Chief Executive's Report

April 2021

Team Limerick Clean-Up with a difference takes place on Good Friday

Huge positive reaction to #LimerickAndProud

Road improvement works begin across the city and county

Collaboration between councils on new dog litter awareness campaign





April 2021 2 of 42

Chief Executive's Report



Contents

1. Summary 3

Economic	Devel	opment	D	irect	orate
		OP:::::::			

1.	Trade and Investment	4
2.	Strategic and Forward Planning	4
3.	Innovate Limerick	4
4.	Urban Innovation	5
_	Marketing and Communications	6

Service Operations Directorate

1.	Housing Support Services	23
2.	Planning and Environmental Services	27
3.	Veterinary Services	27
4.	Cemeteries	27
5.	Municipal District Offices	28

Physical Development Directorate

1.	Travel and Transportation Strategy	8
2.	Mid West National Road Design Office	8
3.	Environment Strategy	8

Capital Investment Directorate

l.	Design and Delivery	30

Community Development Directorate

1.	Tourism, Culture and Arts	10
2.	Property and Community Facilities	13
3.	Urban and Rural Community Development	13
4.	Libraries, Gallery and Museum	17

National and Regional Shared Services Directorate

1.	HAP Shared Services Centre	32
2.	Fire and Emergency Services	32
2	Digital Services and FLI Programmes	3/

Housing Development Directorate

Strategic Housing Development
 21

Support Services Directorate

1.	Finance Services	36
2.	Corporate Services, Governance and Customer Services	38
3.	Schedule of Meetings	41
4.	Access to Information	42
5.	Business Improvement	42

April 2021 3 of 42

Chief Executive's Report



Summary

April saw the government relax a number of Covid-19 restrictions for the country, which meant that the construction of several major Limerick infrastructure projects could recommence.

These included the flagship O'Connell Street Revitalisation project and Coonagh to Knockalisheen Road works.

House construction was also allowed to re-commence with a large number of social housing projects in the pipeline now back on track.

Housing Allocations continue to be strong with 25 homes allocated to people in the month.

Hospitality and tourism businesses planning on reopening throughout the summer were boosted by the announcement of several support schemes from the Council with the waiving of fees for outdoor tables and chairs licences and for the closure of streets for specific events.

Plans are also being developed to encourage more people to enjoy the al-fresco lifestyle this summer.

Communities and pride came to the fore in April as Team Limerick Clean-up 6 took place on its traditional day of Good Friday.

While large crowds couldn't gather this year due to restrictions, TLC with a difference happened in homes across the city and county. The appetite for TLC is very much alive and we look forward to returning to the mass participation event again next year.

The pride that we have in Limerick came to the fore internationally when the LimerickAndProud hashtag took over social media in response to an inaccurate article on Limerick.

The support for Limerick was universal and has resulted in an International event being secured for Limerick after engagement with Forbes Media Group.

Collaboration was to the fore in a new dog litter awareness campaign which was run by Limerick City and County Council and Clare, Tipperary and Cork County Councils.

Love Your Dog highlighted the importance of dog owners taking responsibility when out walking their dogs and to dispose of any waste in a proper way.

Limerick City and County Council is involved in a new collaboration on a European scale with the official signing of the EU Covenant of Mayors for a fairer climate-neutral Europe. The Covenant of Mayors initiative is the world's largest movement for local climate and energy actions.

A survey coinciding on the first anniversary of the introduction of the new staff App – Council Connect – found more than 90 per cent of respondents said the App was easy to use with more than 80 per cent using it on a daily basis.

With a diverse and large non-desk based staff, the Council Connect App was created to provide more effective internal communications for staff.

April 2021 4 of 42

Chief Executive's Report



Economic Development Directorate

1. Trade and Investment

- Bus Éireann announced plans for a significant redevelopment of its bus depot and maintenance facility in Roxboro, including an investment of €3.7m to cater for the conversion to electric vehicles. The development will create 60 constructions jobs during Phase 1.
- Planning Permission was granted to the IDA for a €11m Manufacturing Facility at Raheen Industrial Estate, which will attract new Foreign Direct Investment as well as allow for the expansion of existing businesses.
- Angel Dust, a new Patisserie and Bakery opened at 12, Thomas Street. Limerick.
- Outdoor Seating and Accessories for Tourism and Hospitality Business Scheme

As part of a suite of measures and supports to help businesses across Limerick impacted by Covid-19, the following schemes were launched, aimed at supporting the tourism and hospitality sector prepare for re-opening during the summer.

- Outdoor Seating and Accessories for Tourism and Hospitality Business Scheme
- Tables and Chairs License and Footpath Buildouts (Planning and Physical Directorate)
- Street Events Licensing (Service Operations Directorate)

The Outdoor Seating and Accessories Scheme, which is funded by Fáilte Ireland is an expansion of the 'Street Furniture Grant Scheme' in 2020. Businesses which sell food for consumption on the premises, can apply to Limerick City and County Council for grant funding of up to €4,000 to buy tables, chairs, windbreaks, heaters etc. for outdoor serving. To date, 27 applications have been received for this scheme.

2. Strategic and Forward Planning

- In accordance with Section 11(5) (a) of the Planning and Development Act 2000 (as amended), the first consolidated Draft Limerick Development Plan 2022 2028 issued to the Elected Members on the 26 April. The plan is a blueprint for Physical, Economic and Social Development that will shape the future growth of Limerick for the period 2022 2028 and beyond.
- The Southern Environs Local Area Plan was adopted by the Elected Members of the Metropolitan District of Limerick on 19 April. The plan will come into effect on the 31 May.

3. Innovate Limerick

Film in Limerick

ENGINE Shorts

Fifteen shortlisted teams selected for the ENGINE Short Film Scheme, a film training and production programme run by Innovate Limerick through Film in Limerick completed their first Script Drafts and teams took part in 15 one-hour Script Editing Sessions.

ENGINE Docs

Innovate Limerick through Film in Limerick launched a new documentary film training and production scheme. Supported by Limerick and Clare Education and Training Board and delivered in partnership with the prestigious Sheffield DocFest in England, the new scheme will train and support up-and-coming talent based in the region to work as documentary directors and producers.

Up to 12 shortlisted teams will receive training from Irish and international documentary experts to develop their project ideas leading to four teams being awarded production funding of up to €10,000 each to produce a short 10-minute documentary film.

April 2021 5 of 42

Chief Executive's Report



Comhairle Cathrach & Contae Luimnigh

Limerick City & County Council

Munster Animation Forum

Innovate Limerick through Film in Limerick is a founding member of the Munster Animation Forum set up to encourage and support animation production in the province. The forum will meet monthly to devise a plan to develop the sector.

Production Support

Film in Limerick worked with four TV drama productions preparing to film in Limerick and Clare, helping to source locations, crews and permissions. Film in Limerick also supported independent short film and broadcast productions in the region during the month.

4. Urban Innovation

+CityxChange

Open Innovation Call 2 - Take Control of Your Energy

As part of the second +CityxChange Open Innovation Call, six innovative energy projects have been selected to receive funding through the project this year. The Urban Innovation Department and +CityxChange partners will now work with the project teams to develop their ideas for implementation over the summer.

The projects selected for funding are:

Project Title	Synopsis
Greening the Smart Grid	Connection energy transition and food production in the Georgian district and its environs by demonstrating growing food in EMS-enabled microgrid.
[EM] Power Generation	[EM] PowerGeneration is a public participatory 'Maker' workshop to demonstrate and facilitate participatory small-scale 12V power generation.

Georgian Heat Exchange	To recover waste heat from the cafe/restaurant on the ground floor for use in the cafe and the apartments above.
Solar Carport	To install a solar charged carport to generate clean, renewable energy to charge electric vehicles parked inside while any excess generation can be used elsewhere on site.
Mapping the Air Quality Microclimate	To map localised air quality levels in and around the Georgian Quarter.
Petrol to PV: Decarbonizing the Shannon River	To install PV Panels and battery storage on the roof of a Rowing Club for charging lithium ion batteries which are to be used in training launches and events on the River Shannon.

City Engage Week 3

+CityXChange, City Engage Week 3 took place in the week of 26 April with the theme of Community Energy. Nine citizen participation workshops and webinars took place during the week focused on how communities, business and individuals can become part of Limerick's clean energy transition.

Highlights included an interview of Finbarr Power, An Post Energy Manager, discussing An Post's transition to now being a world leader in delivering meaningful organisation-wide climate action. Other sessions included presentations from Sustainable Energy Authority of Ireland (SEAI) on energy retrofitting supports, GKinetic on the proposed Shannon River Turbine as well as from local community leaders on their work. Videos from these events will be made available on limerick.ie/cityxchange.

April 2021 6 of 42

Chief Executive's Report



Positive Energy Champions Campaign

To coincide with City Engage Week 3, the +CityxChange team recruited 24 Positive Energy Champions who have volunteered to take positive energy actions over 20 weeks and explore how they can reduce their carbon footprint. The Champions will share their experience and challenges with their networks and the wider community. You can follow their experiences at www.limerick.ie/cityxchange @Smart_Limerick or using the #positiveenergychampions #positvelimerick #bethechange.

Other:

The Urban Innovation Department made a submission to the Commission for Regulation of Utilities on its consultation paper on Energy Communities and Active Consumer.

Living Georgian City Programme

Design proposals are currently being finalised for the two housing demonstration projects at 58 O'Connell Street, Limerick and 33/34 Thomas Street, Limerick.

A Laneways strategy document is currently being finalised for 25 lanes in the City Centre. A briefing was held with the Metropolitan District members on 8 April.

Workshops took place with Councillors and a local school. A workshop for Limerick City and Council staff members in relation to Community Engagement and Communications on the Living Georgian City programme was held.

5. Marketing and Communications

Brand Limerick

- Designed and produced branded face coverings for all Limerick City and County Council staff and elected members.
- Continuing programme of engagement with brand ambassadors via brand verticals.
- Engagement with Limerick Lifelong Learning Festival to incorporate Brand Limerick in festival collateral.

Summer Tourism Campaign

- Commenced preparations for a multimedia national tourism marketing campaign to position Limerick as a domestic holiday destination when inter-country restrictions are eased.
- Ongoing extensive engagement with local service providers to develop a confident and original domestic tourism offering to showcase Limerick's edge and embrace to national audiences.

