Gaeilgeoirí. It is run in conjunction with Conradh na Gaeilge. The Age Action computer course recommenced after the Christmas break on 7 January. This provides one-to-one tuition for the older age group on their own devices, laptops, tablets or mobile phones. The tutors are all volunteers and Age Action Limerick runs this. Meditation classes and pre-school story time continued.
- Watch House Cross continued to develop its autism friendly programme, and from January 2020 is designating Saturdays, 10am – 12pm, as autism friendly hours. The library dims lights and reduces noise levels to create a calmer atmosphere for users and the sensory room is open for use. Adult education programmes, which run in collaboration with Limerick and Clare Education and Training Board (LCETB) and Limerick CDP, have returned following the Christmas holidays. The library currently has the following courses running: Information and Communications – Fetac Level 5, Intellectual Disability – Fetac Level 5, Simple IT – Fetac Level 2 & Web Design. The parent and toddler group is back singing nursery rhymes. The group meets each Friday from 10.30-12 and we are delighted to welcome new parents and babies. ABC Startright held a weaning and nutrition workshop on 24 January and was attended by 17 parents and their babies. Adult and Junior book clubs held their first meeting of 2020 on 30 and 31 January. Doodle Families – Salesian Primary School parents with 20 children from 1st classes visited the library on the 28th. This is a Family Literacy Programme aimed at offering children and parents a space to engage with literacy in a fun way. The Programme focuses on the family's own experiences with sessions tailored to suit the needs of the individual groups. A visit to the library is built into the eight-week programme. The group were introduced to the library facilities and each child borrowed a book.
- On 16 January a talk and film by local historians, John Upton and Séan Kelly, entitled "Memories of the Past", was held in Newcastle West. The film was on the origins and history of Phelan's Mill/ Undertakers/Hardware Newcastle West. John devotes a lot of time and energy sourcing local historical items of interest. Séan is a former teacher and local historian. There was a lot of local interest in the event with well over one hundred and seventy in attendance. The event was a huge success. Throughout the month, the wonderful work and needlecraft skills of the Newcastle West Crafty Corner Group - "Timeless Squares", was on show in the library exhibition area. The month of January was busy with class visits from the local Primary schools. The Knitting Club ran in the branch on Friday mornings.
- The Granary Library's main public event for January was the launch of the Granary Music Library Free Concert Series 2020 on 31 January with a show by singer-songwriter, J Eoin. A Limerick City native who began his performing career here in the early 1980s, J Eoin subsequently moved to the UK and established a professional music career there and in continental Europe. Now back home to Limerick, his concert at the Granary Library was a homecoming gig after all those years away.
- The Granary is delighted that the children's story times are growing in popularity and now have up to 10 per month as well as other, regular activities for children of all ages. The library was the focus of the monthly University of the Third Age (U3A) lecture in January. The biggest-ever attendance for one of their sessions (over 60) heard a presentation by our local studies librarian on the local studies collection and website. A new set of Digital Skills classes got underway at the end of January and the series is booked out. As well as this and other regular activities that are ongoing, we welcomed back Toni O'Malley and her Limerick Lace workshops for a new series of weekly sessions.



CHIEF EXECUTIVE'S REPORT

- Growing and encouraging readers from the earliest possible age is the aim of the Little Reader workshops in Kilmallock. Little Readers and their grown-ups met on 22 January for some nursery rhymes, stories, songs and craft time. Little Readers supports parents and carers in encouraging babies and pre-reading skill children to discover the fun and enjoyment of engaging with books and reading for very young people. Commemorating the lesser-told stories of six individuals, the Revolutionary Lives exhibition is currently on show in Kilmallock. This exhibition which visits Kilmallock from the National Library stands together with a rich display local artefacts and memorabilia from the period, providing a snapshot picture of this tumultuous time in the history of Kilmallock, its surrounds and the country as a whole. Building a set of daily habits to support our well-being was the focus of this lovely event at the library on 31 January. Eileen Sheehan a Yoga teacher and Reiki healer shared easy tips and experiences to support well-being. Digital Skills classes for those of us who are not at ease with the smart phone or tablet continued this month at Kilmallock library. The new course commenced on 28 January and will run for five weeks. The Library is delighted to work with Ballyhoura Development CLG and Mobile IT in providing this life-skill training, which aims to give people the confidence, motivation and skills to navigate the Digital World.
- Two workshops were held in LSAD as part of the three Muses Project and both teachers and pupils were very engaged in the process. The focus of these workshops is on the Permanent Collection.
- Brendan Egan, Shinnors Scholar, has led a number of workshops with primary school pupils with a focus on schools in the neighbourhood including St. Michaels, Limerick Project and The Model. The focus of these workshops is on the temporary exhibition programme.
- LCGA continued to host the Limerick Art Society, workshops running until May 2020
- LCGA hosted a conference, run by School of Architecture in University of Limerick (SAUL) with 85 delegates in attendance
- Work continues with the Strategic Plan for LCGA with consultant, Caoimhín Corrigan of M.CO consultants with final draft to be completed by end of January
- Damien Brady and Úna McCarthy met the Arts Council for its annual review meeting
- Work continues with preparation for the 2020 exhibition programme including Elliptical Affinities opening in February and As Kingfishers Catch Fire opening in April

