

Chief Executive's Report

August 2021

- Limerick City and County Council shortlisted for six Excellence in Local Government Awards 2021
- Limerick Hurlers win All-Ireland Hurling Final- more than 4.6m users engage with #LuimneachAbu across the world
- 51 Tidy Towns groups enter the 2021 National Tidy Towns competition
- Four Limerick groups nominated to take part in this year's Pride of Place competition
- Digital Services successful in funding application under the Digital Innovation Programme 2021 to improve road surface quality on Limerick's roads
- Town and Village Streetscape Enhancement Scheme launched to support activities within towns and villages
- Limerick Libraries launch two new social media channels on Instagram and Twitter

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Comhairle Cathrach & Contae **Luimnigh**

Limerick City & County Council

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Economic Development and Enterprise Directorate

1. Trade & Investment

- Bosch Group announced that they are locating a new Research and Development Centre in Limerick, creating 30 new jobs over the next two years.
- Home Instead, Ireland's largest private provider of home care services, has announced the creation of 30 additional caregivers in Limerick.
- Phoenix Recruitment have announced the opening of an office in Limerick City with the creation of 15 new jobs.
- Tuscany Bistro expands with the opening of a new takeaway outlet in Dooradoyle.

2. Local Enterprise Office (LEO) Limerick

- 102 small businesses approved for the Trading Online Voucher to date this year.
- One Technical Assistance Grant for Micro Exporters was approved in August.
- Three companies were approved for the Green for Micro fund this month.
- LEO held virtual courses and webinars during the month including:
 - Start Your Own Business, Start Your Own Business six Session Course, various Digital Media Workshops and a Social Media Bootcamp.
 - A Virtual Business Advice Clinic day was also held.
- Year to date, there have been 1,571 participants on the LEO business training courses and 120 business owners have availed of the LEO Mentoring Programme.

3. Innovate Limerick

Film in Limerick

ENGINE Shorts

- Film in Limerick's short film training and production scheme, ENGINE Shorts, continued its training programme in August with the six commissioned teams receiving one-to-one mentoring support from Industry experts.

Producer Mentoring Sessions

- Juliette Bonass, a Producer at Element Pictures in Dublin, held six further one-to-one sessions with commissioned ENGINE Shorts producers to discuss their approach to producing the films.

Director Mentoring Sessions

- Peter Mackie Burns, Director of 'Rialto' (2019) and 'Daphne' (2017) held six further one-to-one sessions with the commissioned ENGINE Shorts Directors to discuss their approach to telling the stories.

ENGINE Docs

Film in Limerick's documentary film training and production scheme concluded its initial training programme in August, holding three full-day workshops and three lunchtime masterclass sessions (online) for shortlisted teams including:

- A full-day group session was held for teams to further discuss and develop their projects. This session was led by Patrick Hurley, Head of Industry at Sheffield Doc Fest, and Sophie Duncan, Talent Development Producer at Doc Fest.

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- A masterclass took place with OSCAR-nominated and Emmy-award winning Director, Guy Davidi, joining from Copenhagen to discuss his approach to filming his short and feature documentaries.
- A full-day session on documentary budgeting and scheduling was held for teams led by Emmy-award winning Producer Rachel, Wexler.
- A masterclass took place with Documentary Producer, Yvonne Ashley Kouadjo, from the New York Times(NYT). Yvonne runs NYT Op-Docs, the New York Times' award-winning series of short documentaries by independent filmmakers. From emerging Directors to Oscar winners, Op-Docs works with the very best nonfiction filmmaking talent from around the world. Yvonne introduced the ENGINE Docs teams to the NYT commissioning process and looked at how the teams can pitch and win commissions from online news channels.
- A Practice Pitch day took place for all teams with expert, Jean-Jacques Peretti. Jean-Jacques is in charge of the editorial line at Sunny Side of the Doc, the internationally renowned marketplace for documentary and factual content. All teams had the opportunity to do a practice pitch with their projects and to receive feedback and guidance from Jean-Jacques.
- A masterclass on commissioning took place with Proinsias Ni Ghrainne, a commissioning editor at TG4, looking at how teams can develop and pitch for commissions with broadcasters in Ireland and internationally.

4. Forward Planning

- The public consultation on the Draft Limerick Development Plan 2022- 2028 continued throughout the month with a dedicated team available to meet members of the public. The consultation on the Draft Plan closes on 06 September.

5. Digital Services

On 19 August, Digital Services were notified of their successful funding application under the Digital Innovation Programme 2021 for a project called Realtime Automated Pothole Identification and Detection System (RAPIDS). This pilot project will use vehicle-mounted sensors with machine learning and artificial intelligence to improve the way we identify potholes and road surface quality on Limerick's roads. The project will enable Limerick City and County Council to proactively identify potholes earlier, which will result in reducing road maintenance costs, lowering the carbon footprint of roads maintenance with pinpoint location accuracy and improving public safety and value for money.