Other Marketing Activities

- Collated and produced end of campaign report for Limerick St. Patrick's Festival. The social and digital campaign yielded 1.4 million impressions, 642,740 video views, 7,903 users from 69 countries logged onto Limerick.ie/StPatricksFestival with media coverage generating an audience reach of 529,049.
- Launched four social media adverts to promote
 #LimerickAndProud and enhance the impact of the
 grass roots campaign. #LimerickAndProud started
 trending on social media on 09 April 2021 in response
 to an article mentioning Limerick that had been
 published online on Forbes.com. The social media
 ads ran in conjunction with native posts utilising
 #LimerickAndProud. The hashtag gained momentum
 and was used by more than 1,600 users on Twitter with
 8.6 million impressions, in the following seven days.
- Secured a full page advert on Your Daily Adventure Guide – Shannon Region 2021 and back panel advert on Limerick Visitor Guide Map 2021 for distribution to accommodation providers, transport hubs, restaurants and cafés in June.
- Secured an advertisement feature in the Ireland Investment Guide with the NY Times.
- · Created and issued four Limerick.ie e-newsletters.
- Participated in the Day of Sister Cities on 28 April 2021 following an invite from Vice Mayor of Debrecen, Hungary.

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 46 times on Limerickie's Facebook with followers now 31,280. Posts reached 580,572 users with 30,944 engagements.
- Tweeted 57 times on Limerick.ie's Twitter,
 @Limerick_ie, with total followers now 19,771. Our
 tweets earned 597,300 impressions (no. of times users
 saw our tweet).
- Posted 20 times on Limerickie's Instagram and created
 13 Stories with total followers now 14,024.
- Posted 22 times on Limerick City and County Council's LinkedIn with total followers now 7,216.

Limerick.ie

During the month, there were 115,798 unique site visits to Limerick.ie, a 38% increase on the same period in 2020. (*Google Analytics)

- Content Report: 58 articles, 218 events and 11 amenities were added to Limerickie in April.
- Continued collaboration with Irish Language Working Group to establish requirements for providing Irish translations for 'static' content on Limerickie/council.
- Digital content created encouraging locals to enjoy Limerick over the May Bank Holiday Weekend; Limerick Street Art Trail, Shannon River Treasure Trail, Women of Limerick App, 'Outdoor Activities for you to enjoy this May Bank Holiday Weekend', 'Enjoy a taste of Riverfest at home'
- Image and video galleries created to look back at previous Riverfest weekends
- Updates to online content to promote Limerick Scenic Roadtrips
- Digital content created to engage with #LimerickAndProud; 'Exploring Limerick's Street Art', 'Our Limerick Stories' video gallery, 'Limerick Edge Embrace' photo gallery

The most popular pages on Limerickie in April were:

- www.limerick.ie/council/services/planning-andproperty/apply-or-search-planning-application/searchplanning
- 2. www.limerick.ie
- 3. www.limerick.ie/council
- 4. www.limerick.ie/council/your-council/jobs
- www.limerick.ie/council/services/housing/socialhousing/housing-assistance-payment-hap

Communications

- Engaged extensively with Forbes global media group in relation to inaccurate online article, international event for Limerick secured as a result
- Issued 19 news releases from the Marketing and Communications Department and wrote eight speeches for the Office of the Mayor
- Worked with Archives on a communications plan for the Sean Wall Family Archive
- Worked with Environment Awareness on a multi-council Dog Litter awareness campaign
- Worked with Culture and Arts and Corporate on the Dodo Reddan mural communications plan
- Produced and distributed the monthly Council Connect staff e-newsletter
- Tweeted 164 times on Limerick City and County Council's Twitter account, @limerickcouncil, with total followers now 16,127. Our tweets earned 510,600 impressions (no. of times users saw our tweet).



April 2021 8 of 42

Chief Executive's Report



Physical Development Directorate

1. Travel and Transportation Strategy

A Virtual Meeting of the Travel and Transportation Strategic Policy Committee (SPC) took place on 20 April.

The Agenda included:

- A briefing on Safe Routes to School (SRTS) Initiative by Karen McDonnell, Assistant Planner.
- An update on Limerick Shannon Metropolitan Area Transport Strategy (LSMATS) by Robert Gallagher, Senior Engineer
- An update on Public Realm Strategy by John O'Leary, A/ Senior Executive Engineer

2. Mid West National Road Design Office

N20 O'Rourke's Cross Road Improvement Scheme Compulsory Purchase Order 2020

An Bord Pleanála confirmed the N20 O'Rourke's Cross Road Improvement Scheme Compulsory Purchase Order 2020 on 23 April. The order authorises Limerick City and County Council to acquire compulsorily the land and to extinguish the public and private rights of way necessary for the purposes of providing road improvements comprising:

- A new roundabout controlled junction, alteration to the present junction layout, the construction of new N20 approaches to the junction and the alteration of the existing R518 approaches to the junction
- · A new combined cycleway/ footway
- Relocation of the bus stops
- Road and drainage impact attenuation
- Fencing
- Landscaping
- · Public lighting
- · Accommodation works
- · Associated site works

The Mid West National Road Design Office will arrange acquisition of the land and detailed design for the scheme to progress the road improvements at this location.

N24 Beary's Cross Road Improvement Scheme Compulsory Purchase Order 2020

Planning for the N24 Beary's Cross Road Improvement Scheme is ongoing. On 8 April, An Bord Pleanála held an oral hearing to hear the objections to the compulsory purchase order to acquire the land and extinguish rights of way necessary to construct the scheme. The oral hearing was held virtually via Microsoft Teams.

3. Environment Strategy

A virtual meeting of the Climate Action, Biodiversity and Environment Strategic Policy Committee was held on 13 April.

At this meeting, Anne Goggin, Senior Executive Engineer gave an update on the URBACT Health and Green Space Programme.

URBACT is a European exchange and learning programme that promotes integrated sustainable urban development. The URBACT programme focuses on Action Planning Networks, which allow groups of cities (between seven and ten) to work together to find solutions to common urban challenges. Each network is led by a Lead Partner city and is quided by an URBACT-approved Lead Expert.

Limerick is one of nine partner cities in the URBACT Health and Greenspace Project, along with Lead Partner Budapest (Hungary), Espoo (Finland), Messina(Italy), Breda (Netherlands), Santa Pola (Spain), Suceava (Romania) and Tartu (Estonia) and Poznan (Poland). The objective of the project is to support and enhance the provision of quality green infrastructure in urban areas for their health benefits.

April 2021 9 of 42

Chief Executive's Report



A transnational working group meeting was held on 28 and 29 April. Because of Covid restrictions this was held on line rather than in Santa Pola, Spain as originally planned. The two-day meeting began with an Academy Session which was open to the public and which focused on the following topics:

- · Social wellbeing and urban green spaces
- Education in green spaces
- The Poznan Open Gardens initiative

The Academy was well attended with a number of stakeholders from the Limerick URBACT Local Group (ULG) attending.

This was followed by a meeting of the project partners which began with a virtual tour of Santa Pola and a detailed discussion of that city's proposed actions. Later Synergies between the Health and Greenspace project and another URBACT project called Health Cities were also explored.

On day two, best practice examples from project partners were presented. These dealt with topics such as: a project in Budapest to support cardiac rehabilitation in greenspace; an exercise programme for senior citizens run on the city beach in Santa Pola; the greening of a former railway line in the city of Tartu, Estonia and planting of vegetation to capture particulates and improve air quality in Messina, Sicily.

The Health and Greenspace project in Limerick will focus on enhancing and animating a number of large residential greenspaces in Limerick to improve health and well-being by getting people more active and providing opportunities for social engagement.



April 2021 10 of 42

Chief Executive's Report



Community Development Directorate

1. Tourism, Culture and Arts

Limerick Greenway

The section of the Greenway from Rathkeale to Newcastle West has now been fully reopened, since December 2020.

The works on the remainder of the Greenway are progressing on site. The sections of the Greenway that have been temporarily closed to facilitate these works and the sections that are open are as follows:

Location	Status	
Rathkeale – Ardagh Station House	Open	
Ardagh Station House - Newcastle West	Open	
Newcastle West - Barnagh	Closed	July 2021
Barnagh - Barnagh Tunnel	Closed	July 2021
Barnagh Tunnel Section	Closed	July 2021
Barnagh - Templeglantine	Closed	July 2021
Templeglantine - Abbeyfeale	Closed	July 2021
Abbeyfeale – Kilmorna (Kerry Border)	Open	

*Covid-19: Those wishing to visit the Greenway are advised to follow current Covid 19 restrictions and practice social distancing and to follow any other guidance as outlined by the government and the HSE.

There are ancillary projects that are progressing in tandem with the Greenway itself. These include:

- · the design of underpasses and overpasses
- · design of a car park in Newcastle West
- · design of the car park and Goods Shed in Rathkeale
- development of a temporary car park at the Ardagh Station House site
- stabilisation works to the Ardagh and Barnagh Station houses
- marketing and promotional development
- destination development programme for businesses in conjunction with West Limerick Resources.

Limerick Greenway Destination Development Programme

Limerick Tourism Development Department is working with Kerry County Council and Fáilte Ireland with project leads West Limerick Resources and North, East and West Kerry Development (NEWKD) to deliver a Greenway Destination Development Programme. This is part of the community engagement and capacity building measures being put in place as we prepare for the opening of the Limerick Greenway this summer and the North Kerry Greenway later in 2021/2022.

The programme will take place over 18 months and a meeting of the partners was held in April to meet with the appointed facilitators, the Tourism Hub, to define the programme content and objectives.

CAPITEN

The closing meeting of the INTERREG project CAPITEN (Atlantic Cluster for Technological and Economic Innovation in the Nautical Sector), was held online over a two-day programme on the 8 and 9 April. The event was attended by multiple stakeholders from across Europe and the aim was to disseminate key information pertaining to the programme of work from the project.