LIMERICK MUSEUM

LIMERICK CITY GALLERY OF ART (LCGA)

- Charles Harper, Retrospective; State of Print (SOP), a joint project with Limerick Printmakers, Cork Printmakers, and Dundee Printmakers; series of prints from the Hollander Workshop, New York which have been donated to the Permanent Collection by Jim Sheehy continued through the month of January.
- The Gallery welcomed a total 3,431 visitors in the month of January and 9,262 for all the exhibitions over eight weeks.
- Charlie Harper gave two artists talks in January, which attracted large attendances.
- Patrick Murphy, Director of RHA, and Charlie Harper held a conversation with an attendance of 92 including students from Galway Mayo Institute of Technology and Limerick School of Art and Design.
- "Herethereeverywhere", an exhibition curated by Maurice Quillinan opened in Limerick Museum and continued for the entire month. It featured 27 art works by 21 artists practicing in seven countries: China, Germany, Britain, Italy, Turkey, America and Ireland
- As part of the Three Muses programme, a joint schools programme led by The Hunt Museum, Limerick Museum and Limerick City Gallery of Art, Limerick Museum hosted pupils from Scoil Íde Primary School on 29 January for a very successful workshop facilitated by Adam Stoneman, Public Engagement Co-Ordinator of the Three Muses.



CHIEF EXECUTIVE'S REPORT

Housing Development Directorate

1. Housing Strategy Implementation

- The Housing Development Department undertook a workshop on 10 January with Elected Members /Representatives of the Housing Strategic Policy Committee group to inform Councillors of the rollout of the Single Differential Rental Scheme.
- Housing Development Staff attended a Department of Housing, Planning and Local Government (DHPLG) seminar on Part 5 of the Planning and Development Act in the Custom House in Dublin on 29 January. The workshop included DHPLG presentations on legislation and guidance, Local Authority perspective on Part 5 (Dublin City Council Presentation), presentation from the developer's perspective (representative from IHBA) and information on the leasing option. The workshop was well attended and was targeted at Local Authority Housing Staff who deal with Part 5.

2. Regeneration Strategy Implementation

Moyross Residents' Association - Registration for Moyross Adult Education classes (which is funded by Regeneration Social Intervention Fund) 2020 took place in Moyross Community Hub on 15 January. Classes will take place in Moyross Community Hub, Corpus Christi Primary School and Limerick Women's Network. A variety of classes are on offer from, fitness, internet skills, driver theory, woodcraft, sewing, skincare/beauty, haircare, yoga, photography, tile mosaic, DIY, family baking, seeds to success, cake decorating and up-cycling. Education is lifelong learning and contributes to the civic engagement and social development of our community. Bringing residents together to learn a new skill, gain confidence and make new friends.

St Mary's AID - The Afterschool club targeting children in 1st-4th classes from St. Mary's Parish has started back operating on Tuesdays and Thursdays in the Kings Island Community Centre. This project was piloted in 2019 from September-December by St Mary's AID

in partnership with Reclaim Limerick. Based on feedback from the families whose children were involved the pilot project has been extended to see out the 2019/2020 academic school year. This project is facilitated in collaboration with Reclaim Limerick (which is funded by Regeneration Social Intervention Fund) and since January 2020, St. Mary's NS has supported an enrolment morning in the school. This project provides a safe space for children to play; developing their personal and social skills. Light refreshments are provided.

The amalgamation of Kings Island Community Centre and St. Mary's AID CLG has officially taken place since January 2020. An interim board is currently working to finalise a new company name and board of directors. This board will be responsible for creating and driving the future vision of the company for the community of St. Mary's Parish and Limerick City in line with the Voluntary Governance Code and Company Law.

The Nicholas Street Paint Project has been shortlisted as a finalist for Best Community Based Initiative in the 2020 All Ireland Community and Council Awards in association with IPB Insurance and LAMA. This project has been a fantastic example of the positive changes that can be achieved with community collaboration between residents, businesses, council, community organisations and key stakeholders.