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Transportation and Mobility Directorate

1. Travel & Transportation Strategy

Further to Fáilte Ireland approving €750,000 for Limerick City and County Council as part of the Weatherproofed and Outdoor Dining Infrastructure Scheme, the funding will be used to enhance the Bedford Row/Lower Thomas Street area with permanent weatherproofed outdoor dining infrastructure as follows:

- The installation of covered pergola structures with retractable roofs and toughened glass screens along Bedford Row and Thomas Street to create sheltered outdoor areas for dining.
- Additional lighting, planting, street furniture, water bottle refill stations, smart solar compacting bins.
- All necessary service, utility and ancillary site works.

A Part 8 planning application is progressing for the development of this 'Limerick Outdoor Dining Experience Project' with the decision due next month.

2. Active Travel

- Castletroy Urban Greenway – construction got underway on the final section of the Castletroy Urban Greenway. Once completed, it will provide connectivity between the Greenway's main spine and the Castletroy Town Centre.
- R926 Dooradoyle Road – construction got underway on cycle lane and pedestrian improvement works between Ballykeefe Roundabout and the junction with the Crescent Shopping Centre.

- Pedestrian improvement works ongoing at various locations in Newcastle West, Rathkeale, Balingarry, Croom and Askeaton.
- Pallaskenry pedestrian improvement works – contractor appointed.

3. Roads, Traffic & Cleansing

The Roads, Traffic and Cleansing Department continues to facilitate lane closures and install timber buildouts for hospitality businesses in Limerick as part of the effort to re-open Limerick for an 'Outdoor Summer.' To date, the Roads Section has facilitated 10 lane/road closures and 20 timber buildouts to facilitate outdoor hospitality.



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Community, Tourism and Culture Directorate

1. Urban & Rural Community Development

Rural Development Funding Streams

- Outdoor Recreation Infrastructure Scheme (ORIS) 2021: ORIS 2021 supports the growing outdoor activity tourism sector as prioritised in “Our Rural Future,” Ireland’s Rural Development Policy 2021-2025. Limerick City and County Council made eight submissions to the Department of Rural and Community Development under the various measures outlined in the scheme.
- Town and Village Renewal Scheme 2021: The 2021 Scheme placed emphasis on tackling vacancy and dereliction, the creation of remote working opportunities and supporting town centre living. Other interventions referenced in “Our Rural Future,” Ireland’s Rural Development Policy 2021-2025, such as upgrading shopfronts and street facades, green spaces and parks and promoting areas as destinations for remote workers, will be supported. Limerick City and County Council submitted five applications under the restructured 2021 Scheme.
- Town and Village Streetscape Enhancement Measure 2021: This measure was launched on 04 August and will support activities within Towns and Villages such as painting (including murals), signage replacement, shopfront improvement, lighting, and canopies. Six towns were selected to be put forward for this scheme: Newcastle West, Abbeyfeale, Kilmallock, Rathkeale, Askeaton and Bruff. Full details of this scheme, including application forms, are available via the web link below:

<https://www.limerick.ie/council/services/community-and-leisure/community-development/town-and-village-streetscape>

- CLÁR 2021 – Funding approvals under Measures 1 and 2 of CLÁR 2021 were announced on 30 August. Limerick received funding for three projects including the following:
 - Coolfree Community Crèche/Afterschool facility – Install footpath outside school, update road signage, lining of road and update of safety lighting outside school (€35,100).
 - Feenagh Soccer Club – Provision of footpath and street lighting for the public along the roadway between Feenagh Village and the soccer club (€36,270).
 - Oola National School – Creation of a multisensory/accessible play area for all children, including those with additional needs. Space for a green area for the replanting of native Irish Trees and undertaking of outdoor classroom activities based around nature (€18,839).

Environmental Awareness and Tidy Towns

- 51 Tidy Towns groups from across Limerick City and County entered the 2021 National Tidy Towns Competition.
- On 03 August, the Mayor of the City and County of Limerick, Councillor Daniel Butler, launched the 2021 Gum Litter Taskforce campaign locally in conjunction with Limerick City Centre Tidy Towns.
- On 13 August, an outdoor presentation on “All You Need to Know About Composting” took place in the Hunt Museum Community Garden in conjunction with Limerick City Centre Tidy Towns.

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Limerick Public Participation Network (PPN)

- Limerick PPN Secretariat met once this month and continues to successfully deliver on its key functions.
- A webinar on 'Representation for the PPN – including Local Authority Structures,' was delivered to PPN members and potential members by Social Justice Ireland.
- One PPN Linkage Group meeting took place this month: Community, Safety and Policing, the Linkage Group aligned to the Joint Policing Committee.
- Membership of the PPN continues to grow and now stands at 157 members across Limerick City and County.
- The Limerick PPN bi-monthly newsletter was issued to all PPN members and published on the Limerick PPN website.

Pride of Place 2021

Four Limerick groups have been nominated by Limerick City and County Council to compete in this year's Pride of Place competition. These projects, and the themes under which they are entered, are as follows:

- Tournafulla Community Council: Community Resilience Theme.
- Draw Out Limerick: Creative Place Initiative Theme.
- Lough Gur Development Co-operative Society: Community Tourism.
- Woodlawn Park Residents' Association: Cities/Urban Neighbourhoods over 3,000.

The Pride of Place awards is an annual all-island competition operated by Irish Public Bodies (IPB) in association with Co-operation Ireland and in conjunction with local authorities in the north and south of Ireland. This year marks the 19th anniversary of Pride of Place. The purpose of the awards is to acknowledge the work being done by communities all over the island of Ireland and in partnership with their local Councils. Judging of the nominated projects this year involved a mix of virtual and face-to-face meetings with the project promoters.