April 2021 11 of 42

Chief Executive's Report



Programme Highlights:

REVIEW OF THE MAIN ACTIONS OF THE CAPITEN PROJECT

- Introduction by Région Bretagne, project leader and managing authorities of INTERREG Atlantic Area funding programme.
- Round Table discussions on the main results of the project including marine leisure products, industry and technology, yachting. The Tourism Department from Limerick City and County Council presented information pertaining to innovative products in particular a 'Virtual Reality Experience focused on promoting the River Shannon' which is currently being created by creative digital design company 'Emagine'.

EXPECTATIONS OF THE PARTNERSHIP AFTER THE CAPITEN PROJECT

- · Introduction by Région Bretagne, project leader.
- Capitalization actions of CAPITEN and interests from the stakeholders. Limerick City and County Council's Head of European Projects joined a forum to discuss future plans for collaboration.
- Conclusions by Région Bretagne and managing authorities of INTERREG Atlantic Area funding programme.

MMIAH Mural

An open call seeking artists to carry out a mural at Locke Quay in Limerick as part of the projects actions under Work Program. This is now complete, Panel evaluation on 23 April, emails and letters sent to all artist who submitted proposals on 28 April. Confirmation call to the winner of the panel assessment on 28 April.

CULTURE AND ARTS OPEN CALLS

Grants under the Arts Act Open Call

Limerick Culture and Arts Office open call seeking applications from individual artists or organisations under the "Grants Under the Arts Act" scheme closed for applications on 28 April. We received 36 completed applications to this year's scheme offering grant funding to amateur, community or voluntary groups, or organisations, and individual arts practitioners which, in the opinion of the authority, will stimulate public interest in the arts,

promote the knowledge, appreciation and practice of the arts or assist in improving the standards of the arts. Applications are now 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. In April, 19 letters of support were issued all in support of Arts Council applications. Eight to the Agility Award, one to the Theatre Resource and Development Scheme, two to the Young Ensembles Scheme, one to Theatre Artist in Residence, two to the Theatre Project Award, one to the Opera Project Award, one to Creative Places, one to Faoin Spéir, one to Small Scale Local Festivals and Summer Schools and one to the Open Call.

CREATIVE IRELAND FUNDED PROJECTS Creative Ireland Made in Limerick Grant 2021 Open Call

The open call for Limerick based creative practitioners, organisations and communities of place and interest to submit applications for Made in Limerick Grants 2021 closed for applications on 21 April. These grants are offered as part of Limerick Creative Ireland Programme to deliver activities taking place in 2021 and there are a total of 40 applications to the scheme. These applications are now being processed.

Creative Ireland Creativity in Older Age Scheme-'Musicians On Call' Open Call

This project is led by Limerick City and County Council, Culture and Arts Office in collaboration with Age Friendly Limerick and Healthy Limerick. It is delivered in partnership with Artistic Partner Kids Classics, the Health Service Executive (HSE) and Clare and Tipperary County Councils.

The aim of the project is to bring high-quality live music to vulnerable older members of our communities living in Nursing Homes, and their Carers, in a way that is more than an outside-in audio live broadcast, driven by equity of experience for all, and a shared social experience. The Musicians on Call project will be delivered by professionally trained healthcare musicians from Kids

April 2021 12 of 42

Chief Executive's Report



Classics, to connect music-making opportunities to residents and healthcare staff in Nursing Homes and Community Hospitals.

The open call, which was announced on April 30, offers the opportunity to two regional based musicians to join the team and gain experience delivering person-centred, sensitively placed Music in Nursing Homes in Limerick, Clare and North Tipperary.

ARTS COUNCIL FRAMEWORK AGREEMENT PROGRAMME

Partnerships

EUROPEAN PROJECTS

TRAINART 4th Training Hotspot in Limerick "Striving for Viability in Cultural and Creative Industries (CCIs) – Towards Sustainable Working Models

Organised by Social Impact Ireland, in partnership with the Limerick Culture and Arts Office, TRAINART's fourth training hotspot concluded on April 1, consisting of an online training event hosted live from Limerick for three days, "Striving for Viability in CCIs – Towards Sustainable Working Models". On 1 April a closing event saw four Limerick creatives give presentations to the participants from the Performing Arts Sector around Europe on delivering art in the current climate and the effects the Covid-19 pandemic has had on the sector. This was hosted by Richard Lynch of I Love Limerick.

TRAINART is a European project to which Limerick City and County Council is an associate partner. TRAINART aims at strengthening the competitiveness of the European Performing Arts sector and shaping new skills for cultural operators interested in developing innovative business models in the Cultural and Creative Industries. On 27 April Limerick Culture and Arts Office participated in the Steering Committee meeting online to discuss the 5th Training Hotspot which is to be the last in the series of the project, from Bilbao in Spain.

PLACE MAKING FESTIVALS AND EVENTS

The Dodo Reddan Mural

Limerick Culture and Arts Office in partnership with Limerick's urban art initiative, Draw Out, brought the artist Omin to the city streets. Limerick City and County Council supported a new piece of Street Art at St. John's Pavilion in the city centre paying tribute to the legendary Limerick lady, Dodo Reddan. This public art piece is now a striking, bold and vibrant statement on one of the main entrances to the city.

Festivals and Events

St. Patrick's Festival Post Event Round up with Failte Ireland

As part of Fáilte Ireland's Regional St. Patrick's Day Celebrations initiative, Limerick City and County Council participated in a debriefing session on 22 April with the five other locations taking part. Limerick highlighted the programme, response to, and public engagement in the celebrations in March 2021. The greening of locations across the city and county proved to be a catalyst to community involvement at a time when we could not go beyond our 5km travel limit.

April 2021 13 of 42

Chief Executive's Report



2. Property and Community Facilities

DERELICTION AND VACANCY

Dereliction and Vacancy	
Inspections carried out	188
Property and Community Facilities Department Notices issued	6
Statutory Notices issued under the Derelict Sites Act	55
Cases closed through engagement	32
Properties entered onto the Derelict Sites Register	10
Properties put forward for Compulsory Acquisition (Section 15 Notices)	28
Properties Compulsorily Acquired (Section 17 Notices)	0

BIN WAIVERS

Bin Waivers Approved	11
----------------------	----

3. Urban and Rural Community Development

Community Culture and Leisure Strategic Policy Committee (SPC)

- The Community, Culture and Leisure SPC met on the 19
 April and the issues considered included the draft Burial
 Ground and Internment Strategy, the impact of COVID
 19 on the Culture and Art Sector and two presentations
 on the Covid Community Response and the Audit
 of Community and Cultural Facilities were given to the
 members.
- · The Autism Friendly SPC Sub Group also met in April.

Local Community Development Committee (LCDC)

- The April meeting of the Local Community
 Development Committee (LCDC) was held on 6 April.
- The LCDC approved funding of €62,071 under the COVID-19 Emergency Funding Round 2. This funding was targeted at projects that focussed on
 - (i) Community and Voluntary Organisations eligible under the fund who provide services to groups that are particularly badly impacted by COVID such as organisations working with schools supporting disadvantaged pupils and those with special educational needs.
 - (ii) Community and Voluntary Organisations eligible under the fund who provide services to other groups requiring additional supports due to COVID such as Mental Health Services, Youth Services, services to Special Needs Groups, Disability Services, Migrant Services, Carers Associations so as they can adapt their services and operations to fit the new COVID-19 reality.

The following groups were approved for funding by the LCDC:

ADAPT Domestic Abuse Services	€1,000.00
ASD Ireland	€1,900.00
Ballyhoura Development CIG	€2,000.00
Ballyhoura Rural Services	€2,500.00
Caherconlish/Caherline Community Centre	€1,750.00
Community Crisis Response Team	€1,900.00
Coolfree Kids Preschool and Afterschool	€1,000.00
Croom Foroige	€2,250.00

April 2021 14 of 42

Chief Executive's Report



Doras	€1,000.00
Down Syndrome Limerick	€1,900.00
Dromcollogher Respite Care Centre	€4,000.00
Focus Ireland	€1,496.32
Foynes and District Community Council	€2,000.00
GOSHH Ireland CLG	€1,000.00
Hospital Family Resource Centre	€2,500.00
Hospital Herbertstown GAA	€350.00
Kilfinane Community Project CLG	€1,000.00
Killeedy Community Alert	€500.00
Kilmallock Community Childcare t/a Abbey Kids	€500.00
Kings Island Creche	€1,500.00
Limerick Scout County (Scouting Ireland)	€1,500.00
Northstar Family Support Group	€334.68
Novas	€1,480.00
Our Lady Queen of Peace Community Pre-School	€1,000.00
Pallasgreen/Templebraden Community Council	€1,000.00
Queen of Peace Development Group	€960.00

	_
Rathkeale Meals and Wheels	€500.00
Respond Housing	€3,000.00
Saoirse Addiction Centre	€1,000.00
Southill Afterschool Club CLG	€1,000.00
St. Marys National Pre-School and Homework Club	€2,000.00
St. Patricks Youth Club	€1,000.00
St. Ita's Voluntary Housing and Day Care Centre	€4,000.00
St. Joseph's Foundation	€1,750.00
Templeglantine N.S. Parent's Association	€2,000.00
Thomond Primary School	€1,000.00
West End Drama Group	€2,000.00
West Limerick Foroige	€2,500.00
West Limerick Resources	€2,000.00
	€62,071.00

April 2021 15 of 42

Chief Executive's Report



Funding Streams

Rural Regeneration Development Fund (RRDF)

• The Rural Regeneration and Development Fund (RRDF) granted €1.5 million to Foynes Flying Boat and Maritime Museum to support its expansion. The expansion project is an ambitious reimaging of the existing museum, upgrading and expanding the existing Museum to enable new visitor flow and upgraded interpretations. It will create an additional viewing gallery, a children's gallery, a 112-seater cinema, archival and library space and conference facilities. The project will significantly enhance the museum to create an internationally significant tourism attraction. The total projected cost of the development is €4,218,709.