Southill Hub (Which is funded by Regeneration Social Intervention Fund) –

- Southill Community Bingo returned, Wednesday nights from 7.30pm
- Began recruitment for a Youth Advisory Committee to work with us to shape the Youth Work programme.
- Ran a recruitment morning with the other community education providers in the area for Adult Education classes.
- Youth clubs and youth café returned.
- Parent and Toddler group returned with a Storytelling session, supported by Startright Limerick.

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

| | |
|----------------------|-------|
| Housing Waiting List | 2,729 |
|----------------------|-------|

• **Allocations**

| | No. of Units January 2020 | Year to Date |
|------------------------|------------------------------|-----------------|
| Metropolitan District | 43 | 43 |
| Newcastle West | 6 | 6 |
| Adare – Rathkeale | 0 | 0 |
| Cappamore – Kilmallock | 4 | 4 |
| Total | 53 | 53 |

• **Traveller Housing Welfare**

| No. of Units offered January 2020 | Year to Date |
|--------------------------------------|-----------------|
| 2* | 2* |

* these figures are included in Allocations figures
Two Traveller Clinic held in January – 36 Clients seen.

• **Housing Assistance Payments (HAP)Limerick**

2,317 Total number of active HAP Tenancies monitored, reviewed and maintained.

| | |
|--|-----|
| No. of HAP tenancies set up this month | 9 |
| No. of Amendments | 140 |
| No. of Cessations | 33 |

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

| Individuals – 30 January 2020 | | |
|---|--|------------|
| Location | Description | No. |
| McGarry House | Mixed Low threshold accommodation for singles | 30 |
| St. Patrick's Hostel | Higher threshold accommodation for single males | 47 |
| Thomond House | Higher threshold accommodation for single females | 21 |
| B&B (no children) | Adults without children accommodated in B&B | 5 |
| Temporary Emergency Provision TEP 1 (Edenvilla) | Low threshold, night by night (9pm-9am) emergency accommodation. Mixed | 15 |
| TEP 2 (Phoenix Lodge) | Low threshold, night by night (9pm-9am) emergency accommodation. Mixed | 15 |
| Total | | 133 |



CHIEF EXECUTIVE'S REPORT

| Families | | | |
|-------------------------|--------------------------------|---------------|-----------------|
| Location | Description | No. Adults | No. Children |
| Suaimhneas | Family Emergency accommodation | 6 | 12 |
| | | Families - 6 | |
| B&B/Hotel Accommodation | Families | 58 | 72 |
| | | Families - 45 | |
| Twin Oaks Family Hub | Family Hub | 12 | 17 |
| | | Families - 10 | |
| Totals | | Adults | Children |
| | | 76 | 101 |
| | | Families - 61 | |

HOME IMPROVEMENT SCHEMES

| January 2020 | MAGS (Mobility Adaptation Grant Scheme) | No. | HAG (Housing Adaptation Grant Scheme) | No. | HOPS (Housing Aid for Older Persons Grant Scheme) | No. | DPG | No. |
|---|---|-----------|---------------------------------------|----------|---|-----------|---------------|----------|
| Rathkeale | €10,800.00 | 2 | €13,301.54 | 2 | €22,711.95 | 5 | 0.00 | 0 |
| Newcastle West | €19,942.29 | 4 | €7,290.00 | 2 | €5,588.38 | 3 | 0.00 | 0 |
| Metropolitan | €6,977.09 | 2 | €20,505.25 | 2 | €1,210.60 | 1 | 362.20 | 2* |
| Kilmallock | €16,200.00 | 3 | €15,000.00 | 1 | €21,861.63 | 6 | 0.00 | 0 |
| Total | €53,919.38 | 11 | €56,096.79 | 7 | €51,372.56 | 15 | 362.20 | 2 |
| Total Monies issued in January 2020 = €161,750.93 | | | | | | | | |
| Total Grants issued in January 2020 = 34 | | | | | | | | |

* Stair Lift Repairs





CHIEF EXECUTIVE'S REPORT

2. Planning & Environmental Services

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

- 201 complaints were received
- 480 inspections were undertaken
- The Department issued 22 Statutory Notices
- 10 Directions were served by the Department
- 21 Warning Letters were issued
- 43 Fines were issued during the period
- Legal proceedings were initiated in six cases

Planning

Planning Applications

A total of 65 new planning applications were received as follows:

| | |
|---|----|
| Domestic Developments | 40 |
| Agricultural Developments | 10 |
| Commercial Developments / Change of Use | 6 |

The current applications include proposals for:

- Construction of a mixed use residential, commercial and community development comprising of 245 residential units, four four-storey office blocks, 152 bed hotel, one two-storey commercial building, two restaurants, one petrol filling station, one three-storey community building and a public park of 1.12 hectares at Singland Limerick.
- Construction of a distribution warehouse at Kantoher Business Park, Killeedy

3. Veterinary Services

- 15 stray or wandering equines were impounded
- The Dog Control Unit dealt with 21 dogs
- 18 food samples were submitted during January 2020 for analysis under the National Residues and Microbiological Sampling Programme
- A targeted dog licence compliance campaign continues to be operated.