Limerick welcomed the Pride of Place judges to Corporate Headquarters on 30 August to meet with representatives of two of the projects: Woodlawn Park Residents' Association and Draw Out Limerick. Judging of the Lough Gur Development Co-operative Society and Tournafulla Community Council took place via online meetings on 31 August. The results of the competition are expected in winter 2021/Spring 2022.

Thematic Programmes

AGE FRIENDLY

Online Meetings/Webinars attended

Age Friendly Programme Managers' meeting in relation to trishaws/trio bikes.

Limerick COVID-19 Community Response

The keep well/Community Call data hub is now publicly accessible at <https://keep-well-campaign-geohive.hub.arcgis.com/> showing the data for all local authorities around the country.

Figures for Limerick continue to be updated weekly in the Age Friendly section and uploaded onto the national Hub.

Health and Wellbeing

A Sláinte Care Healthy Communities Programme meeting was held during the month. There are three main tasks to be achieved from this - the appointment of a Healthy Communities Co-Ordinator, projects to be submitted under an Enhancement Fund and a Local implementation Team to be set up.

Online Meetings/Webinars Attended

Healthy Communities.

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2. Tourism

Limerick Greenway

Limerick Greenway Marketing and Promotion Campaign continued in August on social media platforms, billboards, print press and FAM trips. The Interim Media and Promotion Report indicated that on the date of opening, the Limerick Greenway received promotion on over 17 different Radio Shows across Ireland and appeared in 11 articles in both national and local print press in one day. Media and promotion outcomes and impacts continue to be monitored and a full report on the Summer campaign will be received. A new Greenway promotion campaign has been launched in Adare Heritage Centre where the Tourism Department has set up a 'self-serve' Greenway information point within the Centre, including audiovisual materials.

Footfall counters have now been installed on the Greenway to monitor usage. Ancillary infrastructure, including toilet facilities, benches and signage continue to be rolled out.

The Tourism Department continues to work with colleagues in West Limerick Resources and counterparts in Kerry to support a Destination Development Programme to support local SMEs, businesses and community groups to engage with this new tourism amenity and maximise the return on investment in the communities along the route.

Limerick Medieval Trail for Heritage Week

As part of the 2021 Heritage Week, which ran from 15-23 August, the Limerick Tourism Department facilitated the production of the Limerick Medieval Trail. A brochure with trail map was produced and made available both online and in hardcopy print format throughout the city. The sixty-minute trail guides walkers from King's Island around the key medieval sites of Limerick and provides information and insight into the rich history of the city with the option of completing the trail at The Hunt Museum and/or the Limerick Museum where you can delve into their unparalleled medieval collections!

Limerick Medieval Trail is a collaboration between Limerick Tourism Department, Limerick.ie, St. Mary's Cathedral, King John's Castle, Limerick Civic Trust, Limerick Museum and The Hunt Museum.

Chambers Ireland Excellence in Local Government Awards Short Listings

This month, the Short-list for the Chambers Ireland Excellence in Local Government Awards was announced. The Tourism Department welcomed the short-listing of the Limerick Greenway-Barnagh Station House Building Revival under the Heritage and Built Environment Category.

3. Arts Office

OPEN CALLS

Limerick Arts Office Bursary Awards Individual Arts Bursary Awards Scheme and Dolores O'Riordan Music Bursary Award 2021 closed for applications on 25 August. There was great interest in both awards with 17 applications to the Individual Arts Bursary Awards Scheme and six applications to the Dolores O'Riordan Music Bursary Award 2021.

Strategic Fund

The Strategic Fund for Culture and Arts Scheme supports applications to national and international funding bodies to help leverage funding, by offering general letters of support, benefit in kind, or a percentage of any funding awarded in the event of a successful application. In August, three letters of support were issued in support of Arts Council applications: one to Engaging with Architecture, one to the Dance Project Award and one to Arts Participation.

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CREATIVE IRELAND FUNDED PROJECTS

Eco Showboat Project

The Eco Showboat Project by 'The School of Looking' artists, Denis Connolly and Anne Cleary, was launched in Kilkenny on Water Heritage Day, 22 August. It is a large creative project to develop an artistic response to climate change, in collaboration with the scientific, creative and wider communities, that will be met during the project expeditions, to create a better understanding of the beauty, possibilities and problems of fresh water.

The Eco Showboat website was also launched on 22 August and will give live updates as the Showboat makes its way on its journey working with artists and communities on the theme of climate change in 22 counties on the inland waterways over 2022 and 2023, including Limerick.

The Eco Showboat Project has received an Arts Council Open Call Award 2021, a Science Foundation Ireland (SFI) Discover Award, and a Limerick City and County Council Strategic Award, as well as support from Waterways Ireland, Creative Ireland, the Local Authority Waters Programme (LAWPRO), Dublin City Council Waters Directive, Insight SFI Research Centre and County Council Arts and Heritage Offices around the country.