Limerick Public Participation Network (PPN)

- A PPN Plenary meeting was held this month with a third
 of the members represented on the night. The Mayor of
 the City and County of Limerick, Councillor Michael
 Collins, addressed the Plenary and launched the
 Limerick PPN 2020 annual report. This report is
 available on the PPN website: www.limerickppn.ie.
- Limerick PPN Secretariat met once this month and continues to successfully deliver on its key functions.
 The 2021 PPN work plan was adopted by the PPN membership and submitted to the Department of Rural and Community Development and Limerick City and County Council.
- Three induction sessions for new PPN representatives on Limerick City and County Council committees were delivered and two webinars on Limerick PPN and Limerick City and County Council structures were delivered to PPN members.
- PPN Linkage Group meetings this month: Travel and Transportation; Home and Social Development; Community, Leisure and Culture. Details of the Linkage Groups are on the Limerick PPN website.
- Elections opened to fill vacant seats on the PPN
 Secretariat, the Joint Policing Committee and the Home and Social Development Strategic Policy Committee.

Environmental Awareness

- Team Limerick Clean-Up 6 took place across the city and county in line with current COVID-19 Level 5 restrictions on 2 April in a 'different but doable' manner, with participants across city and county cleaning up around their houses and gardens. The Mayor of the City and County of Limerick, Councillor Michael Collins and songwriter Emma Langford, who performed Limerick You're A Lady, officially launched the event at King John's Castle. A special message to volunteers to stringently observe health and safety guidelines, in line with Government and HSE directives, was met efficiently by participants across the county, many of whom were participating in TLC for the sixth time.
- Saving Limerick Swifts Swifts are now on the Red List for Birds of Conservation Concern in Ireland. This European Green Leaf Initiative, led by Limerick City and County Council sees the Council collaborate with Bird Watch Ireland's Urban Bird Conservation Officer, Limerick City Parish, The Hunt Museum, Shannon Heritage, the Limerick Branch of Birdwatch Ireland and Limerick City Centre Tidy Towns. Collectively 'we' have embarked on an exciting conservation project to provide specialised Swift nest boxes at five locations across Limerick City. Swifts nest in colonies; they like to have neighbours so thirty-nine 'possible' nests in seventeen nest boxes at a height of five metres from the ground have been provided at prominent sites in Limerick City. The aim of this project is to help the Limerick Swift population which is in decline.
- Limerick City and County, Clare, Tipperary and Cork County Councils' collaborated on a social media Anti Dog Litter Campaign highlighting that dog littering is not a dog problem, but it is a human problem. Over the week of the campaign dog owners are asked to take dog litter bags every time they walk their dog, not to let their dogs roam in public places and to dispose of litter appropriately.

Adverts encouraging Home composting and 'Man in the Van' anti-dumping adverts continued. 'Don't Mow Let It Grow' signs were distributed to over 25 groups across the city and county.

April 2021 16 of 42

Chief Executive's Report



Limerick Sports Partnership (LSP)

- LSP VIP Transition Year Leadership programme had its highest number of applications for 2021-2022. 290 applied for the programme and 324 Zoom interviews were held between 1st round and 2nd round interviews. The final 34 successful candidates represent 16 schools across the City and County.
- Education Courses continue to grow in demand for April.
 Courses include, Mental Health First Aid, Safeguarding,
 Physical Literacy, Autism in Sport, Disability Awareness
 and Coaching Children and Positive Sports Parents.
- Online Programmes for key Target Groups continue a weekly basis with over 680 engaging in programmes for Men, Women, Children, Individuals with a Disability, Older Adults and across Disadvantaged Communities
- Key programmes targeting Men were hosted for Men's Health week and for companies for Workplace Wellbeing Day, engaging staff to look after their physical and Mental Health.
- Sport Ireland Launched its Funding allocations for 2021 with Limerick LSP securing €443,356 which includes Core, Programme funding and Women in Sport funding.
- A key development saw a past participant from our Boxing Clever Programme (22-week Education and Health programme for those recovering from Addictions) completed his personal training certified course and started tutoring his first programme for Limerick LSP with Griffin House residents.
- For more information on programmes and activities visit www.limericksports.ie

In general, the engagement is LSP programmes and Education courses has continued to be very positive. Elements of this delivery will continue post COVID as it really meets individuals where they are. In fact, it is really an element of pre-development work and will hopefully led participants to engage with programmes in a more meaningful way having developed some confidence. Clubs and Community groups have availed of all education courses for Best practice and continued CPD (continuing

professional development) for staff and volunteers; this will benefit communities when more activity returns in the coming months.

THEMATIC PROGRAMMES

AGE FRIENDLY

- Online Meetings/Webinars attended
 - National Network of Age Friendly Programme Managers
 - Northside Older Peoples Advisory Group (NOPAG)

EDUCATION

A presentation on the Fast Track Cities Ireland initiative was delivered by the Thematic Programmes Team to the members of Comhairle Na n-Og Luimni. In 2014, the city of Paris, the international association of providers of AIDS care, the joint United Nations programme on HIV/AIDS and UNHabitat, formed a working group dedicated to the eradication of AIDS and AIDS related illness. Their ask was simple, frontload investment in research and step up the pace of service delivery. Strengthen and leverage existing HIV programming for greater impact and scaling up of HIV services, particularly testing and treatment. In 2014, Paris was alone in supporting the programme, however, in the intervening seven years, the initiative has grown significantly and is now being actively rolled out in more than 300 cities around the world.

On 13 June 2019, a delegation from Limerick attended an event, held in Dail Eireann, where Limerick City signed the Paris Agreement. We were joined by our counterparts from Galway, Cork and Dublin in signing up to the agreement on the day. We agreed to work with the national and international management structures put in place to ensure Limerick achieve the objectives of the initiative. Those objectives would see all cities reach the 90 90 90 targets met. The idea was that 90% of all patients living with HIV would know their health status. Of that number, 90% of them would be supported to engage in anti-retro-viral treatment and of those numbers 90% would have a successful outcome to treatment that would see them with an undetectable viral load, meaning very low levels of the virus in their systems. Going further,

April 2021 17 of 42

Chief Executive's Report



the group also decided to aim to achieve by the end of the decade, epidemic control i.e. that they would be in complete control over the virus and have it eradicated. They also aimed to develop innovative Hepatitis C vaccination programmes, tackle TB, develop and enhance long-term HIV management protocols and reduce the numbers presenting with sexually transmitted diseases. A steering group has been established at national level, and at local level in Limerick. They are beginning work on bringing stakeholders from a range of work areas and experiences together to engage in a consultation process that will identify the best way forward with the initiative.

· Online Meetings/Webinars attended

Limerick Childcare Committee

INTEGRATION

· Online Meetings/Webinars attended

 EDNIP (Embracing Diversity, Nurturing Integration Programme)

HEALTH and WELLBEING

Limerick City and County Council's Healthy Limerick Coordinator is continuing to provide support for grantees under Healthy Ireland funding. Updates on local projects are provided through social media. It is envisioned that the easing of restrictions will allow for many of these projects to get back on schedule. The Healthy Ireland funding stream has been extended from July 2021 to the December 2021 to allow for Covid-19 delays.

· Online Meetings/Webinars attended

- One Million Stars Domestic Abuse project
- Launch of The National Implementation Framework for Children and young Peoples Participation in Decision Making
- Healthy Cities and Counties Co-ordinators learning meeting (*2)

4. Libraries, Gallery and Museum

Libraries

- "Grow It Forward" is a national programme to help people #KeepWell by growing their own food in partnership with Healthy Ireland and Libraries Ireland through the Government of Ireland's Keep Well initiative. There has been a huge response to this new programme following an invitation from Limerick Libraries to potential growers. Over 800 seed packs have been delivered and participants are asked to use them to share the experience with ten people. In all, the aim is to support half a million people across Ireland to enjoy the wide range of benefits that come from growing food at home. Information about gardening books, online magazines and other resources, including easy ways to join your library, is included in packs delivered to homes across the city and county this month. Newcastle West Library collaborated with local Horticulturist and Environmentalist Jim McNamara, by posting a video "Gardening in Lockdown" on Facebook to highlight the importance of growing fruit and vegetables as part of a healthy lifestyle.
- In April Libraries rolled out a key element of the national "Right to Read" literacy campaign, "Spring into Storytime". Children's story-time sessions are made available online thanks to cooperation between local library services and Irish publishers. To overcome Covid-19 restrictions libraries, Irish publishers and Irish writers have teamed up to create virtual library story times. Limerick Library staff members have produced a body of work to bring the magic of story time into homes, and celebrate great Irish writing for young people. Speaking, reading and writing are among the most important skills children learn. Reading, either independently or through shared reading, helps children to develop their imagination, enhance creativity, strengthen oral language development, and communicate more effectively. When children come across the same words in many different places and contexts, they develop a stronger understanding of their meaning and use. If a child hears new words

April 2021 18 of 42

Chief Executive's Report



through conversation and when read to them in a story, they have a firmer basis for making associations between words, allowing them to more easily learn and recall the word.

- Well known circus performer and storyteller, Arran
 Towers facilitated online workshops for schools in
 Cappamore, Kilmallock, Galbally, Newcastle West,
 Killoughteen, Mungret and Limerick city. Patricia from
 Adare Library and Marie from Kilmallock Library posted
 great stories with personal links to their own reading
 lives this month and they can be viewed on Facebook
 and Twitter.
- Ciara from Dooradoyle Library read 'Happy Birthday Peter' and 'Goodnight Peppa', both written by Lauren Holowaty. Eight classes from Limerick Educate Together National School, Mungret were invited to an online event with children's author, Roisin Meaney. Limerick Libraries also hosted an online 'Rhyme and Sign' Storytime with Claire Glynn of 'Clever Little Handies'. This event was aimed at parents with small children, from newborn to toddler, and took place via Zoom. Newcastle West branch posted three stories on FaceBook: "Too many Bubbles" by David Gigg, was read by Donna. Liam read the very popular "Fantastic Mr. Fox by Roald Dahl, Mr. Fox himself was guest of honour on the day! And Helena read "Dare for a Hare", a tale of brotherly love and bravery.

Watch House Cross Library included four story times on Zoom with classes from J.F. Kennedy National School, Mary Queen of Ireland National School and Parteen National School, Simone Schuemmelfeder who has visited our libraries many times for live storytelling workshops facilitated these. Simone is particularly interested in 'sensory storytelling', integrating sensory stimulation into the stories to make them more accessible for children with additional needs.