4 Cemeteries

Number of Burials in City Cemeteries.

| | |
|--------------------|----|
| Mount St. Lawrence | 16 |
| Mount St. Oliver | 19 |
| Castlemungret | 11 |

**CHIEF EXECUTIVE'S REPORT****Capital Investment Directorate****1. Design & Delivery****Construction**

- Construction works commenced on 11 homes on Lower Carey's Road
- Construction works commenced on 14 homes on Greenhill Road/Ballysimon Road

Projects Completed

- 7 new homes at Kilmurry Close, Garryowen.
- 16 new homes in Faha View, Lisheen Park, Patrickswell
- 12 new homes in Bourke Avenue.
- 3 new homes on Mary Street/Creagh Lane, Limerick City

Finance

- By the end of 2019 Design and Delivery had applied to the Department of Housing, Planning and Local Government for a total of €13,202,706
- €12,452,130 has been recouped for Housing Schemes in Design and Delivery
- In January, Design and Delivery had applied to the Department of Housing, Planning and Local Government for €1,862,040
- €2,080,638 has been recouped for Housing Schemes in January

Part 8

- King's Island Flood Relief Scheme planning lodged with An Bord Pleanála
- Part 8 application under consideration for Adare (31 units)
- Part 8 approved for 12 units at Knocklong in December 2019

Approvals sought/obtained

- Stage 4 approval received December 2019 for Old Christians (43 units), Rathbane
- Stage 4 approval received December 2019 for Hospital (20 units)

Tenders

Contractor appointed for construction of Croom Distributor Road Phase 2.

Final Account

Final Account agreed for Mungret LIHAF deliver Stage1.

Buy & Renew and SHIP Refurbishment programme

| | |
|--|---|
| Inspections Carried out in January | 3 |
| Refurbishment works Commenced in January | 5 |
| Refurbishment works Ongoing | 3 |
| Refurbishment works completed in January | 2 |

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

- There were 53,010 active HAP tenancies nationally, managed by the HAPSSC at the end of January, 2020
- A weekly average of 269 HAP tenancies have been set-up
- The January landlord payment run was almost €44 million
- The weekly tenant debit at the end of January was almost €2.6 million
- The HAP SSC Debt Management Unit issued 8,465 differential rent arrears letters to HAP recipients in January
- The HAP SSC Debt Management Unit collected a total of €11.7million in differential rent in January
- The HAP Tenant rent collection rate at the end of January was 98%.

2. Fire & Emergency Services Statistics

| | No. of Fire Related Calls | No. of Non Fire Related Calls | Total |
|--|---------------------------|-------------------------------|-------|
| No. of call outs 01/01/20 – 31/01/20 | 55 | 44 | 99 |
| % of calls where on scene in < 10 mins from time of call | 67% | 57 % | |
| % of calls where on scene between 11 and 20 mins from time of call | 28% | 35% | |
| % of calls where on scene in > 20 mins from time of call | 5% | 8% | |

| | No. received / assigned | No. Validated | No. invalidated / refused | No. granted | No. Completed |
|-------------------------------------|-------------------------|---------------|---------------------------|-------------|---------------|
| Fire Certificate Applications | 30 | 30 | 1 | 13 | |
| Disability Access Cert Applications | 27 | 27 | 0 | 11 | |
| Licensing Applications | 5 | 5 | 0 | | |
| Commencement Notice | 37 | 33 | 2 | 33 | 35 |
| Completion Certificate | 20 | 16 | 1 | 16 | 17 |
| Planning Referrals | 32 | | | | 21 |
| Sugar CRM Cases | 3 | | | | 6 |

**CHIEF EXECUTIVE'S REPORT****Fire & Emergency Training Events for month of January**

- 19 fire fighters completed a five-day Emergency First Responder Course in Rathkeale Fire Station
- Foynes and Abbeyfeale Fire Stations held a one-day pump operator course.
- Two firefighters completed a two week Initial High Reach Appliance Operator Course
- Office staff received a health and wellness talk

Civil Defence attendance at Events for month of January

- Homeless Shelter, Dublin – assisting Dublin Civil Defence
- Indoor Rowing Championships
- TY Show @ Thomond Park
- VEX Competition for Dell Ireland – two days

