

CHIEF EXECUTIVE'S REPORT



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

July 2020

50 DAYS – Limerick's biggest ever Tourism Campaign launched

IMPROVEMENT – Pilot Home Improvement Scheme opens in Cappamore-Kilmallock District

TRAINING – Part 8 Application lodged for new Training Centre for Fire Service

HOUSING – Construction of Housing across Limerick Recommended

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

- The Forward/ Strategic Planning Section commenced the review of the Southern Environs Local Area Plan 2011 - 2017 (as extended) with the publication of a "First Issues" document on 25 July. The document is on display until 7 September and comments and observations are welcomed during this period.
- Forward/Strategic Planning was successful in securing €15,500 through the Atlantic Economic Corridor Enterprise Hubs Network – Hub Outreach Scheme, to assist hubs in reopening in the current COVID-19 pandemic.

2. Local Enterprise Office (LEO)

The Local Enterprise Office continued to provide support to businesses across Limerick by arranging the following Training Courses:

- 8 July – 1-day Start Your Own Business Webinar.
- 9 July - Trading Online Voucher Webinar.
- 9 July - Getting Limerick Food Businesses Re-started Webinar.
- 17 July - How to Run Facebook Ad Campaigns.
- 17 July - Trading Online Voucher Webinar.
- 23 July - Trading Online Voucher Webinar.
- 28 July – 1-day Start Your Own Business Webinar.

50 Trading Online Vouchers were processed, to assist small businesses to sell/ trade online

Business Continuity Vouchers (BCVs) continue to be processed to assist and guide businesses through COVID-19.

60 businesses have expressed an interest in availing of our Mentoring service.

3. Urban Innovation**Living Georgian City – Urban Regeneration Development Fund (URDF)**

- As part of the Living Georgian Limerick URDF Project, an internal steering group has been formed and has met to oversee the development of alternative models for the delivery of housing in the Georgian Neighbourhood. In this regard, Campbell Tickell with SOA have been appointed to undertake a viability assessment of a number of delivery models for two demonstration projects. This assessment is due to be completed by the end of August 2020. The development of these two projects will be managed by Limerick 2030 DAC on behalf of the Council.
- Also as part of the Living Georgian Limerick Project, tenders have been received for the appointment of an integrated Design Team to refurbish a number of laneways in the City Centre.

Living City Initiative (LCI) – July 2020

- The Living City Initiative tax incentive has been extended to December 2022. The Urban Innovation Department holds fortnightly advice clinics in ENGINE, Cecil Street Upper, 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.

	No. of Applications Received	Final Cert Issued	One-Stop Shop Meetings 2020
Brought Forward from 2019	19	6	n/a
July 2020	0	2	1
Year to Date	0	0	1
Total	19	8	1



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4. Marketing and Communications

Marketing

• Limerick 50 Days of Summer

- Launched a multimedia national tourism marketing campaign to position Limerick as a domestic holiday and leisure tourism destination.
- Engaged with local service providers to develop a confident and original domestic tourism offering to showcase Limerick's edge and embrace to national audiences.
- The campaign, which was designed to encourage people living in other regions of Ireland to staycation in Limerick this Summer, features an exciting competition giving away 50 unique Limerick experiences.
- A dedicated campaign hub Limerick.ie/50Days was developed to showcase all experiences and facilitate competition entry.
- There have been 40,591 competition entries to date, with 58.5% from outside of Limerick. Entries have been received from the USA, UK, Australia, India and Canada.
- Developed a Make A Break For It Section on Limerick.ie to highlight summer staycation ideas in Limerick, including a range of itineraries written by acclaimed Travel Writer, Vic O'Sullivan, who has previously featured in the Lonely Planet Ireland guidebooks and Fodor's Guidebook to Ireland.
- Secured collaboration with top Irish Influencers, including international blogger Louise Cooney, to promote the campaign through social media.
- Created and issued three Limerick 50 Days of Summer promotional e-newsletters.
- Radio ad campaign run on RTE Radio One,

Lyric FM, WLR (Waterford), Galway Bay FM, Cork 96FM/103FM, Midlands Radio, Q102, FM104 and Live 95.

- Under Fáilte Ireland's #MakeABreakForIt campaign, Limerick featured on a full-page ad in the Irish Independent alongside Sligo and West Cork.
- Limerick featured on Pól Ó Conghaile article on Independent.ie Staycation Ideas in Ireland.
- 10 things to do in Limerick City feature in The Echo.
- Family feature in the Irish Examiner mentioning Terra Nova Fairy Gardens and Lough Gur.
- Limerick girly getaway feature on evoke.ie

• Limerick Student City

- Concluded two-week long social campaign ahead of the CAO change-of-mind deadline on 01 July to ensure that Limerick remains an attractive prospect for students looking to continue their education post COVID-19.
- Earned 420,000+ paid impressions through social media advertising.

Created and issued fortnightly Limerick Events Guide e-newsletter to promote upcoming physical and virtual events.

Created and issued quarterly Limerick.ie Business Bulletin e-newsletter.

**CHIEF EXECUTIVE'S REPORT****Social Media**

- Continued to 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 67 times on Limerick.ie's Facebook with followers now 28,837. Posts reached 611,002 users with 164,862 engagements.
- Tweeted 72 times on Limerick.ie's Twitter, @limerick_ie, with total followers now 18,614. Our tweets earned 240,000 impressions (no. of times users saw our tweet).
- Posted 11 times on Limerick.ie's Instagram and created 40 Stories with total followers now 12,039.
- Posted 10 times on Limerick City and County Council's LinkedIn with total followers now 5,416.

Limerick.ie

A total of 135,465 people visited the Limerick.ie website in July, a 14% increase on the same period in 2019.

Content Report: 112 articles, 92 events and 18 amenities were added to Limerick.ie in July.

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

1. <https://www.limerick.ie/50-days-summer/enter-competition>
2. <https://www.limerick.ie/50days>
3. <https://www.limerick.ie/>
4. <https://www.limerick.ie/council/services/planning-and-property/apply-or-search-planning-application/search-planning>
5. <https://www.limerick.ie/council>

25% of website pageviews were in the Council Section and 25% of pageviews were in the Discover Section.

Communications

- Actively worked with Virgin Media Television to profile Limerick across Ireland AM, The Elaine Show, The Six O'Clock Show and Tonight Show, which were broadcast live from Limerick on Wednesday, 22 July. Laura Ryan, Head of Marketing and Communications, Limerick City and County Council, was a panellist on The Elaine Show.
- Procurement process for Strategic Communications Services Tender for Limerick City and County Council is at the review stage.
- Issued 19 News Releases from the Marketing and Communications Department and researched and wrote one speech for the Office of the Mayor.
- Produced and distributed the monthly Council Connect staff e-newsletter.
- Tweeted 237 times on Limerick City and County Council's Twitter account, @limerickcouncil, with total followers now 14,978. Our tweets earned 507,400 impressions (no. of times users saw our tweet).
- Participated in #YourCouncilDay on 1 July 2020 – the national social media initiative promoting the services provided by Local Authorities, with a focus on innovation during COVID-19. Limerick City and County Council's official Twitter account ranked 3rd place out of a total of 2,041 accounts on the day.