 Limerick Library services continued to build the outreach programmes to Men's Sheds Ireland with the distribution of Grow It Forward packs to Men's Shed coordinators in Limerick.

- Children from Scoil Íde National School started a tenweek course on creative mindfulness with Sonia Millar as part of our Healthy Ireland at Your Library programme. The children are being introduced to creative relaxation techniques and breathing exercises to promote calmness and build self-confidence.
- A new series of webinars are now available on the Healthy Ireland at Your Library website and the library's YouTube channel.
 - Understanding Grief and Loss Breffni McGuinness, Irish Hospice Foundation
 - Compassion-based approach to over-eating Dr Mary Hynes, HSE.
 - Support Tips for Parents of Young Children (eight Things I Want My Parent to Know!) – Mr Peadar Maxwell, HSE.
 - Supporting Your Child's Emotional Health through Adolescence – Mr Peadar Maxwell, HSE.
- Training in the National 'Age Friendly Libraries Digital Ambassadors Programme' was rolled out to staff in Dooradoyle Library. The programme is designed to offer guidance and training to older people in using the library's online resources.
- Watch House Cross Library posted an Easter craft activity online for families to enjoy.
- Watch House Cross staff continued with story time sessions on Facebook each Thursday at 11.00 am. All libraries continue to respond to phone calls and emails to ensure continuity of service to library members until Covid-19 restrictions can be lifted.
- The Granary Library hosted a book launch via Zoom on 16 April. The book "James David Bourchier" by Martin O'Brien tells the story of the Bulgarian National hero who was born in Limerick. Special guests included the Mayor of the City and County Councillor Michael Collins and Ambassador of Bulgaria to Ireland, Her Excellency Gergana Karadjova.

April 2021 19 of 42

Chief Executive's Report



Limerick City Gallery of Art (LCGA)

- The current exhibitions, At Home on the Farm and Parr's Ireland have received extensive media coverage since it opened. Because people could not see the exhibition it has been decided to extend the exhibition until 27 June. The exhibition garnered significant coverage locally and nationally.
- In addition to the exhibition, a number of events were produced including a special event on The Economics of Food, featuring academic, Stephen Kinsella; a series of poetry readings, which are part of National Poetry Day on 29 April.
- The final exhibition, Cows are mostly Silent, comprises a selection of works from the Permanent Collections relating to At Home on the Farm, curated by Adam Stoneman will also continue until 27 June.
- Work has commenced on preparatory work for the next exhibition, Skin Deep by Mary Ruth Walsh, a touring exhibition from Wexford Arts Centre, due to open on 13 May.
- LCGA continues to work with Arts Council and Artists on the forthcoming exhibitions and outreach programme for the 2021.
- LCGA to celebrate the 30 years of the National Collection of Contemporary Drawing is planning a major exhibition curated by Samuel Walsh, who was a founding member of the Limerick Contemporary Art Society in the early 1980's. The NCCD is unique to Limerick and a valuable resource.
- A publication is being prepared for our summer exhibition, Common Threads by Limerick artist, Maighread Tobin. This will be Maighread's first solo exhibition at LCGA and marks a significant change in her practice. A further publication will be produced for the accompanying exhibition, The Loneliness of being German, featuring artists, Thomas Brezing and Vera Klute.

- Research and preparatory work for the upcoming 75th anniversary of the opening of the extension to the Carnegie Library as a home for the Permanent Collection. This is a significant opportunity for Limerick City and County Council to celebrate this important contribution to the cultural offer in Limerick.
- LCGA continues to work with the Hunt Museum for their forthcoming summer exhibition 'Wild Atlantic Way's' providing 11 artworks from the Permanent Collection for the exhibition.
- The development of LCGA's webpage and social media outlets has resulted in a very high number of online engagements with 1,842 to date. This on-line presence required significant investment (funded by Arts council grant) but is deemed essential to maintain visibility and promote our exhibitions through this medium while the Gallery is closed to the public. Further information on any of the Exhibitions and Engagement programme can be accessed on: www.limerickgallerypages.com
- Brendan Egan, the current Shinnors Scholar, will focus over the next month on developing a Family Programme for the Summer June-August. Brendan has applied to transfer to a PhD and will receive confirmation of this in early June.
- Work continues on the development of the new webpage for LCGA with capacity funding (€20,000) received from the Arts Council. LCGA is working with colleagues from ICT and the communications Department to develop the hardware and content for this.
- LCGA became a volunteer member in the Limerick City and County Council CityExchange programme for 'Positive Energy Champions' and will take part in the 20 week research programme.

April 2021 20 of 42

Chief Executive's Report



Limerick Museum

- Limerick Museum collaborated with the Design and Delivery Department and the Communications and Marketing Department on the O'Connell Street Revitalisation Project by providing images depicting various episodes of O'Connell's Street's long and distinguished history for use on information panels and other aspects of the Project.
- Stephen Murphy has been appointed Public Engagement Co-Ordinator of The Three Muses: Exploring Art and Identity, the joint schools programme established in 2019 and led by Limerick Museum, the Hunt Museum, and Limerick City Gallery of Art and took up his appointment in April.



April 2021 21 of 42

Chief Executive's Report



Housing Development Directorate

1. Strategic Housing Development

1. BUILD, BUY AND LEASE

The following table shows progress to 30 April in the Social Housing delivery streams:

As at 30 April (01.01.21 – 30.04.21)	Build	Buy	Lease	Total
Complete	16	1	30	47
In Progress	295	21	101	417
Overall Complete and In Progress	311	22	131	464
'Housing for All' 2021 Delivery Target	441	10	84	535

The table sets out the units of accommodation complete and in progress in 2021 under the Department of Housing, Local Government and Heritage's 'Housing for All' Buy, Build, Lease delivery programme.

All units 'In Progress' are estimated for 2021 delivery. Units expected to be delivered in 2022 and 2023 are not included.

All units 'Complete' have been delivered between the periods of 1.1.2021-30.4.2021.

2. SINGLE POINT OF CONTACT (SPOC)

Fifteen houses were returned in April to be inspected and categorised under four categories:

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 (mechanical and electrical).

Category 4 – Derelict i.e. structural works – reroofing, complete retrofit.

House Returns April - Categorisation		
Cat 1	0	
Cat 2	6	
Cat 3	0	
Cat 4	0	
To be inspected	9	
TOTAL	15	

House Returns April - Municipal District		
Adare-Rathkeale	1	
Cappamore-Kilmallock	5	
Newcastle West	2	
Metropolitan Area	7	
TOTAL	15	

April 2021 22 of 42

Chief Executive's Report



Current Working Programme		
	Completed in April	In Progress
Design and Delivery	3	14
Operations & Maintenance	7	57
Single Point of Contact	0	92
Regeneration Team	3	2
Team to be assigned	N/A	15
TOTAL	13	180



April 2021 23 of 42

Chief Executive's Report



Service Operations Directorate

1. Housing Support Services

Waiting List

Housing Waiting List 2,362

Allocations

	No. of Units April 2021	Year to Date
Adare-Rathkeale	1	3
Newcastle West	2	9
Metropolitan District	20	67
Cappamore-Kilmallock	2	10
Total	25	89

· Traveller Housing Welfare

No. of Units offered April 2021	2
Year to Date	6

^{*} these figures are included in allocations figures

Housing Assistance Payments Limerick (HAP)

2,507 of active HAP Tenancies monitored, reviewed and maintained.

No. of HAP tenancies set up this month	39
No. of Amendments	406
No. of Cessations	38

· Allocations Refusals

	No. of Units April 2021	Year to Date
Adare-Rathkeale	1	1
Newcastle West	0	1
Metropolitan District	0	3
Cappamore-Kilmallock	0	1
Total	1	6

Chief Executive's Report



Home Improvement Schemes

April 2021	MAGS (Mobility Adaptation Grant Scheme)	No.	HAGS (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.	DPG	No.
Adare-Rathkeale	€13,300.00	3	€28,934.00	2	€26,860.00	7	€0.00	0
Newcastle West	€11,500.00	2	€10,967.50	2	€19,728.80	4	€0.00	0
Metropolitan	€17,390.00	3	€52,452.00	6	€25,042.00	5	€0.00	0
Cappamore-Kilmallock	€17,085.00	3	€0.00	0	€1,900.00	1	€0.00	0
Total	€59,275.00	11	€92,353.50	10	€73,530.80	17	€0.00	0

Total Monies issued in April 2021 = €225,159.30

Total Grants issued in April 2021 = 38

January to December 2021	MAGS (Mobility Adaptation Grant Scheme)	No.	HAGS (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.	DPG	No.
Adare-Rathkeale	€57,331.34	11	€46,497.02	6	€97,871.65	23	€0.00	0
Newcastle West	€44,500.00	8	€59,490.94	10	€66,168.88	17	€0.00	0
Metropolitan	€96,265.00	15	€224,600.83	25	€100,450.50	28	€0.00	0
Cappamore-Kilmallock	€78,917.54	15	€80,500.37	9	€67,533.95	13	€0.00	0
Total	€277,013.88	49	€411,089.16	50	€332,024.98	81	€0.00	0

Total Monies issued January to December 2021 = €1,020,128.02

Total Grants issued January to December 2021 = 180

Rent Collection

Rent Collection Limerick City & County Council							
Opening Balance Accrued Total for Receipts Closing balance % 31/03/2021 Collection							
€5,040,713	€5,556,045	€10,596,758	€5,590,772	€5,005,986	53%		

April 2021 25 of 42

Chief Executive's Report



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

Individuals - 03/04/2021					
Location	Description	No.			
McGarry House	Mixed Low threshold accommodation for singles	30			
St. Patrick's Hostel	Higher threshold accommodation for single males	43			
Thomond House	Higher threshold accommodation for single females	15			
B&B (no children)	Adults without children accommodated in B&B	6			
Clare Street Emergency Pods	Adults without children accommodated in low threshold emergency accommodation	10			
Temporary Emergency Provision TEP 1 (Edenvilla)	Low threshold, night by night (9pm-9am) emergency accommodation. Mixed	14			
Temporary Emergency Provision TEP 2 (Phoenix Lodge)	Low threshold, night by night (9pm-9am) emergency accommodation. Mixed	15			
Total		133			