Munster Regional Control Centre (MRCC)

| | No. of calls mobilised to an emergency incident by MRCC | Other Calls | Average Call Processing Time | Total no. of calls in December |
|---|---|-------------|------------------------------|--------------------------------|
| No. of call outs 01/01/2020 – 31/01/2020 | 972 | 690 | 1 minute 18 seconds | 1,662 |

Water Safety

| No. of lifebuoy replacements | January 2020 | Total 2020 |
|------------------------------|--------------|------------|
| Metropolitan District | 1 | 1 |
| Municipal Area | 1 | 1 |



CHIEF EXECUTIVE'S REPORT

3. Digital Services

- On 18 January, the Head of Digital Strategy and EU Programmes Dr. Mihai Bilauca, accompanied the Mayor of the City and County of Limerick, Councillor Michael Sheahan to the International Towns Forum – Sustainable Development of Towns conference in Stanford University, California, USA. The forum aims to facilitate discussion and international cooperation on sustainable urbanisation approaches among a variety of diverse stakeholders. In his keynote address the Mayor presented and shared insights from our efforts in Limerick to innovate and create new solutions for energy generation and consumption for the sustainable development of Limerick as part of the +CityxChange EU project and also the EU Green Leaf City programme 2020. The wider economic and social development of Limerick City Region were promoted by the Mayor to the distinguished international audience from USA, EU, Australia and Asia.
- On 27 January, National Broadband Ireland and the Limerick Broadband Officer Dr. Mihai Bilauca, presented the plans for the broadband roll-out in the city and county of Limerick at the Full Council meeting. As of 2019 Quarter 3, there are 21,024 properties that remain to be connected under the National Broadband Plan. This represents 21% of the 97,887 total number of properties in Limerick city and county. In Limerick city and county 76,019 (78%) already have access to commercial broadband and 844 (1%) are planned to be connected in 2020 by Eir under a 2017 agreement with the Government.
- LITe was built for and rolled out to the Human Resources department in January. The LITe team is currently working on moving the Design & Delivery department onto Sharepoint Online later this month.
- Digital Services commissioned minor code development for QGIS, a GIS desktop software used heavily by Limerick City and County Council. The new code provides an option to simplify the QGIS user interface for less advanced users, and cost less than €2,000. As QGIS is open source these benefits will be available to QGIS users, and local governments, worldwide at no cost, representing highly efficient use of public finances by Limerick City and County Council.
- A number of website upgrades were deployed to Limerick.ie by Digital Services in January, to support the launch of the new Limerick Brand.
- Digital Services arranged for Limerick City and County Council's subscription for the MyPoint public consultation platform to be upgraded to a premium plan. This upgrade will allow an unlimited number of staff to use the platform to host consultations and surveys both internally and externally in the coming year, and is being co-financed by the departments currently using the platform, namely Digital Services, Business Improvement, Human Resources, Design and Delivery, and Forward Planning.





CHIEF EXECUTIVE'S REPORT

EU Projects:

- On 8 January, as part of the +CityxChange Project, a discussion was held with ESB, MPower, and other relevant project members to analyse the Renewable Electricity Supply Scheme (RESS) scheme and to identify the implications/opportunities for Limerick. As a result of this discussion Pat Stephens and Gearoid Kerin submitted an agreed position to the consultation being run by the Department of Communications, Climate Action and Environment.
- On 14 and 15 January the Head of Digital Strategy & EU Programmes Dr. Mihai Bilauca and EU Projects Manager Terry Connolly attended the +CityxChange External Expert Advisory Board meeting, and first annual review meeting with the European Commission. The evaluation from the Project Officer and External Experts was very positive, with encouraging feedback on the work done as part of +CityxChange so far.
- On 16 January the Head of Digital Strategy & EU Programmes Dr. Mihai Bilauca and EU Projects Manager Terry Connolly held back to back meetings with the following stakeholders in Brussels:
 - Tara Connolly (assistant to Grace O'Sullivan MEP), Donnacha Maguire (assistant to Billy Kelleher MEP), and Olivia Teahan (assistant to Sean Kelly MEP). At these meetings we updated the MEP's offices regarding ongoing and new European Projects as well as informing them about the European Expo 2020. As a result of these meetings Billy Kelleher MEP and Sean Kelly MEP will join the European Expo advisory board, and we received an update on progress with the European Green Deal.
 - The Irish Regions European Office. Again we discussed ongoing projects as well as the European Expo. We also discussed possibilities for cooperating in the framework of the Week of European Regions and Cities 2020 with the view of having a heightened presence for Limerick and the Mid-West there.
 - Coordinators from Solidar. Solidar is a European network of Civil Society Organisations (CSOs) working to advance social justice in Europe and worldwide. They will be visiting Limerick in March 2020 with a group of 20 NGO representatives to meet with local CSO's as part of ongoing work under Erasmus+ and the EU Programme for Employment and Social Innovation (EaSI).