**CHIEF EXECUTIVE'S REPORT****Physical Development Directorate****1. Travel and Transportation Strategy****Draft Municipal District of Newcastle West (Parking Places) (Amendment) Bye-Laws 2020**

Draft Bye-Laws regulating the parking charges for electric vehicles while they are charging at public on-street charging points for the Municipal District of Newcastle West, are currently out for public consultation.

Copies of the draft Bye-Laws can be inspected on the Council's website www.limerick.ie at the following link: <https://www.limerick.ie/council/newsroom/public-notices/municipal-district-newcastle-west-parking-placesamendment-bye-laws>

In addition, copies of the draft Bye-Laws are available for inspection at the Council's offices at Áras William Smith O'Brien, Gortboy, Newcastle West, V42 EH73, until 18 August.

Submissions and observations relating to the draft Bye-Laws can be made in writing to Director of Service, Physical Development Directorate, Limerick City and County Council Offices, Merchant's Quay, Limerick, V94 EH90, or by email to EVParkingBLNCW@limerick.ie and/or <https://mypoint.limerick.ie> until 5pm on Tuesday, 1 September, 2020.

Draft Municipal District of Cappamore-Kilmallock (Parking Places) (Amendment) Bye-Laws 2020

Draft Bye-Laws regulating the parking charges for electric vehicles while they are charging at public on-street charging points for the Municipal District of Cappamore-Kilmallock, are currently out for public consultation.

Copies of the draft Bye-Laws can be inspected on the Council's website www.limerick.ie at the following link: <https://www.limerick.ie/council/newsroom/road-notices/municipal-district-cappamore-kilmallock-parking-placesamendment-bye>

In addition, copies of the draft Bye-Laws are available for inspection at the Council's offices at Áras Mainchín Seoighe, Millmount, Kilmallock, V35 K497, until 1 September.

Submissions and observations relating to the draft Bye-Laws can be made in writing to Director of Service, Physical Development Directorate, Limerick City and County Council Offices, Merchant's Quay, Limerick, V94 EH90, or by email to evparkingck@limerick.ie and/or <https://mypoint.limerick.ie> until 5 pm on Tuesday 15 September, 2020.

Draft Metropolitan District of Limerick (Parking Places) (Amendment) Bye-Laws 2020

Draft Bye-Laws regulating the parking charges for electric vehicles while they are charging at public on-street charging points for the Metropolitan District of Limerick are currently out for public consultation.

Copies of the draft Bye-Laws can be inspected on the Council's website www.limerick.ie at the following link: <https://www.limerick.ie/council/newsroom/road-notices/metropolitan-district-limerick-parking-placesamendment-bye-laws-2020>

In addition, copies of the draft Bye-Laws are available for inspection at the Council's offices at Corporate Headquarters, Merchant's Quay, Limerick, V94 EH90, and Dooradoyle Road, Limerick, V94 WV78, until 1 September.

Submissions and observations relating to the draft Bye-Laws can be made in writing to Director of Service, Physical Development Directorate, Limerick City and County Council Offices, Merchants Quay, Limerick, V94 EH90, or by email to evparkingmetro@limerick.ie and/or <https://mypoint.limerick.ie> until 5 pm on Tuesday, 15 September, 2020.



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2. Environment Strategy

The Environment Team held two European Green Leaf Webinars in July - 'Everyday Invasives' and 'What's the Buzz,' see the links below. Both webinars were very well attended. https://us02web.zoom.us/webinar/register/WN_wH-iOriKR36R-vWWgyIxFw
https://us02web.zoom.us/webinar/register/WN_XGK7XcuGQE2S-WysuOD_AQ

3. Water Services

Castleconnell Flood Relief Scheme: Initial Public Consultation concluded. Options Assessment being progressed.

Athea Flood Relief Scheme: Initial Public Consultation concluded. Modelling Review being progressed.

Limerick City and Environs Flood Relief Scheme: Tenders for Consultants issued on 31 July.



**CHIEF EXECUTIVE'S REPORT****Community Development Directorate****1. Tourism, Culture & Arts****TOURISM**

The Tourism, Culture and Arts Team collaborated with the Marketing and Communications Department to develop experiences for the "Limerick 50 Days of Summer" tourism marketing campaign. This is the biggest tourism promotion campaign undertaken by Limerick City and County Council.

The Tourism Development Department hosted a meeting with key tourism industry representatives, stakeholders and, as a result, the Limerick Tourism Taskforce was established. The Taskforce is industry-led and co-chaired by a Limerick City and County Council representative. It comprises of the Tourism Industry representative groups of Limerick City Wild Atlantic Way Gateway Group, Ballyhoura Fáilte and West Limerick Tourism, as well as Limerick City and County Council, Fáilte Ireland and the Local Development Companies of Ballyhoura Development and West Limerick Resources. It will act as a single unified voice for the tourism industry in Limerick, monitor, review and assist in the implementation of existing tourism strategies adopted by the Taskforce members and develop and promote collaboration between local stakeholders across the Tourism Sector, including the cross-selling of products.

CULTURE AND ARTS**Open Calls****CULTURE AND ARTS GRANTS AND BURSARIES**

Following Open Calls and Assessment Panels, the following Grants and Bursaries were approved at the Adjourned Council Meeting on 3 July:

- **Grants under the Arts Act Funding:**
Total Fund Available €20,000. The Assessment Panel met on 12 May. 52 applications received, a total ask of €44,665. The Panel recommended the allocation of funding to 29 successful applicants, totalling €20,000.
- **International Mobility Awards:**
One Award, as only one successful applicant had availed of the opportunity to travel before the COVID-19 pandemic suspension of travel, to contribute to public health measures.
- **Individual Arts Bursary Awards Scheme:**
Total Fund Available €20,000. The Assessment Panel met on 15 June. 17 applications received, a total ask of €51,464.91. The Panel recommended the allocation of funding to 10 successful applicants totalling €20,000.
- **Dolores O'Riordan Music Bursary Award:**
One Bursary Available of €4,000. The Assessment Panel met on 15 June. 4 applications were received, a total ask of €16,000. The Panel recommended the allocation of funding to one successful application totalling €4,000, for Shane Serrano, "Fox Jaw." Fox Jaw is an Alternative Rock Group based out of Limerick City, Ireland, consisting of members Ronan Mitchell, Morgan Nolan, Shane Serrano, Kieran J. Sims and Manolis Paters.

STRATEGIC FUND FOR CULTURE AND ARTS SCHEME

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. Four letters of support were issued in July, one to the Arts Council Music Bursary Award, two to the Arts Council Theatre Bursary Award, one to the Arts Council Street Arts and Spectacle Bursary Award.



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OPEN CALL - THE ARTISTS' APARTMENTS, 1-2 JOHN'S SQUARE AND JAMES STREET, LIMERICK

Limerick Culture and Arts Office has announced an Open Call to recognised cultural practitioners, across all Art forms, to apply for the use of its subsidised residential apartments in John's Square, and James Street, Limerick. The operation of the Artists' Apartments is in line with the Limerick Cultural Strategy Aim and Objective 1: 'To grow Limerick's cultural capacity by retaining and attracting creative practitioners to live and work in Limerick.' The Artists' Apartments create conditions for affordable living spaces for individual Artists to attract and keep Artists in Limerick City, by encouraging living and working within the urban context. The apartments provide subsidised living spaces in recognition that Artists and many individuals working in the Arts are on modest income levels. The closing date for applications is 5pm on 12 August 2020.