Families						
Location	Description	No. Adults	No. Children			
Curinghagas		5	6			
Suaimhneas Family Emergency accommodation		Famil	ies - 5			
B&B/Hotel	Facilities	1	1			
Accommodation	Families	Families - 1				
Turin Onlya Familia Halb	Face the Link	11	13			
Twin Oaks Family Hub	Family Hub	Families - 10				
		Adults	Children			
Totals		17	20			
		Famili	es - 16			

April 2021 26 of 42

Chief Executive's Report



Tenant Purchase/ Ground Rent / Deed of Discharge / Consent to Sale / Cottage Purchase Annuity Details:-

Tenant Purchase					
Tenant Purchase Applications: No. Received	8				
Tenant Purchase Applications: No. Approved	0				
Rebuilding Ireland Home Loans					
Loan Applications: No. Received	6				
Loan Applications: No. Approved	3				
Deed of Discharge					
Deed of Discharge Applications: No. Received	12				
Consent to Sale					
Consent to Sale Applications: No. Received	3				
Cottage Purchase Annuity					
Cottage Purchase Annuity: No. Applications	0				
Ground Rent					
Ground Rent Applications: No. Received	2				

Freedom of Information, Data Requests and Ombudsman

Freedom of Information Requested submitted	4
Ombudsman Query Cases	4

April 2021 27 of 42

Chief Executive's Report



2. Planning and Environmental Services

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

- · 247 complaints were received in April.
- · 353 inspections were undertaken during the month.
- · The Department issued 19 Statutory Notices.
- · 20 Directions were served by the Department.
- · 67 Warning Letters were issued in April.
- 37 litter fines were issued during the period.
- Construction of a multi-storey Build to Rent (BTR)
 residential development comprising the construction of
 50 apartments with the following mix: 26 one bedroom
 apartments, 20 two bedroom apartments and 4 no.
 studio apartments within a single block ranging in
 height from 3-6 storeys over basement at Clonmacken
 Road, Caherdavin.
- Construction of 55 dwellings at Hillcroft Close, St. Patricks Road, Singland.

Economic Development and Planning

Planning Applications

A total of 164 new planning applications were received as follows:

Part 8	0
Housing Developments	5
Domestic Developments	114
Agricultural Developments	18
Commercial Developments/Change of Use	9
Sporting/Community and Educational Developments	5
Other Developments	13

The current applications include proposals for:

- Construction of 24 dwellings at Lower Park Road, Corbally.
- Construction of 61 dwellings at Woodfield Manor, Cloonyscrehane, Newcastle West.

3. Veterinary Services

- · Three stray or wandering equines were impounded.
- · The dog control unit dealt with four dogs.
- Seven food samples were submitted during the month for analysis under the National Residues and Microbiological Sampling Programme.

4. Cemeteries

Number of Burials in City Cemeteries

Mount St. Lawrence	15
Mount St. Oliver	16
Castlemungret	6
Kilmurry	1

April 2021 28 of 42

Chief Executive's Report



5. Municipal District Offices

Metropolitan District of Limerick

Metropolitan District Meetings

The Online Monthly Meeting of the Metropolitan District of Limerick took place on 19 April. In addition, Briefings on certain issues relevant to the Metropolitan District, as well as Online Operational Area Meetings for Elected Members also took place during the month.

Upgrade works across the Metropolitan District

Work commenced on the Peafield Road Footpath in Castletroy. This scheme comprises the installation of 190m of new footpath and is being constructed by Tallybrooke Civil Engineering on behalf of the local authority and works are due to be completed mid-May.

Work has also commenced at Gaelscoil Chaladh an Treoigh. This project comprises the installation of a pedestrian crossing and splitter island. All civil works are now complete and a Zebra crossing infrastructure will be installed in the coming weeks. Tallybrooke Civil Engineering are also involved in the construction of this scheme on behalf of the local authority.

Footpath works have been completed in Vartry Field in Raheen and at the Boro Field project.

A Biodiversity area has been provided, along with the completion of upgrade to footpaths, in the People's Park.

A natural play area has been provided in Shelbourne Park.

The provision of new footpaths in Mayorstone Quarry is also underway at present.

Mural Unveiled

Councillor Sarah Kiely, Cathaoirleach, Metropolitan District of Limerick unveiled a mural to Limerick lady, Dodo Reddan who was one of Limerick's most colourful and memorable characters who was renowned for her two passions in life, her great love of dogs and rugby. Limerick City and County Council funded the mural, which is located at Sráid an Ceoil, St. John's Pavilion in Limerick

City Centre, and the Culture and Arts Office collaborated with Draw Out to bring to life the tribute to one of Limerick's most recognisable people.

Municipal District of Adare-Rathkeale

Adare

Adare Park

The Town Park is receiving a major overhaul in terms of maintenance, pruning of shrubs and planting of new areas which will include tulips and roses.

A new natural play area for young children and seating area are to be installed beside the Park Gazebo. Site clearance works for the proposed Sensory Garden installation at the end of the Park have begun and will be completed shortly.

Pallaskenry

Active Travel funding has been received for footpath works in the village to commence when topographical survey is complete.

Kildimo

Active Travel

Active Travel funding has been received to extend the footpath from the GAA Pitch to Old Kildimo and connect the houses to the west of Old Kildimo. Topographical survey is awaited.

Rathkeale

Footpath installation works are nearing completing on the R518 from the Council Offices in the town to Coláiste na Trocaire Secondary School.

Road Improvements

Road Improvement works, managed by the Mid West National Road Design Office, are currently underway between Kildimo and Bolane Bends. April 2021 29 of 42

Chief Executive's Report



Municipal District of Cappamore-Kilmallock

The Monthly Meeting of the Cappamore-Kilmallock Municipal District for April was held online on 15 April.

All GMA Community Grant nominations were appraised at a workshop on the 29 March by the Elected Members, and approved by consensus at the Municipal District Meeting.

Access to the public office and library continues to be closed due to the restrictions, but services to the public continued via phone, post and email.

Essential repairs to houses were undertaken by the Housing Maintenance team and Roads Maintenance team.

- 117 cases were assigned to the Housing Maintenance team
- 71 cases were assigned to the Roads Maintenance team

4 Private House grants were paid out in April, and to date 28 Pilot House Refurbishment Grants applicants have completed the works.

A Public Consultation on the Bruff Public Realm Plan was undertaken on 29 April online.

Eight Applications for the CLAR Grant stream were received for the Cappamore-Kilmallock Municipal District. Five for Measure 1 and Three for Measure 2.

Municipal District of Newcastle West

At the April Monthly Meeting of the Municipal District of Newcastle West, the Members passed a Resolution designating that Newcastle West become a Fairtrade Town. The Resolution was proposed by Councillor Michael Collins and seconded by Councillor John Sheahan. It was unanimously supported by all Members of the District.

A presentation on the Fairtrade Initiative was given at the April meeting by Dolores O'Meara and Sr. Delia O'Connor, from Limerick Fairtrade. A Fairtrade Committee will progress this initiative.

Fairtrade works to promote the goals of fairness and equality for people in less developed nations. It ensures that the farmer is paid a fair price for produce and also gives extra money to the co-operation called a premium. This premium is spent on developing the local community and contributes towards the building of schools, bringing water to villages, and building clinics. More than seven million people in Africa, Asia and Latin America benefit from Fairtrade.

As part of the Newcastle West District Roads Programme of Works 2021 reconstruction works were completed at Ballybehy North and at Kilconlea Abbeyfeale.

Further road reconstruction works commenced at

- Gortnalassa Feenagh,
- · Healy's Forge, Abbeyfeale,
- · Caherbeg, Secondglas, and Cragg Mountcollins,
- Kantoher, Glenquin South and Ballintubber Raheenagh and also at
- · Ballinruane Kilmeedy.

The District also carried out drainage works at Dromtransa, Abbeyfeale. Also sightlines junction improvements were completed at the junction of Ardrine Cross, Castlemahon and at the Graveyard at Castlemahon. These items form part of the Schedule of Municipal District Works for 2021 for the Newcastle West District.

April 2021 30 of 42

Chief Executive's Report



Capital Investment Directorate

1. Design and Delivery

Project Updates:

Covid-19 Restrictions

 Following the partial easing of Covid-19 restrictions on construction of social housing projects in April work recommenced on housing projects at Clonmacken (43 units), Mulgrave Street (17 units), Gough Place (17 units) and Hospital (20 units). Construction work has also commenced on the refurbishment of vacant houses.

Kileely Road Housing Scheme (Five Homes)

Five new homes were completed and allocated at 1-5
Liadhain Terrace on Killeely Road. This project involves
the redevelopment of an underutilised site with one
single storey house demolished and replaced with five.
This is a good example of the sustainable densification
of underutilised sites in the city. Densification of
underutilised urban areas is national policy and an
important objective of the National Planning
Framework. A two storey street frontage has been
formed opposite St. Lelia's Church. This development is
close to services and the amenities of the city.

Housing Scheme Knocklong

 An application for approval to commence construction on a 12 unit housing scheme was submitted to the Department of Housing, Local Government and Heritage in April.

Housing scheme at Old Christians, Rathbane

 Design and Delivery Services held a site walkthrough with Housing Support Services ahead of allocation of homes in the 43 unit development at the Old Christians Site in Rathbane which are due for completion in June.

Coonagh Knockalisheen Distributor Road

 The main contract commenced on 22 March. Works in the area of Watch House Cross commenced in April. Works also commenced in Hartigan Villas to create a new link street.

O'Connell St. Improvement Works

 Construction work commenced on the O'Connell Street Revitalisation Project in April with Thomas Street commencing on 6 April and work on O'Connell Street commencing on 12 April. Design and Delivery Services is currently collaborating with the Limerick Museum and Sean Curtin of True Media on a project to mark the events on O'Connell Street 100 years ago.

Castletroy Urban Greenway

Works are continuing on the Castletroy Urban
Greenway which will significantly improve connectivity
and active travel options in this part of Limerick city. The
project is projected to be complete in Quarter 3 2021.