**CHIEF EXECUTIVE'S REPORT****Support Services Directorate****1. Finance Services Rent Collection****Rent Collection Limerick City and County Council**

| Opening Balance @ 01/01/2020 | Accrued Income | Total for collection | Receipts | Closing balance 31/12/2019 | % Collection |
|------------------------------|----------------|----------------------|---------------|----------------------------|--------------|
| €4,599,470.00 | €1,189,813.00 | €5,789,283.00 | €1,315,980.00 | €4,473,303 | 23% |

Commercial Rates and Loans**Draft Collection Figures**

| Commercial Rates 2020 | Opening Balance 1 Jan € | Accruals € | Vacant Property Adjustment € | Writes offs / Waivers € | Total for Collection € | Amount Collected € | Arrears € | Specific Doubtful Arrears € | % Collected |
|--------------------------|-------------------------|--------------|------------------------------|-------------------------|------------------------|--------------------|------------|-----------------------------|-------------|
| As at 31st January 2020* | 9,759,256 | 59,753,720** | | | 69,512,976 | 633,687 | 68,879,289 | 1,733,173 | 1% |

** The Date for Making the 2020 Rate was 3rd February 2020

* subject to finalisation of year end accounts for 2020

| Debtors Loans | Opening Balance 1 Jan € | Accruals € | Writes offs / Waivers € | To Collect € | Receipts € | Arrears € | % Collected |
|--------------------------|-------------------------|------------|-------------------------|--------------|------------|-----------|-------------|
| As at 31st January 2020* | 426,331 | | | 426,331 | 154,433 | 271,898 | 36% |

* subject to finalisation of year end accounts for 2020

Recourse to Overdraft Facility

No of days in overdraft 0

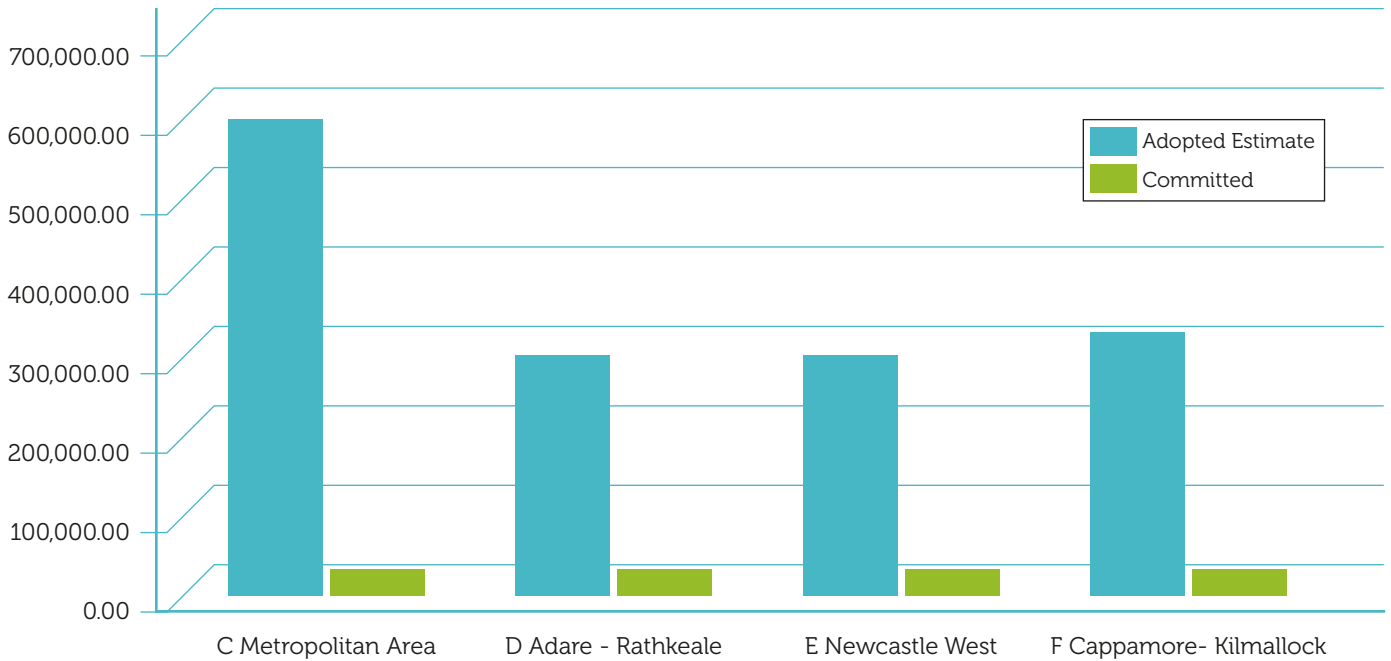




CHIEF EXECUTIVE'S REPORT

General Municipal Allocation 2020 Adopted Estimate €1.403 Million

Graph outlining adopted budget and draft committed expenditure up to 31st January 2020



| Municip (Code) + (Text) | Value Adopted Estimate (€) | Value Committed (€) |
|--------------------------------|-----------------------------------|----------------------------|
| C Metropolitan Area | 568,000.00 | 0 |
| D Adare - Rathkeale | 270,000.00 | 0 |
| E Newcastle West | 270,000.00 | 0 |
| F Cappamore - Kilmallock | 295,000.00 | 0 |