Ormston House - Women of Limerick App

'Women of Limerick' is an evolving research project led by Sharon Slater, Historian-in-Residence at Ormston House, to remember and celebrate women from Limerick's history. This project is developed as part of the Feminist Supermarket (2020-) curated by Niamh Brown and Mary Conlon. In August, a new public art section was added to the app with images of art works by the Women of Limerick captured by artist, Deirdre Power. These images have made up a new walking tour on the app and have a range of works. These works include, Sunburst, a stained-glass window by Bernadette Garvey at the Limerick Civic Trust building and Eileen McDonagh's Poised Portal, stone carving located in the garden at the Hunt Museum.

Music in the Park at Murroe Woods

Music in the Park took place at Murroe Woods on 07 and 08 August. This was a free weekend of open-air music workshops and interactive performances at Murroe town skate park and all-weather facility at Murroe Town Park. The music events will be run by Mícheál (Moley) Ó Súilleabháin, Rev. Nóirín Ní Riain, and drummer Urs Wenk. The aim of this event was to play a key part in creating healthy communities and supporting the arts.

On 07 August, there were three sessions of a Murroe Beatbox and Vocal Percussion Workshop hosted by Mícheál Moley Ó Súilleabháin at our community skate park. Mícheál also hosted a Call and Answer Songs and Poems session on the day where attendees learned jazz songs, poems, and well-known Irish traditional songs in call and answer format.

On 08 August, Mícheál Ó Súilleabháin and Nóirín Ní Riain created a choir from scratch, Murroe Scratch Choir, working on 2-3 songs per session creating beautiful harmonies and singing experiences with no rehearsals. Urs Wink of Drum Ireland hosted a Drum Circle and Interactive Drumming Show on the day.

James Poole- Give Me Strength

Released on 14 August, James Poole's Give Me Strength is a game made to show the artists' struggle with making things and other thoughts. It is a short, experimental game where the player can go about the place and be barraged by James's voice along with a soundtrack from artist Laura Ryder. This ten-minute game is based on a vision to create a representation of our everyday thoughts and concerns in a 3D environment.

Ballyorgan-Glenroe Land Art

In August, the communities of Glenroe and Ballyorgan and others from neighbouring areas in the Ballyhoura Region in East Limerick started working with artist, Veronica Santorum, to create a natural sculpture along the Keale River Walk, which links the two communities.

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This participatory art project consists of workshops that were held in both villages and along the walk. Together they are creating a land art sculpture made from natural materials depicting a figure from local mythology 'Oisín of Na Fianna' that will explore and respect life and decay within the forest environment along a public walking trail.

ARTS COUNCIL FRAMEWORK AGREEMENT PROGRAMME

PARTNERSHIPS

County Limerick Youth Theatre

Throughout August, members have been rehearsing for Méadú, their collaborative theatre-film project with Limerick Youth Theatre and Emerging Limerick Filmmakers (ELF), with 18 Co. Limerick Youth Theatre artists were involved.

On 21 and 22 August, the older group filmed their production at Friars' Gate Theatre, Kilmallock, with the assistance of ELF. This is a play about a film director's farcical search for the star of his new production of Romeo & Juliet. On 23 and 24 August, the younger group devised a play about social justice and members of ELF at The Honey Fitz and the exterior of Lough Gur National School filmed 'standing up for what you believe in' after four weeks of rehearsals. Both productions will be screened in the Autumn alongside two productions devised by members of Limerick Youth Theatre.

Integrated Dance

Brothers of Charity resumed integrated dance on 10 August in Newcastle West with three sessions happening throughout the month. Three dancers have been working with five service users from Brothers of Charity. They are working on a dance film that will be shot in their garden of the Brothers of Charity in Gortboy, Newcastle West, with the theme coming from a quote from Johnathan Bryan's book "Eye Can Write: A Memoir Of A Child's Silent Soul Emerging." The combined recordings will be edited into one film with service users really enjoying the classes and looking forward to seeing their film produced.

Sliabh Luachra Music Trail

A new album of local fiddle music by Limerick-based, Emma O'Leary, was released this month. This album is getting good coverage on National Radio and building on sales achieved by previous releases.

Preparation work commenced for the Garry MacMahon Singing Festival, Abbeyfeale, and a concert for Culture Night featuring some Limerick musicians to be streamed live from one of the new Broadband Connection Points on the trail.

Castleconnell Autumn Series Concerts

In 2020, the concert programme was delivered through a new approach of pre-recording in response to the COVID-19 crisis for viewing online. These concerts were also aired on Lyric FM the Full Score Programme with two concerts aired again in August 2021.

Kevin Jansson's concert was played on Lyric FM's Full Score programme on 17 August, featuring Jansson playing Schubert Sonata in A Minor D. 845 and Schumann Fantasie in C Major op. 17. Eamonn Mulhall and Niall Kinsella's concert featuring Schubert Die schöne Müllerin, Op. 25, D795 was on the programme on 27 August.

PLACE MAKING FESTIVALS AND EVENTS

Festival in a Van

In association with Poetry Ireland, Limerick City and County Council brought Festival in a Van to Newcastle West on 20 August as part of a ten-county tour. The Festival stopped at three locations: Desmond Castle, Brothers of Charity and St Ita's Nursing Home. Each show lasted forty minutes long, with performances from Kate Quigley (poet) and Susan O'Neill (singer/songwriter). Despite the rain, there was a great mix of generations to witness the welcome return of live performances.