Services Sites Fund- Sonny's Corner/St. Anne's Court, King's Island

• A key corner site at the junction of Athlunkard Street and Island Road is one of five sites in Limerick city funded under the Serviced Sites Fund (SSF). This vacant/underutilised site will be redeveloped under this programme to provide social and affordable housing. As part of this project ten single storey bungalows were acquired by Limerick City and County Council to facilitate redevelopment of the area. Demolition work commenced on the 10 single storey bungalows in April and will be followed by an archaeological investigation given that the city wall is likely to traverse the site. This will increase our understanding of the morphology of the medieval city. April 2021 31 of 42

Chief Executive's Report



· Home Improvement Schemes

Inspections and Recommendations for Home Improvement Schemes - April

Inspection Types	Pre- application	Initial Inspection	Re- Inspection	Final Inspection	Total Inspections by Grant Type
MAGS (Mobility Adaptation Grant Scheme)	0	5	0	1	6
HAGS (Housing Adaptation Grant Scheme)	2	13	0	4	19
HOPS (Housing Aid for Older Persons Grant Scheme)	0	26	0	5	31
Total Inspections by Inspection Type	2	44	0	10	56
Total Inspections Year to Date	2	151	0	58	211

Finance

- Applications for funding totalling €2,611,436 issued to the Department of Housing, Local Government and Heritage during April.
- The Department of Housing, Local Government and Heritage paid €920,509.



April 2021 32 of 42

Chief Executive's Report



National and Regional Shared Services Directorate

1. Housing Assistance Payments (HAP) Shared Services Centre

- There were 61,574 active HAP tenancies nationally, managed by the HAP SSC at the end of April.
- A weekly average of 297 HAP tenancies have been set up during 2021.
- The April landlord payment run was €53.7 million.
- The weekly tenant debit at the end of April was €3 million.
- The Debt Management Unit of the HAP SSC collected a total of €49.9 million in differential rent to end of April.
- The HAP tenant rent collection rate at the end of April was 98%.
- The Debt Management Unit issued 3,780 HAP debt reminder letters in April.
- The Debt Management Unit issued 3,153 HAP COVID-19 temporary reminder letters in April.

2. Fire and Emergency Services

Statistics

	No. of Fire Related Calls	No. of Non Fire Related Calls	Total
No. of call-outs outs 01/04/2021 – 30/04/2021	125	32	157
% of calls where on scene in < 10 mins from time of call	60%	63%	
% of calls where on scene between 11 and 20 mins from time of call	24%	30%	
% of calls where on scene in > 20 mins from time of call	16%	7%	

	No. Received / Assigned	No. Validated	No. Invalidated / Refused	No. Granted	No. Completed
Fire Certificate Applications April	9	8	2	9	
Disability Access Cert Applications April	8	7	1	12	
Licensing Applications April	1	1	0		
Commencement Notice April	76	73	2	73	75
Completion Certificate April	10	5	0	5	5
Planning Referrals April	23				18
Sugar CRM Cases April	5				8

Chief Executive's Report



Fire and Emergency Training Events

During the month of April the following training was delivered:

- Two staff in Cappamore completed an Fire Appliance Emergency Driving Course
- Ten staff completed Emergency First Responder Medical Training
- · On Station Training recommenced fully

Civil Defence attendance at Events

Patient transfer for appointments, and Irish Blood Transfusion Service Blood Donor Clinic took place as follows:

· Irish Blood Transfusion Service - Blood Donor Clinics

•	St. John's Pavilion, Mulgrave Street	1 day
•	Community Centre, Caherconlish	1 day
•	Southcourt Hotel	3 days
•	Greenhill's Hotel	2 days
	Castletroy Park Hotel	2 days

Patient Transfers

- Kildimo residence to Nenagh General Hospital, return to residence for clinic appointment
- Newcastle West residence to Edward Street, return to Newcastle West residence.
- · Ennis General Hospital to Clonlara residence.
- Corbally Residence to Grove Island Medical Centre, return to Residence.
- · Immobile person for COVID-19 vaccination.
- Pop-up Walk in Test Centre at St. Joseph's Hospital, Mulgrave Street - 6 days
- · Vaccination Centre at the Radisson Hotel 7 days
- · River search for Missing Person
- Tasking by the Irish Coast Guard Vessel on fire on Lough Derg

Major Emergency Management

Limerick City and County Council are regularly attending Regional Co-ordination Group meetings regarding Covid-19

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 March
No. of Call-Outs 01/04/2021 – 30/04/2021	1,253	1,820	1 min. 18seconds	3,073

Water Safety

Number of lifebuoy replacements	Total January - February	April	Total 2021
Metropolitan Area	1	1	2
Municipal Area	4	0	4

April 2021 34 of 42

Chief Executive's Report



3. Digital Services and EU Programmes

Digital Services

- On 7 April, the Broadband Officer arranged for National Broadband Ireland (NBI) to present at a Special Meeting of the Council, where Elected Members were given an update on the rollout of the National Broadband Plan nationally as well as locally. The presentation was given by Donal Hanrahan, Chief Operating Officer (Deployment), who subsequently answered specific questions from elected members. Answers to questions that could not be answered at the session will be fed back to elected members via the Broadband Officer.
- On 26 April, the latest meeting of the Digital Inclusion
 Working Group took place. At this meeting plans were
 made for the final stage of the group's research project
 into Digital Exclusion in Limerick and the final
 stakeholder consultation. This is a critical part of the
 project as it is the one which will help the group to
 move the discussion from identification of the
 challenges and issues to one of responses by the
 group itself, the wider stakeholders, relevant policy
 makers, and service providers.
- On 28 April, Digital Services and ICT agreed on the technology requirements for the Selux Smart Bollards for the O'Connell Street revitalisation project, ensuring that appropriate solutions were included in the smart bollard order.
- On 29 April, the Broadband Officer attended the April Telecommunications Action Group (TAG) meeting. Updates on the rollout of the National Broadband Plan were provided by the Department of Rural and Community Development (DRCD), National Broadband Ireland (NBI) and Vodafone. Also discussed were the €5m Connected Communities Call launched by Minister Humphries earlier the same day and the process for applications by NBI to local authorities for S254 licences for new pole infrastructure to facilitate the National Broadband Plan rollout.

 On 30 April, the decarbonisation zone application was submitted by Anne Goggin. Digital Services contributed to the creation of the application over a number of weeks.

EU Programmes

- 8 April: The EU Projects team attended a FindYourGreatness URBACT project working meeting online.
- 9 April: The EU Programme Manager spoke at the AA Interreg CAPITEN Project Final Meeting to give Limerick City and County Council's perspective on the project and how it met its objectives.
- 12 April: The EU Programme Manager spoke at the Edinburgh University Business School Careers Day to a group of International students undertaking a masters in European Politics.
- 15 April: The EU Programme Manager chaired a session on "European Project Consortium Building" as part of series of events organised by the Southern Regional Assembly's European Territorial Cooperation Network.
- 20 and 21 April: The EU Projects Team attended the two day Find Your Greatness Transnational Meeting which would have taken place in the Polish city of Wrocław. The main purpose of the meeting was to discuss progress on the Integrated Action Plan and to identify potential events as part of actions under the plan. Particular thanks to Jill Cousins from the Hunt Museum who presented their work on digitising artefacts and reproducing them for outdoor display, and to Corina Hanrahan for all her hard work on this project, representing Limerick well and keeping our part of project progressing on target.

Chief Executive's Report



- 22 April: The EU Programme Manager attended a meeting between the Mayor, Chief Executive, and Director of Economic Development with representatives of the Dutch Embassy in Ireland as part of their "Virtual Visit to Limerick". The H2020 Projects +CityxChange and GoGreen Routes were given as examples of innovative European cooperation happening in Limerick.
- 23 April: The team attended a workshop organised by NTNU on "+CxC Pathways to PEBs: the Clean Energy Package". This fascinating workshop looked at the latest developments in energy legislation at the European level and its impact on the creation of Positive Energy Blocks at the local level. Pat Stephens from the Limerick Clare Energy Agency gave an update on our findings so far through our implementation of the +Limerick PEB, which was very positively received.
- 26 April: As part of +CityxChange City Engage Week
 3, the EU Programme Manager hosted an interview between Prof. Stephen Kinsella (UL) and Finbarr Power, Energy Officer at An Post and one of our Positive Energy Champions. The interview was about "Decarbonising Business- the An Post Story" and talked about the transformative work they have done on reducing their carbon footprint.
- 30 April: The EU Programme Manger presented the eMaaS concept (electric mobility as a service) as part of a City Engage Week 3 workshop for Energy Champions focused on Low Carbon Transport, alongside partners Four C, GoCar, ESB Innovation, and UL.



April 2021 36 of 42

Chief Executive's Report



Support Services Directorate

1. Finance Services

Commercial Rates and Loans

Draft Collection Figures

Commercial Rates 2021		
As at 30 April 2021		
Opening Balance - 1 Jan €	10,696,120 *	
Accruals €	59,995,749 **	
Vacant Property Adjustment €	273,114	
Write Offs / Waivers €	9,430,781	
Total for Collection €	60,987,974	
Amount Collected €	15,014,399	
Arrears €	45,973,575	
Specific Doubtful Arrears €	3,793,048	
% Collected	26%	

As at 30 April 2021*			
Opening Balance - 1 Jan €	357,981 *		
Accruals €	449,431 ^		
Write Offs / Waivers €	-		
To Collect €	807,412		
Receipts €	702,735		
Arrears €	104,677		
% Collected	87%		