CHIEF EXECUTIVE'S REPORT

2. Corporate Services, Governance & Customer Services

Corporate Services

Corporate Plan

The Corporate Plan 2019-2024 was approved at the January meeting of the Full Council. The Plan sets out the strategic framework within which Limerick City and County will operate over the next five years.

Annual Service Delivery Plan

The 2020 Service Delivery Plan was approved at the January Full Council Meeting setting out the principal services to be provided by the Council to the public following the adoption of its annual budget. The Service Delivery Plan also sets out the work programme for each Directorate based on the adopted budget.

Mayoral Receptions were held for the following:

- Ilen Project, in recognition of their achievement on river and sea which have succeeded in finding so powerful a resonance in our City and County.
- Limerick Golf Club, in recognition of the achievement by the Mens and Ladies Teams on winning five Munster and three All Ireland Championships in 2019.
- Ann Boland, in recognition of Ann's efforts and commitment in raising public awareness and much needed funds for the provision of vital lifesaving equipment – defibrillators.
- Pat Lysaght, in recognition and appreciation of Pat's contribution to environmental awareness of Limerick's waterways and for his love of flora and fauna in our rivers.
- Helen O'Donnell, in recognition of Helen's commitment to making Limerick a really great place to live, work and enjoy, and for her contribution to Limerick, as a volunteer working with others, on Tidy Towns and Team Limerick Clean-Up, and as a spokesperson for the business community.

The Office of the Mayor co-ordinated and arranged for the Mayor to attend the following functions/ events during month of January:

- Limerick Thomond Rotary Club, Rotary Remembrance Tree Mass, Augustinian Church, O'Connell Street
- Signing of Memorandum of Understanding (The Land Development Agency (LDA), Limerick City and County Council (LCCC), the HSE and CIÉ for the creation and implementation of a master-plan for a brownfield mixed-use site in excess of 50 hectares at the Colbert Station area of Limerick City
- Italian Embassy, European Capital of Culture Handover Event 'From Matera to Galway - European Capital of Culture', Italian Institute of Culture, 11, Fitzwilliam Square East, Dublin 2
- Museum of Literature Ireland, Exhibition Kate O'Brien 'Arrow to the Heart', Museum of Literature Ireland, UCD Naughton Joyce Centre, 86, St. Stephen's Green, Dublin 2
- Photoshoot to launch Local Enterprise Office Limerick Training and Development Programme for 2020
- IDA Ireland, Official Job Announcement for AxiomSL, with Minister of State for Trade, Employment, Business, EU Digital Single Market and Data Protection, Mr. Pat Breen TD
- Chinese Embassy in Ireland, Opening Ceremony of Chinese New Year 'Here is Chengdu', CHQ Building, Custom House Quay, Dublin 1
- Photoshoot TLC6, Team Limerick Clean UP 6 in Gaelic Grounds
- Launch of Regeneron Great Limerick Run
- Limerick GAA, Launch of new Limerick hurling book '20/20 Vision - Hurling and Limerick'
- University of Limerick, Winter Conferring Ceremonies
- Hunt Museum, Press Launch for Garden Design Competition - OPEN CALL
- Opening of the Tourism Space LIVE 2020 in Thomond Park



CHIEF EXECUTIVE'S REPORT

- Launch of Limerick's year as European Green Leaf City 2020
- Robert Burns Night
- Photoshoot to create awareness 'Putting your House in Order' hosted by Age Friendly Limerick
- Italian Embassy, Holocaust Remembrance Day // Remembering the Jews of Italy, Robert Emmet Theatre, Trinity College Dublin
- LIT Scholarship Awards 2019/2020 Celebration of the successful recipients of the 2019/2020 Leaders@LIT Scholarships and the DES and HEA 1916 Bursaries Fund at Millennium Theatre, LIT, Moylish Park, Limerick
- Photoshoot with U14 Girls Shannon Rugby Football Club
- Launch of Brand Limerick at St. Mary's Cathedral
- Limerick Youth Service, Launch of a research report: 'A baseline study and needs analysis of young people aged 10-18 years residing in rural County Limerick' at Rathkeale Youth Space, Abbey Court, Rathkeale, Co. Limerick
- Irish International Business Network (IIBN), Launch of Munster Chapter.
- Official Opening of St. Paul's National School, Dooradoyle

Travel Abroad

International Towns Forum - Sustainable Development of Towns in Stanford University,

Register of Electors

Corporate Services published the Supplement to the Register of Electors for the General Election taking place on 8 February. A total of 6,045 electors were added to the Supplement to the Register of Electors.