MICHAEL HARTNETT POETRY AWARD 2020

The Call has gone out for submissions for this year's Michael Hartnett Poetry Award, which is presented each year as part of the Éigse Michael Hartnett Literary and Arts Festival in Newcastle West, Co Limerick. Established following his death in 1999, the Award is given, in alternate years, to poetry collections in English and Irish, in honour of Hartnett's work in both languages. This year, the Award is for a collection of poems in English, published in 2018 or 2019. The Michael Hartnett Poetry Award is jointly funded by Limerick City and County Council and the Arts Council and the prize is worth €4,000. This year's Adjudicators for the Award are Poets, Thomas McCarthy and Geraldine Mitchell. The winner will be announced in the Autumn and the Award presented to the winning Poet at Éigse Michael Hartnett in October. Organisers are working on a condensed version of the annual literary festival, which will take place in line with COVID-19 Guidelines. Applications from Publishers closed at 5pm on 31 July 2020.

CREATIVE IRELAND FUNDED PROJECTS

BELLTABLE: CONNECT 10, STAGE 2 BURSARY

Limerick Culture and Arts Office, in partnership with the Belltable, has identified an opening and need for support to Artists during the COVID-19 crisis through the provision of these bursaries. The recipient of the fund will be one of the 10 successful applicants of Stage 1 of the Award. The Call was opened on 17 July, with a deadline of 27 July. Applications have now been received for Stage 2, Creative Ireland: Made in Limerick Belltable: Connect, Research and Development Bursary of €2,500.

Belltable: Connect is supported by The Arts Council / An Chomhairle Ealaíon, Limerick Culture and Arts Office, Limerick City and County Council and Mary Immaculate College. The Research and Development Bursary is supported by Creative Ireland and Limerick City and County Council through a Creative Ireland: Made in Limerick Grant 2020.

PARTNERSHIPS

Helium Arts

The Distance Creates Programme concluded earlier this month with the online showcase of "Space Between Us," an interactive group website created by participating teens in response to the COVID-19 pandemic. Through online meet-ups and postal exchanges, the Group came together to create visual art and to podcast its exploration of spaces within and between us - supported by Helium Artist, Chelsea Canavan, in collaboration with WiredFM Station Manager, Ray Burke. The Group was also delighted to receive a special video message from Limerick local Musician and Singer-Songwriter, Emma Langford.



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CULTURE AND PLACE MAKING

As part of the Guiding Limerick Through COVID-19 Plan, the following have been supported: The Panoramic Wheel has been facilitated to return to Limerick and Artist, Mark Cronin, has installed a 3D optical illusion Hopscotch Mural in Arthur's Quay Park.

A Temporary Street Spectacle took place in the City to support the reopening of Hotels and Restaurants. Decorative lighting has been installed in the trees on Bedford Row and Thomas Street to create a pleasant atmosphere for outdoor diners of the Restaurants located in this area.

LIMERICK CITY AND COUNTY COUNCIL CREATIVE ANIMATION GRANT SCHEME

One of the biggest Initiatives launched by the Department is the 'Animate Your Street Outreach Programme.' This Grant Scheme opened on 25 June calling on local groups, businesses and communities to propose creative ways to use urban public spaces safely and support family-friendly activities this Summer. In the past four weeks since it opened, 14 applications have received confirmation of funding support. The Funding Scheme was established to support activities from mid-July to August and funding is limited, therefore the Scheme will close to applications on 6 August.

2. Property & Community Facilities

DERELICTION AND VACANCY

DERELICT SITES - July	
Inspections carried out	58
Statutory Notices issued under the Derelict Sites Act	67
Cases closed through engagement	2
Properties entered onto the Derelict Sites Register	0
Properties put forward for Compulsory Acquisition	7

BIN WAIVERS

Bin Waivers Issued:	4
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ALL HOUSE PURCHASES - JULY STATUS					
Category	Balance c/fwd	Adjustments	New Negotiations	Sale Closed	Balance b/fwd
Regeneration	0	0	1	0	1
Part V	8	0	18	0	26
SHIP	3	0	0	1	2
Buy and Renew	9	0	0	2	7
Derelict / Vacant	0	0	11	0	11



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3. Urban and Rural Community Development

LOCAL SPORTS PARTNERSHIP (LSP) / SPORTS PROGRAMMES

- LSP hosted a walking challenge for the Month of July with 89 participants engaging on a weekly basis. Distances varied from 5k a week to 20k a week. Participants were entered in a draw for vouchers each week.
- Following the COVID-19 restrictions being lifted, the LSP hosted Summer Camps across the City for the youth groups who were most impacted during Lockdown. Small groups were facilitated at five sites with LSP staff, tutors and Youth Leaders delivering these Camps. In total, 55 children participated.
- The LSP partnered with Limerick Mental Health to host a Walk and Chat every Friday around the Three Bridges which catered for individuals from vulnerable groups.
- The Boxing Clever Programme, which supports individuals on a path to recovery from addiction, has commenced Programme No. 3, focusing on fitness and predevelopment work for the Educational components. This Programme is now in its fifth week with consistent attendance by all.
- The LSP staff continue the development of Playground Markings in Primary Schools across the City and County. These will be an excellent resource when the schools return.
- Following the spread of COVID-19, the LSP Team is creating Online Videos and Resources to look after the Physical and Mental Health of individuals and communities across Limerick. The following Link will direct people interested to these resources which are gathered on Active Limerick Hub <https://www.limericksports.ie/index.php/covid-19>

LOCAL COMMUNITY DEVELOPMENT COMMITTEE (LCDC)

- The July meeting of the Local Community Development Committee was held on 28 July. This meeting was held virtually. The Local Action Group (LAG) approved funding of €451,336.57 under the LEADER Programme 2014-2020.
- Under Healthy Ireland, the LCDC approved €30,000 for Community Mental Health related projects. 15 projects in total were funded.
- The Social Inclusion Community Activation Programme (SICAP) Mid-Year Review of SICAP is currently underway and is to conclude by 11 September.

PRIDE OF PLACE 2020

- Limerick City and County Council has nominated four entrants for the IPB Pride of Place Competition (in association with Co-Operation Ireland) for 2020.
- The entrants are Bedford Row Family Project (Community Wellbeing); Monaleen Park Residents' Association (Urban Neighbourhoods); Rathkeale Pre-Social Cohesion Project (Population 1000 – 3000) and Vale View Residents' Association (Housing Estates).

HEALTH AND WELLBEING

- Staff participated in a meeting of the Limerick and Clare Local Creative Youth Partnership. The outcome of this meeting was enhanced linkages between a number of different Sectors in Limerick.



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AGE FRIENDLY

- Staff attended the PLACE EE monthly International Partners' virtual meeting.
- "Limerick Community Care Connect" is still in operation. This initiative saw the Age Friendly Team prepare and distribute Information Packs to adults and Activity Packs for children. The Information Packs consisted of a range of information leaflets, song lyrics, book marks, information on the Age Friendly Programme, An Garda Síochána advice sheets, posters on garden birds, fridge magnets and chocolate. To date, 550 Information Packs, 543 Remembering Yesterday Booklets and 1,443 Children's Activity Booklets have been distributed.
- Staff from the Age Friendly Team attended a Workshop on Social Media Training for Local Authorities.
- Staff attended an online NOPAG Meeting and a Connecting for Life Steering Group Meeting

LIMERICK COVID RESPONSE CALL CENTRE

- As of 28 July, the COVID-19 Response Call Centre has received 2,638 cases and five forum meetings have been held.