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Poetry Town

Poetry Ireland revealed plans for Poetry Town, a new initiative, which will see more than a hundred free poetry-related activities take place in twenty towns across the island of Ireland. Adare in Co. Limerick will be among the Poetry Towns, with activities for the town being organised by Poetry Ireland in partnership with Limerick City and County Council Arts Office. On 17 August, Poetry Ireland, in conjunction with Limerick City and County Council Arts Office, appointed Edward O'Dwyer as the Poet Laureate for the town. A native of Limerick, Edward O'Dwyer is a poet, fiction writer and a secondary school teacher and has been commissioned to write a poem honouring and reflecting Adare and its people. This poem will be revealed to the people of Adare at a flagship online event, which will also feature contributions from other local poets, artists and musicians.

4. Property & Community Facilities

DERELICTION AND VACANCY

Dereliction, Vacancy and Reuse Team - August	
Inspections carried out	43
Property and Community Facilities Department Notices issued	12
Statutory Notices issued under the Derelict Sites Act	34
Cases closed through engagement	6
Properties entered onto the Derelict Sites Register	11
Properties put forward for Compulsory Acquisition (Section 15 Notices)	0
Properties Compulsorily Acquired (Section 17 Notices)	0

BIN WAIVERS

Bin Waivers Approved	2
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5. Libraries, Gallery & Museum

Library

- Limerick Libraries have launched two new social media channels on Instagram and Twitter this month. Our team has been producing original videos and animations to promote all aspects of the library service including e-services, branch library displays, events, book recommendations and the "Keep Well" initiative. In just a short period, the Twitter account has 113 followers, with 47 tweets, and 27,500 impressions. Instagram Reels is a new video function for snappy, trending videos (similar to TikTok) and some of the library's videos have had thousands of views on Reels already!
- The Summer Reading Challenge continued in all branches keeping young readers motivated and proud to collect certificates and medals marking their achievement in reading over the summer.
- Branch staff have been creative in supporting the Limerick Hurlers to victory in the All Ireland Hurling Final with displays of books and information about the history and skills of the game. Newcastle West staff set up a great window display and re-enacted the "Clash of the Ash" in a photo for Instagram featuring colleagues Liam and Pat in rival team jerseys. Dooradoyle posted a video of their well-researched information board. Watch House Cross held a 'Predict the Score' competition for the match and the winner Joe, aged 11, was delighted with his prize of a hurley and sliotair.
- As part of our online programme of events for Summer Stars, author and illustrator, Alan Nolan, facilitated a free online drawing workshop for families that was well attended and received. Copies of Alan's books were gifted to all those children who attended.

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- The last in the series of virtual art workshops with well-known RTE television personality, Tina Mation, went live on 06 August. As part of Limerick Libraries online programme of events for this year's Summer Stars, five workshops were shared across social media channels with a total of over 620 views.
- The Healthy Ireland At Your Library programme continued with Limerick Libraries collaborating with the Southill Family Resource Centre to hold an online yoga class for adults with disabilities. The workshop focused on breathing techniques and gentle exercises and was organised through Roxboro branch library.
- Kilmallock Library held a competition to name its library mascot pooch with one of its young readers winning a book token for his entry "Rary" (taken from libRary).
- Back to School Book Displays featured in many branches, displaying the best back-to school books to calm first day jitters!
- The Mr. Men series of books by Roger Hargreaves began publication in August 1971. To celebrate the 50th Anniversary of this wonderful series of children's books, staff members Ciara and Bernadette from Dooradoyle Library posted a Mr. Men themed story-time online where they read 'Mr. Tickle and the Dragon' and 'Little Miss Fickle.'
- The Summer Camp, due to run in August, had to be postponed due to COVID-19 restrictions. However, they were presented online.
- Sectoral meetings with the visual arts sector nationally are taking place to address issues around Public Engagement and Payment to Artists.
- An open call was made for our new "virtual" artist in residence, which will be aligned to an in-house artist who will work from the Gallery as a pilot project. This is in line with LCGA's strategic plan to make LCGA a model of a civic space for the 21st century.
- LCGA worked with the Hunt Museum for their summer exhibition 'A Wild Atlantic Way' providing eleven artworks from the Permanent Collection for the exhibition.
- LCGA continues to work on the Three Muses programme in collaboration with City Museum and the Hunt Museum.

Limerick City Gallery of Art (LCGA)

- The three exhibitions, The Loneliness of Being German, featuring Vera Klute and Thomas Brezing – two German artists who have been resident in Ireland for over 20 years; Common Thread, the first solo exhibition in LCGA by Co. Limerick artist, Maighread Tobin, and, finally, a selection from the National Collection of Contemporary Drawing (NCCD) curated by Samuel Walsh. LCGA published two catalogues to accompany these exhibitions. There is a wealth of work on view for local residents and visitors and to date we have welcomed a significant number of people to the Gallery although visitor numbers are reduced in comparison to pre COVID numbers.
- The Wild Atlantic Way Exhibition continued in the Hunt Museum throughout August and included paintings lent by Limerick Museum.
- Significant progress continued to be made on the audit of Limerick Museum's collection at its new storage facility.