Health and Safety Training

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

| Name of Course | Total No. of Staff Trained |
|--|----------------------------|
| Chainsaw Training | 8 |
| Drivers CPC 1 Various Modules | 4 |
| CSCS Locating Underground Services | 8 |
| CSCS Signing Lighting & Guarding – New Entrant | 4 |
| CSCS Signing Lighting & Guarding – Refresher | 14 |
| Manual Handling | 22 |
| Safepass | 27 |
| Total | 87 |

Customer Services

The Customer Services Account Managers continued to support the elected members in terms of accessing Council services and improving response times and ensuring quality of responses on Members representations. A workshop was held with the Members detailing the improvements and proposed enhancements to both the SugarCRM system and to the My Limerick platform.

As a result of the General Election, Customer Services had a high number of Register of Elector queries in January, with a total of 468 telephone and 527 counter queries.

January also saw the introduction of a new Differential Rent Scheme for all Limerick based, Council, Rental Accommodation Scheme and Housing Assistance Payment Scheme tenants. Customer Services handled general queries through our call centre, taking a total of 1,463 calls.

In January, there were 344 cases logged through the MyLimerick platform, 331 of which were logged by local representatives.



CHIEF EXECUTIVE'S REPORT

Customer Services processed 86 Residential Parking Permits throughout January.

Customer Services also continued to support the Housing Maintenance Department by logging 78% of cases for the Metropolitan area throughout the month, as well as logging 83 cases for housing maintenance in the area offices and taking 1,336 calls for Housing Maintenance throughout the month.

Customer Services received 14,638 calls via our call centre throughout the month, handling almost 50% calls at first point of contact.

This works out at approximately 636 calls per day.

There were 1,044 cases logged on behalf of elected representatives by Customer Services.

Overall, on the SugarCRM (Customer Relationship Management) System, 3,680 cases were logged throughout January.

The majority of cases logged were for the following services:

| | |
|-------------------------------------|--|
| Operations and Maintenance | 2,642 (61% being housing maintenance) |
| Housing Support Services | 421 |
| Planning and Environmental Services | 213 |
| Veterinary | 93 |
| Design and Delivery | 64 |
| Customer Services | 49 |

The total number of callers to our counters at Merchant's Quay and Dooradoyle was 3,480.



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

| Name of Meeting | Date | Location |
|---|--------------------------|-------------------------------|
| Full Council Special Meeting Meeting of Limerick City and County Council | 24.01.2020 27.01.2020 | Merchant's Quay Dooradoyle |
| Municipal District of | | |
| Newcastle West Monthly Meeting | 08.01.2020 | Newcastle West |
| Adare-Rathkeale Monthly Meeting | 14.01.2020 | Rathkeale |
| Cappamore-Kilmallock Monthly Meeting | 16.01.2020 | Kilmallock |
| Metropolitan District of Limerick Monthly Meeting | 20.01.2020 | Merchant's Quay |
| Corporate Policy Group | 20.01.2020 | Merchant's Quay |
| Local Traveller Accommodation Consultative Group | 24.01.2020 | Dooradoyle |
| Party Leaders' Meeting | 27.01.2020 | Dooradoyle |
| Protocol Committee Meeting | 27.01.2020 | Dooradoyle |

**CHIEF EXECUTIVE'S REPORT****4. Access to Information**

| | January | 2020 |
|---------------------------------------|---------|------|
| Total Freedom of Information Requests | 14 | 14 |
| FOI Internal Appeals | 0 | 0 |
| Information Commissioner Appeals | 0 | 0 |
| Total Ombudsman Requests | 3 | 3 |
| Total AIE Requests | 0 | 0 |

5. Business Improvement

January saw the launch of The Public Service Innovation Fund, a competitive fund that aims to support innovative ideas from across public service organisations and turn them into a reality with funding available of up to €50,000. For exceptionally strong projects funding of up to €100,000 may be granted. Innovative projects are sought that can be realised in 2020. The Business Improvement department is assisting staff with progressing their innovative ideas and helping them through the application process. It is important that projects have a strong focus on outcomes and impact. There should also be a focus on scalability, transferability and learning within the Public Service. Closing date is 26 February.