EDUCATION

- The Limerick Comhairle na nÓg Co-Ordinator attended a Consultation Briefing and Focus Group Meeting to support the development of a five-year Strategic Development Plan for Comhairle na nÓg.

PUBLIC PARTICIPATION NETWORK (PPN)

- Electronic voting was used for the first time by Limerick PPN. The PPN Secretariat undertook this significant piece of work in partnership with the Digital Services Team of Limerick City and County Council.
- The elections for the vacant seats on the Limerick Local Community Development Committee concluded with the two Social Inclusion Pillar seats now filled. The Environment Pillar seat remains vacant.
- The elections for the vacant seats on all Strategic Policy Committees and the Joint Policing Committee were opened and will conclude early August.
- The PPN Secretariat met three times this month.
- Eight on-line consultation sessions, as part of the "Your Mayor – Your Voice" campaign, were organised and delivered as a collaboration between Limerick PPN and UL Engage. Communications to promote engagement in the campaign included a radio interview on Live 95, a Press Release, a dedicated Webpage on the PPN website and strong Social Media coverage.



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4. Libraries, Gallery and Museum

LIBRARIES

- Public access to libraries for browsing commenced at Dooradoyle, Watch House Cross, Kilmallock, Newcastle West and Adare branches this month. This service allows Library members to enter any of these libraries and browse, select stock and independently check items out on self-service machines. Items borrowed can also be returned during the visit. Restricted hours are in place with all appropriate COVID-19 health and safety measures in place.
- The hugely popular and successful online service providing free access to e-Books, e-Audio, newspapers, magazines, local history, language learning, and a wide range of training and self-help courses continues to be provided.
- Summer Stars has gone mostly online this summer due to COVID-19 restrictions as many Library branches welcome back families and children for brief visits. Children can pick up their reading card in the branch or download it from the Libraries Ireland website <https://www.librariesireland.ie>. Summer Stars is the national reading programme for children taking place online and in selected Libraries throughout the country from 15 June until the end of August. Summer Stars is a completely free programme and open to all children. This year, as well as enjoying the amazing worlds visited when reading books, Summer Stars is celebrating imagination by running a short story competition. Winners will be selected from a shortlist by three National Judges - Authors Judi Curtin, Sarah Webb and Alan Nolan. Limerick Libraries are calling on all 6-18 year olds to write a story, no more than 500 words, on "An Unexpected Adventure." There are three age categories: age 6-9, age 10-14, age 15-18. There will be 15 finalists in each category and one national winner from each age group. Each winner in three age categories will receive a Tablet and their story will be published as an eBook on BorrowBox, with a cover designed by a professional illustrator. Each finalist selected by the Judges nationally will receive a €50 voucher and will be invited to take part in an online event for their age category hosted by one of the national Judges.
- Also as part of Summer Stars, original storytelling sessions are being recorded by Library staff and made available for viewing on Facebook and Twitter. Using a different theme for each week, Limerick Library staff have shared stories of historical figures, tales from around the world, stories by Limerick authors and the final week in July was all about magic and mayhem. Of particular interest is the masterclass in storytelling, reading and writing from Glin Librarian, Peg Prendiville, with her granddaughter Clodagh, sharing their own story written during the Lockdown, all about the adventures of Sparky the dog, inspiring all our young writers to get involved in the national short story competition. Storytime as Gaeilge, with Scéal an tSathairn, read by Sarah from Adare Library, is also proving popular. Pam from Watch House Cross continues to create and upload craft videos. These unique videos have received 6,200 views on Facebook during July.
- The "Contact and Collect" service continues to be available at Dooradoyle, Watch House Cross, Kilmallock, Newcastle West and Adare branches for those unable to visit a branch.

LIMERICK CITY GALLERY OF ART (LCGA)

- From 15 to 26 July, LCGA hosted a selected exhibition from the Limerick School of Art and Design 2020 Degree Show. Due to COVID-19, the planned exhibitions for this period had to be postponed until 2021. An invitation was issued to Limerick School of Art and Design (LSAD) to ascertain if they would like the opportunity to show some of their works from the 2020 Fine Art course in LCGA. 36 graduates from the Fine Art Course participated in the exhibition, "Physical Impact." This was a well-received gesture by LCGA as it offered a high profile venue to the graduates of 2020 and was seen by 2,224 visitors.



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- A selection of work from the East Gallery comprising works that were included in the inaugural Exhibition of the Permanent Collection in 1937, together with works acquired between that date and the opening of the East Gallery in 1948, were also on view. Visitors to the Gallery have received this Exhibition with enthusiasm and interest. Works by Jack B. Yeats, Paul and Grace Henry, Mary Swanzy and Sean Keating were included in the selection of works.
- The Director/Curator of LCGA made a presentation to the Community, Leisure and Culture Strategic Policy Committee Meeting on 6 July. The presentation focussed on the Final Draft of the Gallery's Strategic Plan.
- Work continued throughout July on improving the Gallery's social media presence. This has been the focus of the current Shinnors Scholar.
- Work also continued throughout July on the Three Muses Programme, which included an interactive game, a quiz, and preparatory work for a new publication, which will look at a selection of work from LCGA, Limerick Museum and The Hunt Museum.

LIMERICK MUSEUM

- Limerick Museum continues to enhance its online presence and, in July, added to its offer a page entitled "Limerick Museum's Artist Showcase." Since 2017, the Museum has showcased the works of a number of Artists from Limerick and further afield and this page includes biographies and links for the Artists who have featured in our gallery. We have also added a short film on the history of the Mayors and Mayoralty of Limerick.





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Housing Development Directorate

1. Strategic Housing Development

1. BUILD, BUY AND LEASE

The following table shows progress to 31 July in the above Social Housing delivery streams:

As at 31 July 2020	Complete	In Progress	Overall Projected and Delivered
Build	11	135	146
Buy	18	12	30
Lease	30	111	141
TOTAL	59	258	317

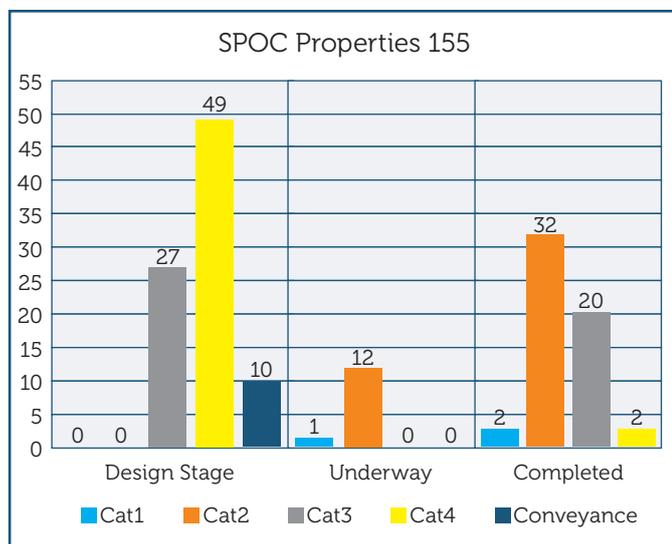
	Completed	Underway	Design	TOTAL
Cat1	2	1	0	3
Cat2	32	12	0	44
Cat3	20	0	27	47
Cat4	2	0	49	51
Conveyance	0	0	10	10
	56	13	86	155