Limerick Museum

- Objects from Limerick Museum featured in Limerick's first Sand Sculpture Festival, held in the gardens of the Hunt Museum. Children and adults worked alongside artist instructors to recreate museum objects or their own sculptures, which were photographed and shared online.

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Regeneration Directorate

1. Regeneration

- Stage 4 application approval received from the Department in respect of Cliona Park Phase 3 (18 new residential units in Moyross).
- Tenders returned for the Sheep Street development (8 residential units in King's Island).



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Housing Directorate

1. Housing Support Services

- **Waiting List**

Housing Waiting List	2,329
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- **Allocations**

	No. of Units August 2021	Year to Date
Adare-Rathkeale	0	9
Newcastle West	1	14
Metropolitan District	9	155
Cappamore-Kilmallock	3	24
Total	13	202

- **Allocations Refusals**

	No. of Units August 2021	Year to Date
Adare-Rathkeale	0	4
Newcastle West	0	1
Metropolitan District	1	8
Cappamore-Kilmallock	0	2
Total	1	15

- **Approved Housing Body Allocations 2021 (year to date)**

Total Nominations	221
Successful Nominations	131
Nominations Pending	52
Unsuccessful Nominations	38

- **Traveller Housing Welfare**

No. of Units offered August 2021	3
Year to Date	13

* these figures are included in allocations figures

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

2,462 of active HAP Tenancies monitored, reviewed and maintained.

No. of HAP tenancies set up this month	24
No. of Amendments	279
No. of Cessations	50

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Home Improvement Schemes

August 2021	MAGS (Mobility Adaptation Grant Scheme)	No.	HAGS (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.	DPG (Disabled Person's Grant)	No.
Adare-Rathkeale	€12,015.00	3	€29,042.83	3	€12,500.00	2	€0.00	0
Newcastle West	€13,250.00	3	€1,190.00	1	€28,544.30	5	€0.00	0
Metropolitan	€40,553.31	10	€68,542.20	9	€62,878.73	16	€34,713.76	2
Cappamore-Kilmallock	€28,066.07	5	€7,281.50	2	€14,493.95	3	€0.00	0
Total	€93,884.38	21	€106,056.53	15	€118,416.98	26	€34,713.76	2
Total Monies issued in August 2021 = €353,071.65								
Total Grants issued in August 2021 = 64								

January to August 2021	MAGS (Mobility Adaptation Grant Scheme)	No.	HAGS (Housing Adaptation Grant Scheme)	No.	HOPS (Housing Aid for Older Persons Grant Scheme)	No.	DPG (Disabled Person's Grant)	No.
Adare-Rathkeale	€89,372.34	18	€86,554.88	11	€157,664.15	35	€0.00	0
Newcastle West	€80,750.00	15	€83,312.63	14	€203,775.68	46	€0.00	0
Metropolitan	€233,054.81	44	€384,794.12	55	€246,856.73	68	€85,521.25	3
Cappamore-Kilmallock	€167,922.11	31	€87,781.87	11	€116,873.95	24	€0.00	0
Total	€571,099.26	108	€642,443.50	91	€725,170.51	173	€85,521.25	3
Total Monies issued January to August 2021 = €2,024,234.52								
Total Grants issued January to August 2021 = 375								

Rent Collection

Rent Collection Limerick City and County Council					
Opening Balance at 01/01/2021	Accrued Income	Total for collection	Receipts	Closing balance 31.08.2021	% Collection
€5,040,713	€11,566,536	€16,607,249	€11,245,572	€5,361,677	68%

Chief Executive's Report



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

Individuals – August 2021		
Location	Description	No.
McGarry House	Mixed Low threshold accommodation for singles	32
St. Patrick's Hostel	Higher threshold accommodation for single males	43
Thomond House	Higher threshold accommodation for single females	12
B&B (no children)	Adults without children accommodated in B&B	4
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	13
Temporary Emergency Provision TEP 2 (Phoenix Lodge)	Low threshold, night by night (9pm-9am) emergency accommodation. Mixed	14
Total		128

Families				
Location	Description	Beds Used		
		Adults	Children	Families
Suaimhneas	Family Emergency accommodation	6	8	6
B&B/Hotel Accommodation	Families	7	3	4
Twin Oaks Family Hub	Family Hub	10	14	9
Totals		Adults	Children	Families
		23	25	19

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

Tenant Purchase	
Tenant Purchase Applications: No. Received	5
Tenant Purchase Applications: No. Approved	0
Rebuilding Ireland Home Loans	
Loan Applications: No. Received	6
Loan Applications: No. Approved	1
Deed of Discharge	
Deed of Discharge Applications: No. Received	23
Consent to Sale	
Consent to Sale Applications: No. Received	4
Cottage Purchase Annuity	
No. of Cottage Purchase Annuity Applications	2
Ground Rent	
No. of Ground Rent Applications	2

Freedom of Information, Data Requests and Ombudsman

Freedom of Information Requested submitted	8
Ombudsman Query Cases	1
Data Access Requests	1

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2. Local Authority Housing Construction & Maintenance

The Team is dedicated to delivering:

- Build programme on Council-owned lands.
- Council stock refurbishment.
- Council stock maintenance

Approvals Sought/Obtained

- Stage 2 Approval received for a 10-unit scheme in Kilfinane.
- Stage 2 Submission submitted for an 8-unit scheme in Ardagh.