Debtors Loans

Recourse to Overdraft Facility

No. of days in overdraft

^{*} subject to audit of year end accounts for 2020

[^] Accruals not updated for loans for March and April 2021

^{**} The Date for Making the 2021 Rate was 02 February 2021

^{*} subject to audit of year end accounts for 2020

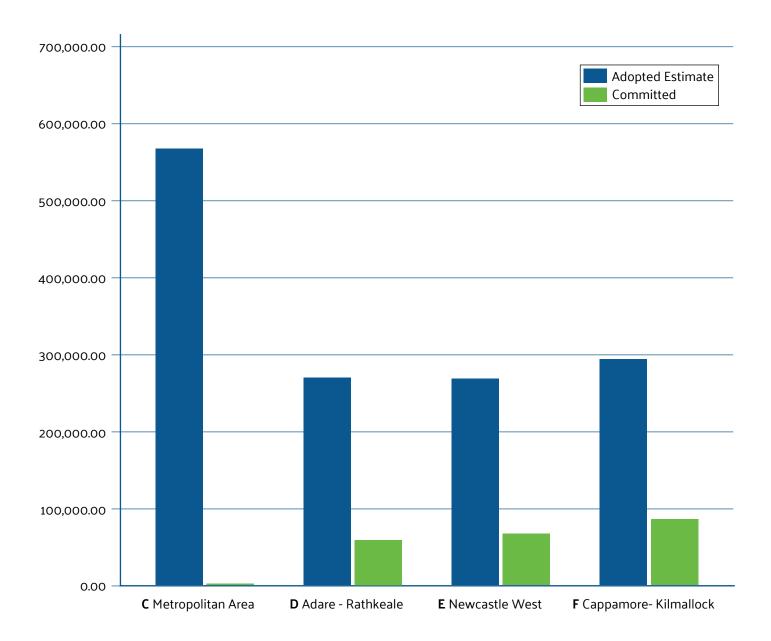
April 2021 37 of 42

Chief Executive's Report



General Municipal Allocation 2021 Adopted Estimate €1.403 Million

Graph outlining adopted budget and draft committed expenditure up to 30 April 2021



Municip (Code) + (Text)	Value Adopted Estimate (€)	Value Committed (€)
C Metropolitian Area	568,000.00	1,225
D Adare - Rathkeale	270,000.00	59,253
E Newcastle West	270,000.00	66,867
F Cappamore - Kilmallock	295,000.00	85,014

April 2021 38 of 42

Chief Executive's Report



2. Corporate Services, Governance and Customer Services

Corporate Services

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

- Radio interview with Live 95 for Team Limerick Clean-Up.
- Media Launch for Limerick County Beats Initiative 2021, an initiative of Limerick Gardaí attached to the County Districts of Newcastle West and Bruff.
- Virtual Address at Limerick Public Participation Network (PPN) Plenary Meeting and Launch of the 2020 Annual Report.
- Virtual Launch of book 'James David Bourchier' written by Limerick Historian, Martin O'Brien.
- Online Signing Ceremony to launch the new Covenant of Mayors for a fairer climate-neutral Europe.
- Virtual Meeting with Dutch Ambassador, Adriaan Palm, and his team.
- Attendance at Bus Éireann announcement of Redevelopment Works at Roxboro Road Bus Depot and Maintenance Facility.
- Virtual attendance at 7th Annual Garda Divisional Youth Awards 2020.
- Video Greeting to Municipality of Debrecen, Hungary, in joining in their initiative to celebrate the Day of Sister Cities.
- Promotion of Social Media Campaign to help combat dog litter and to raise awareness with dog owners of the importance of taking personal responsibility and cleaning up after their dog.

 Photoshoot to promote conservation project to provide specialised Swift nest boxes at five locations across Limerick city.

Venue: Merchant's Quay, Limerick.

- Switched on Solar PV system for the Community Council, Caherconlish, following receipt of Energy Grant.
 Venue: Millennium Centre, Caherconlish, Co. Limerick.
- Attendance at the virtual Limerick Person of the Year 2020 Gala Awards.

Register of Electors

- Staff from Register of Electors Team attended a meeting of the Workability and Data Group on 12 April.
 A presentation on voter.ie was given by Dublin City Council staff who are working closely with the Modernisation Project Team.
- Work is ongoing in preparation for a data cleansing project to be undertaken prior to migration to new Register of Electors system.
- Staff from the Register of Electors Team continue to process application forms and emails which have been submitted in relation to the Register of Electors.
- Total number of additions carried out in April was 94, total deletions was 256, total modifications was 31.

Health and Safety Training

- Health and Safety Annual Briefings Toolbox talks were held during the month of April. Total number of staff trained was 57.
- IOSH Safety Health and Environment for Construction Site Training

The Health and Safety Training Unit has tendered for the provision of the online training of Safety Health and Environment for Construction Site Training. April 2021 39 of 42

Chief Executive's Report



 Circular 8/2021 - Provision of Safe Pass and CSCS/QSCS Training for Construction Permitted by Government

SOLAS has issued Circular 8/2021 detailing that the resumption of Safe Pass and CSCS/QCSC training may take place with immediate effect to meet the needs of construction projects permitted by the recently published Government COVID-19 public health measure restrictions. Training activity must be in accordance with the SOLAS Operational Pandemic Guidelines and the SOLAS ATO and Safe Pass Tutor Code of Conduct.

 Implementation of Chapter 8 of the Traffic Signs Manual and Temporary Traffic Management

The Local Government Management Agency has notified Health and Safety Training of the extension of the deadline of the Implementation of Chapter 8 of the Traffic Signs Manual and Temporary Traffic Management to 31 May, 2021. No Training is taking place due to Government advice and Level 5 COVID-19 restrictions.

First Aid Re-Certification

The PHECC Council, at its meeting on 21 January, has further advised that if a First Aid Responder's certification has expired between March 2020 and 31 July, 2021, a Responder may complete the refresher course to maintain certification. A new responder course will need to be completed for any PHECC responder certification that has lapsed after 31 July 2021 date.

The PHECC website confirms that they are not in a position to extend the expiry date on existing FAR certificates, which certifies a minimum level of competence in First Aid Response and neither are PHECC recognised RI/ATIs. The Regulatory requirements to hold FAR certification does not originate from PHECC, it comes from the requirements of HSA, Tusla and other institutions.

Please note that the HSA continues to advise on its website that it will continue to recognise first aid responders existing FAR certification during the COVID-19 pandemic while they wait to be recertified. Those first aiders can continue to administer first aid in the workplace.

Driver CPC

The RSA are advising on their website www.rsa.ie that due to the continued COVID-19 situation, with effect from 6 March 2021 Driver CPC cards will be further extended by EU Regulation. This means that Driver CPC cards that expired or will expire between 1 September 2020 and 30 June 2021 will be extended by 10 months. In addition, Driver CPC cards that expired during the initial period 1 February 2020 and 31 August 2020 (which were extended for 7 months) and will fall to expire again during the period 1 September 2020 and 31 March 2021 will be extended again for 6 months or until 1 July 2021 whichever is the latest.

Customer Services

April saw the introduction of the 'Outdoor Seating and Accessories for Tourism and Hospitality Business Scheme' for businesses throughout Limerick. While being offered by the Economic Development Department, Customer Services aided this department by screening all queries involving the Outdoor Dining Grant and directed potential applicants to the online application form.

Customer Services also aided the Community Development Department by fielding calls and issuing application forms to those wishing to apply for this years 'Going 4 Gold' competition.

The following figures highlight the activity within the contact centre throughout April:

- In April, Customer Services call centre dealt 13,424 with calls. This represents an average of 671 per day, with the number of calls exceeding 750 on several occasions.
 56% of these calls were handled at first point of contact.
- Customer Services case management team continued working with key service areas of the Council in supporting the closure and update of representations from our Elected members.
- During April 3,268 cases were created, with 955 of these logged on behalf of public representatives. 3,101 cases were closed, with 890 of these being cases logged by public representatives.

April 2021 40 of 42

Chief Executive's Report



- April saw a total of 3,334 emails processed through our Customer Services email platform.
- April saw customer services staff process a total of 520 requests received through the Voxpro out of hours services.
- The logging of cases through the MyLimerick portal continued, with a total of 488 cases being logging in April, 395 of which were submitted by public representatives
- Customer Services continued to support the Housing Maintenance Department in creating the service requests and keeping our citizens up to date on progress made. Throughout April there was a total of 902 cases logged for Housing Maintenance.
- 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 84 new Residential Parking Permits processed throughout April.



April 2021 41 of 42

Chief Executive's Report



Comhairle Cathrach & Contae **Luimnigh**

Limerick City & County Council

3. Schedule of Meetings for April

Name of Meeting	Date	Location
Special Meeting of the Council		
To receive a progress update from National Broadband Ireland. Bi-Monthly Meeting	07.04.2021	Virtual
Special Meeting of the Council		
 To consider the establishment of a Local SME Committee. To discuss the closure of the Rehab Logistics Plant, Raheen. To discuss the Limerick Development Plan 	22.04.2021	Virtual
Operational Briefings		
Limerick City East Limerick City North Limerick City West	06.04.2021 06.04.2021 07.04.2021	Virtual Virtual Virtual
Local Community Development Committee	06.04.2021	Virtual
Municipal District of:		
Newcastle West Monthly Meeting	07.04.2021	Virtual
Adare-Rathkeale Monthly Meeting	13.04.2021	Virtual
Cappamore-Kilmallock Monthly Meeting	15.04.2021	Virtual
Audit Committee	16.04.2021	Virtual
Party Leaders' Meeting	16.04.2021 22.04.2021	Virtual Virtual
Protocol Committee Meeting	16.04.2021	Virtual
Metropolitan District of Limerick Monthly Meeting	19.04.2021	Virtual

April 2021 42 of 42

Chief Executive's Report



Name of Meeting (cont.)	Date	Location
Strategic Policy Committee		
Climate Action, Biodiversity and Environment	13.04.2021	Virtual
Community, Leisure and Culture	19.04.2021	Virtual
Travel and Transportation	20.04.2021	Virtual
Home and Social Development	21.04.2021	Virtual
Economic Development, Enterprise and Planning	26.04.2021	Virtual
Autism Working Group	26.04.2021	Virtual

4. Access to Information

	April	2021 (January to April)
Total Freedom of Information Requests	19	92
FOI Internal Appeals	1	3
Information Commissioner Appeals	0	o
Total Ombudsman Requests	3	17
Total AIE Requests	1	2

5. Business Improvement

- The Business Improvement Department hosted two MyPoint information workshops for members of the Public Participation Network (PPN)
- A total of 875 users are now live on the employee app, an increase of three on last month's figures.
- A survey took place through the employee app 'Council Connect'. Staff were asked for their feedback on the app and for any suggested improvements. The feedback received was very positive with the majority of surveys completed by non-desk based staff. 95% of respondents found the app easy to use with over 80% accessing the APP on a daily basis.