2. SINGLE POINT OF CONTACT (SPOC)

The fast-tracking of refurbishment works has continued with 155 houses currently in the programme under four different categories of works:

- Category 1 – Light refurbishment
- Category 2 – Minor refurbishment e.g. kitchen/bathroom/heating upgrades
- Category 3 – Deep retrofit e.g. wall insulation, windows, M&E
- Category 4 – Derelict i.e. structural works – reroofing, complete retrofit

The different stages as detailed in the following graph and table:



3. CALL FOR HOUSING 2020

- COVID-19 will have an impact on the delivery of new build homes for 2020.
- As Ireland continues to face the COVID-19 challenge, additional measures have been taken by Government in order to allow Local Authorities to provide safe and secure homes and to meet targets set for 2020.
- The Department of Housing, Local Government and Heritage launched a "Call for Housing 2020" at the end of July 2020 - a new national Call for property owners and developers with vacant properties to make them available for use as social housing.
- Limerick City and County Council is urgently seeking vacant residential properties to provide for those who do not have access to housing.
- The Council is looking for a range of properties to acquire, including one-bed properties, larger family homes and homes that are or can be adapted for those with a disability, or accommodation suitable for older people such as a bungalow or an apartment.



CHIEF EXECUTIVE'S REPORT

- Property owners can also enter into a secure letting arrangement while retaining ownership of their asset through the Long Term Social Housing Leasing Scheme. This will provide them with a stable return on their investment during what is admittedly an uncertain time in terms of the property market.
- Information on the available scheme is available at <https://www.limerick.ie/council/services/housing/covid-19-call-housing> or at www.callforhousing.ie

2. Regeneration Strategy Implementation

Regeneration Strategy Implementation Plan – Limerick City

Finance

- The Regeneration Team successfully recouped €6,285,776.00 from the Department.

Churchfield

- Stage 3 approval has been received for Churchfield. Design and Delivery will be overseeing this project which will be funded by Regeneration.

Demolitions

- Approval has been received for tender for Galvone Arms and STA Furniture.

Kings Island Playground

- The playground has been completed much to the satisfaction of the local residents. The playground, which cost just over €315,000, was funded through the Regeneration Programme and responds directly to the requirements of the children and young people of King's Island.

Our Lady of Lourdes (OLOL)

Community Services Group

- **Creche:** Numbers have decreased but not due to COVID. June/July/August is the time that the pre-schoolers leave and a lot of children leave for the Summer months and return in September. As it stands, there are 58 children registered and attending right now and this number should increase to around 90 come September.
- **Seniors:** Activity packs distributed to seniors cocooning, also receiving weekly phone calls, and daily phone calls to meals-on-wheels clients. Care and repair service continues and is very busy getting referrals from Public Health Nurses, Occupational Therapists, Milford Day Care Centre for patients returning home.
- **Youth:** In July, the West End Youth Centre continued to re-engage young people back by doing activities such as bowling, kayaking, mini-golf and sports games. In total, the group would have worked with over 50 in the month of July. Groups varied from 10-12, 12-14 and 16+.

The West End were the winners of the Community GROWbox Competition. This includes 100 seed packets varying from herbs to wildflowers. Youths from the area planted and tended to the seeds in Centre garden.

- **Estate Management:** Road sweeping and litter pick continue and Estate Management Worker supports residents by phone, email and in person by appointment.
- **Meals On Wheels:** 1,419 meals delivered to OLOL and surrounding areas – staff wearing Personal Protective Equipment and working in teams to avoid risk of infection.

Social Intervention Fund

- Social Intervention Funding 2020 recommendations have been forwarded to the Department of Housing, Local Government and Heritage for approval.

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

Housing Waiting List	2,652
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• **Allocations**

	No. of Units JULY 2020	Year to Date
Adare-Rathkeale	2	10
Newcastle West	5	36
Metropolitan District	17	152
Cappamore – Kilmallock	4	22
Total	28	220

• **Allocation Refusals**

	No. of Units JULY 2020	Year to Date
Adare-Rathkeale	0	1
Newcastle West	1	19
Metropolitan District	1	22
Cappamore – Kilmallock	0	2
Total	2	44

• **Traveller Housing Welfare**

No. of Units offered JULY 2020	Year to Date
2	22

*these figures are included in Allocations figures

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

2,380 of active HAP Tenancies monitored, reviewed and maintained.

No. of HAP tenancies set up this month	66
No. of Amendments	186
No. of Cessations	32

**CHIEF EXECUTIVE'S REPORT****HOME IMPROVEMENT SCHEMES**

July 2020	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.	DPG	No.
Adare - Rathkeale	€11,880.00	3	€0.00	0	€15,220.00	5	€0.00	0
Newcastle West	€0.00	0	€22,825.95	3	€50,785.41	10	€0.00	0
Metropolitan	€10,641.00	2	€43,653.65	6	€10,830.00	3	€11,003.82	3
Cappamore - Kilmallock	€0.00	0	€0.00	0	€0.00	0	€0.00	0
Total	€22,521.00	5	€66,479.60	9	€76,835.41	18	€11,003.82	3
Total Monies issued in July 2020 = €176,839.83								
Total Grants issued in July 2020 = 35								

January to July 2020	MAGS (Mobility Adaptation Grant Scheme)	No.	HAG (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.	DPG	No.
Adare - Rathkeale	€65,772.24	13	€142,220.36	12	€68,102.35	16	€0.00	0
Newcastle West	€51,282.29	11	€41,132.45	7	€174,232.25	32	€5,448.00	1
Metropolitan	€129,453.54	26	€159,139.82	23	€104,903.22	33	€174,351.29	19
Cappamore - Kilmallock	€36,050.00	8	€87,051.80	9	€77,122.38	17	€24,306.63	2
Total	€282,558.07	58	€429,544.43	51	€424,360.20	98	€204,105.92	22
Total Monies issued January to July 2020 = €1,340,568.62								
Total Grants issued January to July 2020 = 229								

RENT COLLECTION

Rent Collection Limerick City & County Council					
Opening Balance at 01/01/2020	Accrued Income	Total for collection	Receipts	Closing balance 31/07/2020	% Collection
€4,599,470	€9,521,968.00	€14,121,438.00	€9,398,511.00	€4,722,927.00	66%

**CHIEF EXECUTIVE'S REPORT****LIMERICK HOMELESS ACTION TEAM – PATHWAY ACCOMMODATION AND SUPPORT SYSTEM (PASS) DATA**

Individuals – 25/07/2020		
Location	Description	No.
McGarry House	Mixed Low threshold accommodation for singles	30
St. Patrick's Hostel	Higher threshold accommodation for single males	46
Thomond House	Higher threshold accommodation for single females	13
B&B (no children)	Adults without children accommodated in B&B	4
Temporary Emergency Provision TEP 1 (Edenvilla)	Low threshold, night by night (9pm-9am) emergency accommodation. Mixed	13
TEP 2 (Phoenix Lodge)	Low threshold, night by night (9pm-9am) emergency accommodation. Mixed	15
Total		121

Families			
Location	Description	No. Adults	No. Children
Suaimhneas	Family Emergency accommodation	5	6
		Families - 5	
B&B/Hotel Accommodation	Families	30	33
		Families - 22	
Twin Oaks Family Hub	Families self-isolated. Service users from St. Pat's utilising the building	8	0
		Families - 0	
Totals		Adults	Children
		43	39
		Families - 27	



CHIEF EXECUTIVE'S REPORT

2. Planning & Environmental Services

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

- 229 complaints were received in July.
- 422 inspections were undertaken during the month.
- The Department issued two Statutory Notices.
- 14 Directions were served by the Department.
- 11 Warning Letters were issued in July.
- 26 litter fines were issued during the period.
- Two Fixed Penalty Notices were issued.
- Legal proceedings were initiated in six cases.