- Stage 2 Submission submitted for a 4-unit scheme in Mountcollins.
- Stage 2 submission being submitted for a 9-unit scheme in Ballylanders.

Finance

Applications for funding totalling €965,733 issued to the Department of Housing, Local Government and Heritage during August.

• Home Improvement Schemes

Inspections and Recommendations for Home Improvement Schemes – August

Inspection Types	Pre-application	Initial Inspection	Re-Inspection	Final Inspection	Total Inspections by Grant Type
MAGS (Mobility Adaptation Grant Scheme)	0	13	0	8	21
HAGS (Housing Adaptation Grant Scheme)	1	10	1	4	16
HOPS (Housing Aid for Older Persons Grant Scheme)	0	27	0	16	43
Total Inspections by Inspection Type	1	50	1	28	80
Total Inspections Year to Date	7	306	1	169	483

Chief Executive's Report



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3. Strategy & Non Local Authority Housing Construction

The Team is dedicated to delivering:

- Formulation of Housing Strategies and Policies.
- Build programme with Approved Housing Bodies and Private Developers.
- Acquisition Programme.
- Lease Programme.

1. Build, Buy and Lease

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

As at 31 August (01.01.21 - 31.08.21)	Build	Buy	Lease	Total
Complete	108	15	64	187
In Progress	133	18	61	212
Overall Complete and In Progress	241	33	125	399
"Housing for All" 2021 Delivery Target	441	10	84	535

The above 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 01.01.2021-31.08.2021.

2. Current Operational Programme

Nine properties were returned in August 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 August - Categorisation	
Cat 1	0
Cat 2	0
Cat 3	0
Cat 4	0
To be inspected	9
TOTAL	9

House Returns August - Municipal District	
Adare-Rathkeale	1
Cappamore-Kilmallock	2
Newcastle West	0
Metropolitan Area	6
TOTAL	9

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Works in five properties were completed in August by the Local Authority Maintenance Team. These properties are now ready for allocation.

Current Working Programme		
	Completed in August	In Progress
Local Authority Construction Team	0	75
Local Authority Maintenance Team	5	60
Approved Housing Body stock transfer in progress	0	25
Regeneration Team	0	9
Team to be assigned	N/A	23
TOTAL	5	192

4. Municipal District Offices

Metropolitan District of Limerick

Metropolitan District Meetings

The Adjourned July Monthly Meeting of the Metropolitan District of Limerick took place on the 05 August to consider the proposed Part 8 residential development at Dromdarrig, Mungret, Co. Limerick.

In addition, a Briefing Update was given to the Elected Members on the Living Georgian City Project.

Upgrade Works across the Metropolitan District

An Active Travel project in Ballyneety village comprised the installation of footpaths on the eastern side of the carriageway, along with the installation of a pedestrian crossing in the village. The contractor was Tallybrooke and the contract works cost €100,000.

Low Cost Safety Scheme - this entailed the removal of hedgerow to improve sightlines and visibility at Knockea,

Co. Limerick. Works were completed by Limerick City and County Council at a works cost of €50,000.

Municipal District of Adare-Rathkeale

A Special Meeting of the District took place on 24 August in the Rathkeale House Hotel, Rathkeale.

Public access to the Rathkeale Office with normal hours resumed on 09 August.

Essential repairs to social houses and public roads were undertaken by the Housing Maintenance and Roads Maintenance Teams:

- 50 cases were assigned to the Housing Maintenance Team.
- 64 cases were assigned to the Roads Maintenance Team.

Surface Dressing works were carried out on the L8002 Attyflin, L8014 Monaster Abbey, L8003 Crecora to Ballycahane, R512 Hunters Lodge to Ballyneety, L8006

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Ballyregan, L410 Croom, L1416 Rosstemple, L5086
Ballybricken, L1423 Clorhane and the L6117 Mountdavid.

Macadam Overlays were completed on the R518 Main Street, Ballingarry, R523 Church Street, Rathkeale and the 1423 Kildimo.

Two Community Involvement Schemes were completed at Dromlohan, Pallaskenry and Rathreigh Ardagh.

One Local Improvement Scheme was completed at Carrigeen, Croom.

Active Travel works were carried out in the towns of Ballingarry and Askeaton.

Municipal District of Cappamore-Kilmallock

Access to the public office by members of the public resumed on 09 August.

Essential repairs to houses were undertaken by the Housing Maintenance Team and road repairs by the Roads Maintenance Team:

- **94** cases were assigned to the Housing Maintenance Team.
- **61** cases were assigned to the Roads Maintenance Team.

Municipal District of Newcastle West

- The Newcastle West District Office and the Newcastle West Motor Tax office re-opened for public access on 09 August following the easing of National COVID-19 restrictions for access to public buildings. While public access to the offices was restricted, services to the public were carried out through email, post and by phone.
- 19 grant applications were approved under the Private Housing Grant Schemes. The total value of approvals was €84,604.52.

Also, payments of €28,544.30 were made to five applicants who completed works under the Housing Aid for Older People Scheme. Payments of €1,190 were made to one applicant who completed works under the Housing Adaptation for People with a Disability Scheme and payments of €13,250 were made to three applicants who completed works under the Mobility Aid Scheme.