Economic Development and Planning

Planning Applications

A total of 148 new planning applications were received as follows:

Part 8	1
Domestic Developments	86
Agricultural Developments	14
Commercial Developments/Change of Use	15
Sporting/Community and Educational Developments	9
Other Developments	23

The current applications include proposals for:

- Part 8 for a Fire Service Training Centre (Phase 1 to include a change of use of existing unit as a training building, including lecture rooms, canteen and showering/changing facilities, construction of a fire service drill yard with two drill towers, construction of a compartment fire behaviour training unit at Ardyoul, Kilmallock Business Park, Kilmallock.

- Permission for the demolition of eight bays of the existing maintenance/storage building and the construction of a new single storey extension 1,274 square metres to provide additional maintenance/storage to the western side of the site to match in height with the existing depot/garage. Recladding and re-roofing the remaining existing bus maintenance and storage facility to substantially create a new bus garage at Bus Éireann Garage, Roxboro Road, Limerick.
- Permission for construction of a 1,000 pupil post-primary school circa 11,379 sq. metres over three storeys at Caheranardrish, Mungret.

3. Veterinary Services

- 15 stray or wandering equines were impounded.
- The Dog Control Unit dealt with seven dogs.
- 14 food samples were submitted during July for analysis under the National Residues and Microbiological Sampling Programme.

4. Cemeteries

Number of Burials in City Cemeteries.

Mount St. Lawrence	11
Mount St. Oliver	15
Castlemungret	13
Kilmurry	1
St. Nessian's, Mungret	0

**CHIEF EXECUTIVE'S REPORT****5. Municipal District Offices****Adare-Rathkeale Municipal District**

- **Foynes Yacht Club**
A fixed price tender was offered to carry out essential erosion repairs at Foynes Yacht Club. Three tenders were received, the preferred tenderer has now been selected and works are expected to commence shortly.
- **Foynes Monument Hill Walkway**
An application for funding for this Walkway will again be made this year under the Outdoor Infrastructure Recreation Scheme.
- **Walkway Dunraven to the River Maigue, Adare**
The TII (Transport Infrastructure Ireland) approved funding of €96,000 to create a safe footpath from the Dunraven to the River Maigue. The first section of this, outside the Dunraven Hotel, is now complete. The Municipal District has now agreed a modification to the design of the lower section of footpath, this will include a kerbed footpath and drainage. The TII has agreed to this change and an increase in this funding to €130,000. Works on this second phase are now underway.
- **Adare Sewerage Extension**
The Adare Sewerage extension was completed ahead of schedule prior to Lockdown. TII provided funding of €96,000, excluding VAT, to resurface the roadway. This was completed during Lockdown as these works were deemed essential and traffic volumes were low.
- **Rathkeale Traffic Management**
Road markings in Rathkeale were surveyed in 2019. Changes to these road markings to facilitate smooth movement of traffic in the town are currently being worked on.

Discussions were held with the Physical Development Directorate earlier this year in relation to the required Inner Relief Road through the Mart Site. Proposals in relation to this have now been sent to the Department of Transport.

Cappamore-Kilmallock Municipal District

- A Pilot Home Improvement Scheme for tenants of Social Housing residing in the Municipal District was launched in early July, with a mail-shot to over 700 tenants advising them of the Pilot Scheme and how to apply for same.
- A Workshop for Elected Members, along with the Monthly Municipal District Meeting, took place on 16 July.
- The Municipal District Offices returned to normal pre-COVID-19 hours for the public on 20 July, opening from Monday to Friday, 9am to 5pm.
- The 2020 Roadworks Programme for the Municipal District, having been somewhat delayed due to COVID-19, is underway throughout the Municipal District with the intention of fully completing same before the end of 2020.

Newcastle West Municipal District

- The 2020 Roadworks Programme for the District is progressing after being delayed due to COVID-19 restrictions. It is envisaged that all work will be completed as per the programme.
- Office opening hours at the District Office have returned to pre-COVID-19 restriction opening hours.
- During the month of July, 1,104 transactions were processed by the Newcastle West Motor Tax Section.

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

- Recoupments submitted for Housing Projects to the Department of Housing, Local Government and Heritage in July: €731,697.
- Recoupments issued by the Department of Housing, Local Government and Heritage in July: €2,229,984.

Approvals Sought/Obtained

- Approval received from the Department of Housing, Local Government and Heritage to proceed to tender for Thermal Upgrade Contract 122.

Tenders

- Tenders sought for the refurbishment of two properties under the Buy and Renew Scheme.
- Tenders sought for the construction of the Castletroy Urban Greenway.
- Tenders sought for O'Connell Street Revitalisation Project.
- Tenders sought for Engineering Consultancy Services for Fr. Russell Road Cycling Infrastructure.
- Tenders sought for Engineering Consultancy Services for Arthur's Quay Park to Condell Road Cycling Infrastructure and Wickham Street to Clare Street Cycling Infrastructure.
- Tenders sought for Engineering Consultancy Services for University of Limerick to National Technology Park Cycling Infrastructure.

Construction

- Commencement of Bus Shelter replacement works on the N21 Northbound at Newcastle West and Croagh.
- Following the lifting of restrictions on construction activity, work has recommenced on the following housing sites:
 - › Old Christian's Site, Rathbane.
 - › Clonmacken.
 - › Wallers Well Phase 2.
 - › Lower Carey's Road.
 - › Mulgrave St.
 - › Infill Site Cliona Park, Moyross.
 - › Kileely Road.

Per Cent for Art – Thomond Weir Fisheries Building

- Limerick Artist, Mary Conroy, completed a Limerick City and County Council commissioned Mural at the Thomond Weir Fisheries building in July. Mary worked in collaboration with the local community and the Make a Move Arts Group to produce an artwork which resonates with the history of the site and the fishing tradition in the area. Her work, which features ceramic salmon, complements her "swimming Otters" artwork further along the River Shannon at Shannon Bridge. The local community actively participated in developing the concept and making the ceramic salmon used in the work. The project was funded under the Per Cent for Art Scheme. Landscaping work was also carried out to enhance the setting.

**CHIEF EXECUTIVE'S REPORT****Buy and Renew and SHIP Refurbishment Programme**

Inspections Carried out in July	Refurbishment works Commenced in July	Refurbishment works Ongoing	Refurbishment works Completed in July
2	0	8	0

Home Improvement Schemes

Inspections & Recommendations for Home Improvement Schemes – July 2020 -
(mix of onsite and remote inspections)

Inspection Types	Pre-application	Initial Inspection	Re-Inspection	Final Inspection	Total Inspections by Grant Type
MAGs (Mobility Adaptation Grant Scheme)	0	2	0	7	9
HAGs (Housing Adaptation Grant Scheme)	0	4	0	5	9
HOPS (Housing Aid for Older Persons Grant Scheme)	0	9	0	9	18
Total Inspections by Inspection Type	0	15	0	21	36



CHIEF EXECUTIVE'S REPORT

National and Regional Shared Services Directorate

1. Housing Assistance Payments (HAP) Shared Services Centre

- There were 57,059 active HAP tenancies nationally, managed by the HAPSSC, at the end of July.
- A weekly average of 299 HAP tenancies have been set up during 2020.
- The July HAP Landlord payment run was just over €48 million.
- The weekly tenant rent debit for the week beginning 27 July was just over €2.7 million.
- The HAP Tenant rent collection rate at the end of July was 97%.
- The DMU posted 55,703 statements to active HAP Tenants for Quarter ended 30 June in July 2020.

2. Fire and Emergency Services

Statistics

	No. of Fire Related Calls	No. of Non Fire Related Calls	Total
No. of call-outs 01/07/20 – 31/07/20	48	50	98
% of calls where on scene in < 10 mins from time of call	76%	64%	
% of calls where on scene between 11 and 20 mins from time of call	19%	29%	
% of calls where on scene in > 20 mins from time of call	5%	7%	

	No. Received / Assigned	No. Validated	No. Invalidated / Refused	No. Granted	No. Completed
Fire Certificate Applications July	14	12	1	12	
Disability Access Cert Applications July	7	5	0	8	
Licensing Applications July	3	3	0		
Commencement Notice July	52	42	6	42	48
Completion Certificate July	9	9	0	9	9
Planning Referrals July	23				13
Sugar CRM Cases July	3				1

**CHIEF EXECUTIVE'S REPORT****Fire and Emergency Training Events**

Off-station training is currently not being delivered due to the Summer period. On-station training and weekly training nights are now proceeding as normal, with the addition of all COVID-19 safety precautions.

Limerick Fire and Rescue Service has lodged a Part 8 Planning Application for the development of a Fire Service Training Centre in Kilmallock Business Park, Ardyoul, Bruree Road, Kilmallock. This application relates to Phase 1 of the development which will include:

- The fit-out of an existing unit as a training building.
- The construction of a drill yard with two drill towers.
- The construction of a Compartment Fire Behaviour Training Unit and ancillary works.

This application is on public display in the Cappamore-Kilmallock Municipal District Office and at the Planning Counter, Dooradoyle. The application can also be viewed on www.MyPoint.Limerick.ie

Civil Defence attendance at Events

- Irish Blood Transfusion Service Blood Clinic – Kilmallock – 3 days.
- Irish Blood Transfusion Service Blood Clinic – Abbeyfeale – 5 days.
- Preparing and delivering of PPE for delivery to Council Building.
- Patient Transfer from Cork University Hospital to the patient's residence in Limerick.
- Irish Blood Transfusion Service Blood Clinic – Greenhills Hotel, Limerick - 4 days.
- Irish Blood Transfusion Service Blood Clinic – St. John's Pavilion, Limerick - 2 days.
- Irish Blood Transfusion Service Blood Clinic – Castletroy Park Hotel, Limerick - 2 days.
- Immunisation Programme for Limerick Civil Defence volunteers.

Water Safety

Number of lifebuoy replacements	Total Jan – June	July	Total 2020
Metropolitan District	5	0	5
Municipal Area	11	0	11

Munster Regional Control Centre (MRCC)

	No. Calls mobilised to an emergency incident by MRCC	Other Calls	Average Call Processing Time	Total No. calls in July
No. of Call-Outs 01/07/2020 – 31/07/2020	738	940	1 minute, 22 seconds	1,678



CHIEF EXECUTIVE'S REPORT

3. Digital Services and EU Programmes

- Digital Services Department made a presentation on 24 July to the Limerick Joint Policing Committee (JPC) in order to review and seek approval to continue the operation of 268 CCTV cameras in Limerick City. This is part of the Smart Limerick's Safer Community Programme supporting the Limerick JPC Strategy 2016-2021.
- The WiFi4EU Project has kickstarted with a public tender published in July seeking solutions for the deployment of at least 40 Public WiFi access points in Limerick City and other county towns.
- On 3 July, Dr. Mihai Bilauca gave a presentation on "How to access Open Data for Energy Monitoring? Experience of the Lighthouse City Limerick." This was part of the H2020 Stardust Project, a Sister Project to +CityxChange in which Derry City is a partner.
- On 28 July, Terry Connolly took part in the Public Consultation Workshop on the Partnership Agreement for the European Common Provisions Regulation Funds 2021-2027 and the Operational Programmes for ERDF and ESF+, which was organised by the Department of Public Expenditure and Reform with the Northern and Western Regional Assembly.

**CHIEF EXECUTIVE'S REPORT****Support Services Directorate****1. Finance Services****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 July 2020	9,759,506	59,733,740**	104,855	360,306	69,028,085	29,773,962	39,254,123	3,725,874	46%

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

Debtors Loans	Opening Balance 1 Jan €	Accruals €	Writes offs / Waivers €	To Collect €	Receipts €	Arrears €	% Collected
As at 31st July 2020	447,129	892,856	13,676	1,326,309	1,087,834	238,475	82%

Recourse to Overdraft Facility

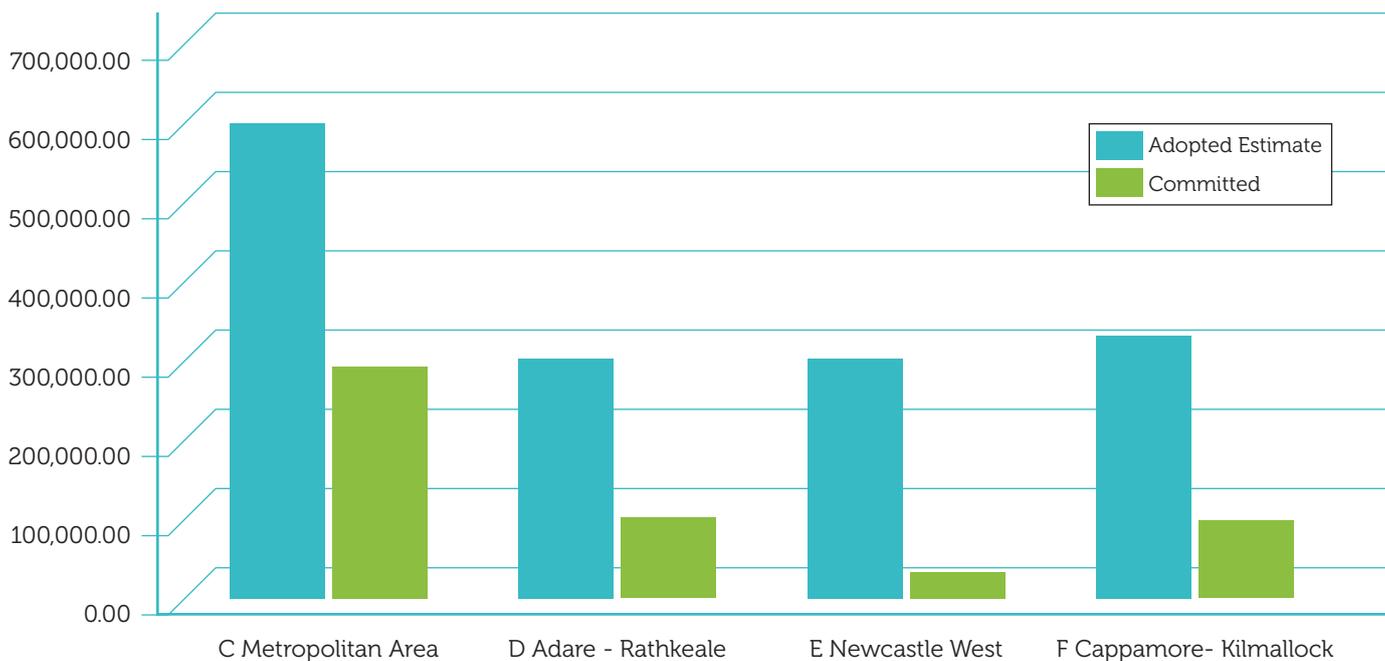
No of days in overdraft **0**



CHIEF EXECUTIVE'S REPORT

General Municipal Allocation 2020 Adopted Estimate €1.403 Million

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



Municip (Code) + (Text)	Value Adopted Estimate (€)	Value Committed (€)
C Metropolitan Area	568,000.00	252,394
D Adare - Rathkeale	270,000.00	59,551
E Newcastle West	270,000.00	0
F Cappamore - Kilmallock	295,000.00	56,367



CHIEF EXECUTIVE'S REPORT

2. Corporate Services, Governance & Customer Services

Corporate Services

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

- Limerick Bastille Day Wild Geese Event commemorating the Flight of the Wild Geese and celebrating the longstanding friendship between France and Ireland. Wreath Laying Ceremony. Venue: Wild Geese Fountain, Merchant's Quay, Limerick.
- Limerick's National Day of Commemoration Ceremony. Venue: Merchant's Quay, Limerick.
- Launch of Treaty United Women's Side (Soccer) who will participate in the Women's National League in August. Venue: Istabraq Hall, Corporate Headquarters, Merchant's Quay, Limerick.

Register of Electors

The Register of Electors Team in Corporate Services is preparing for the Draft Register 2021/2022 which will be published in November 2020.

Information to update the Register is sourced from the following:

- New Applications submitted through An Post or via email.
- Change of Address Applications.
- Forms received from other Local Authorities for addition and deletion.
- Information submitted by An Post and the County Registrar following General Election.

Over 1,600 entries have been processed to date and the Register will be updated continuously.

Health and Safety Training

The Health and Safety Training Unit continues to organise training courses for staff.

- Safe Pass Training: Training has commenced and staff who urgently require training are being facilitated. The maximum number that can be taken at a public course is 10. Contact will continue to be made with Line Managers over the next few months to identify those staff who are urgent until the backlog has been cleared. A total of 20 staff have been trained during the month of July.
- Manual Handling: Courses have commenced and a total of 19 staff have been trained during the month.
- CPC Training: Training has taken place and six staff have been trained during the month.
- First-Aid Response and First-Aid Refresher: A total of 6 staff have been trained during the month.
- COVID-19 Induction: Toolbox Talks have taken place for outdoor staff over the past month and attendance has been recorded. A total of 290 outdoor staff have been trained to date.



CHIEF EXECUTIVE'S REPORT

Customer Services

From 20 July, in line with the Government Roadmap for Reopening Ireland, public counters were open full hours, 9am to 5pm daily.

During July, the COVID Community Response Helpline transferred from GAA headquarters on the Dublin Road to Customer Services. Staff have managed 69 requests to date on issues such as delivery of medicines/groceries, to queries related to isolation and health matters. Customer Services is operating this Helpline under an Operational Level Agreement with the Community Development Directorate.

The following figures highlight the activity within the Contact Centre throughout July:

- Customer Services Call Centre dealt with 12,812 calls, an average of 560 per day. Almost 650 calls were received on a number of days throughout the month and did exceed this figure on occasion. 54% of these calls were handled at first point of contact.
- Customer Services Cases Management Team continued working with key service areas of the Council in supporting closure and update of representations from Elected Members.
- The Cases Management Team saw 2,853 cases created, with 743 of these logged on behalf of Public Representatives, as well as the closure of 2567 cases, 649 of these being cases logged by Public Representatives.
- A total of 2,214 emails processed through Customer Services mailbox.
- The logging of cases through the MyLimerick portal continued and increased, with a total of 410 cases being logged, 390 of which were logged by Public Representatives.
- Customer Services also continued advising tenants making housing maintenance requests of the current procedures during the pandemic. There was a total of 785 cases logged for Housing Maintenance in the Limerick Metropolitan District, 711 (91%) of which were logged by Customer Services.
- Customer Services continued to provide other frontline services to the general public, such as the processing of Residential Parking Permits. There was a total of 145 new Residential Parking Permits being processed throughout the month.

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

Name of Meeting	Date	Location
Full Council		
Adjourned Meeting of Limerick City and County Council.	03.07.2020	Patrickswell
Special Meeting of Limerick City and County Council to consider proposal for disposal of land at Kilmallock Business Park.	03.07.2020	Patrickswell
Operational Briefings		
Limerick City East	07.07.2020	Virtual
Limerick City North	07.07.2020	Virtual
Limerick City West	07.07.2020	Virtual
Strategic Policy Committee Meetings		
Economic Development Enterprise and Planning – Special Meeting - regarding 'The National Small Business Recovery Plan.'	03.07.2020	Patrickswell
Community, Leisure and Culture.	06.07.2020	Dooradoyle
Climate Action, Biodiversity and Environment.	09.07.2020	Virtual
Metropolitan District of Limerick		
Special Meeting	13.07.2020	Dooradoyle
Monthly Meeting	20.07.2020	Dooradoyle
Implementation Advisory Group on the Establishment of a Directly Elected Mayor with Executive Functions for Limerick		
	14.07.2020	Virtual
	30.07.2020	Virtual
Municipal District of:		
<u>Newcastle West</u> Monthly Meeting	01.07.2020	Newcastle West
<u>Adare-Rathkeale</u> Monthly Meeting	07.07.2020	Rathkeale
<u>Cappamore-Kilmallock</u> Monthly Meeting	16.07.2020	Kilmallock
Joint Policing Committee	24.07.2020	Dooradoyle

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

	July	2020 (January - July)
Total Freedom of Information Requests	19	93
FOI Internal Appeals	0	3
Information Commissioner Appeals	0	0
Total Ombudsman Requests	0	19
Total AIE Requests	0	4

5. Business Improvement

- Business Improvement launched Cora PPM (the Council's Project Management System) into a Live Environment. Cora PPM allows the Council to track a project's financial position and its timelines.
- Business Improvement engaged with a cross-section of Departments to publish consultations and surveys on MyPoint. These include (i) the Electrical Vehicle Bye-Laws consultations, (ii) a Part VIII consultation for the Limerick Fire Service Training Centre and (iii) a survey for the Mid-West Homeless Strategic Plan.
- Business Improvement partnered with Corporate Services to document the process flow for "Mobile Phone connections" (new users and upgrades).
- 630 staff are now live on the Staff Communication App.