- The Newcastle West District Roads Programme of Works 2021 continued with works completed on the following:
 - Low Cost Safety Scheme (installation of crash barriers) at Ballybehy, Abbeyfeale.
 - Surface dressing on the following roads:
 - R522 Feohanagh/Dromcollogher.
 - R524 Ballyguilteneane Glin.
 - R523 Athea.
 - R515 Ashford/Broadford.
 - R520 Bruff Line/Snows Cross.
 - Local Improvement Scheme 2021 – 11 schemes were completed under Phase 1.
- A total of 664 Motor Tax applications were processed by the Newcastle West Motor Tax Section.



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Planning, Environment and Place-Making Directorate

1. Place-Making and Public Realm

The Place-Making and Public Realm Department is a new Section of Limerick City and County Council.

PROJECT UPDATES

- O'Connell Street Revitalisation Project**

Works on the O'Connell Street revitalisation project are continuing with the work area extending from William Street to Roches Street. Works include the installation of services, service diversions, the construction of concrete base slabs and paving installation works. All of this work is being carried out over historic vaulted basements, which extend under the street. The contractor continues to liaise with traders in the area to coordinate footpath and road closures. The bus service on O'Connell Street has been reorganised to facilitate the works with a new temporary bus stop constructed on Patrick Street.

- Adare Public Realm Plan**

A Consultant has been appointed to prepare a Public Realm Master Plan for Adare. The collation of baseline information is ongoing ahead of planned stakeholder consultations and workshops, which will help inform the development of the plan.

- Limerick Public Realm Plan**

The appointment process for Consultants to prepare a Public Realm Plan for Limerick city is currently underway.

- Limerick Greenway**

Feedback has been very positive on the Limerick Greenway from Newcastle West to Abbeyfeale. Construction work on the final 3km from Abbeyfeale Station to the Kerry border is nearing completion.

- Newcastle West Athletics Hub**

Construction work is underway to provide an eight-lane synthetic Athletics track with associated facilities.

- Coonagh Knockalisheen Distributor Road**

The €29m Coonagh Knockalisheen Distributor Road project is currently in week 22 of 143 and is on programme.

2. Planning Development

Planning Applications

A total of 106 new planning applications were received as follows:

Part 8	0
Housing Developments	5
Domestic Developments	77
Agricultural Developments	8
Commercial Developments/Change of Use	9
Sporting/Community and Educational Developments	2
Other Developments	5

The current applications include proposals for:

- Permission for the construction of 99 no. residential units. The development will also include 146 no. car parking spaces, public lighting, landscaping, amenity open space areas and all associated site development

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and infrastructural works. Vehicular entrance will be via a new roadway which, on completion, will become part of the proposed Mungret Link Road and link to the R510 at Mungret Gate, Baunacloka, Mungret. (Site A)

- Permission for the construction of 99 no. residential units. The development will also include 159 no. car parking spaces, public lighting, landscaping, amenity open space area and all associated site and infrastructural works. Vehicular access will be via a new roadway, which forms part of the proposed development, incorporates new junctions, footpaths, cycle lanes, parking, and landscaping and on completion will become part of the proposed Mungret Link Road and link to the R510 at Mungret Gate, Baunacloka, Mungret. (Site B)
- Permission for a nursing home on a site of 1.3 hectares, four storeys in height with a total gross floor area of 5,237 sq. metres, consisting of 123 no. rooms. The proposed nursing home will be accessed via Log na gCapall, via an existing access point. The development will also consist of soft and hard landscaping, 32 no. surface car parking spaces, piped infrastructural services and connections and all site development and excavation works above and below ground at the former Greenpark Racecourse, Dock Road, Limerick.

3. Environment, Recreation & Climate Change

Cemeteries

Number of Burials in City Cemeteries

Mount St. Lawrence	19
Mount St. Oliver	4
Castlemungret	10
Kilmurry	3

Waste Regulation and Enforcement

- 305 complaints were received in August.
- 514 inspections were undertaken during the month.
- The Department issued 24 Statutory Notices.
- The Department served six Directions.
- 42 Warning Letters were issued.
- Seven fines were issued during the period.
- Legal proceedings were initiated in eight cases.

4. Urban Innovation

URBAN INNOVATION

+CityxChange, Positive Energy Champions

August saw the Positive Energy Champions build momentum with their plans to change the way they use energy. There has been a lot of enthusiasm for the campaign and wide varieties of actions have been taken this month, for example:

Úna Walsh met with the Mayor of the City and County of Limerick, Councillor Daniel Butler, to discuss behavior change in sustainable transport.

Giselle Harvey [EM] PowerGeneration is a public participatory 'Maker' workshop, which aims to foster public engagement and empower community climate actions related to energy production and consumption. The workshop demonstrates and facilitates participatory small-scale 12 volt power generation to 'make power together.' This month, Giselle developed the 12 volt generator system for the spinning wheel using the axial flow alternator used in the Hugh Piggott wind-turbine recipe book.

Details of all the Champions can be viewed at www.limerick.ie/cityxchange/positive-energy-champions-2021 More updates from the Positive Energy Champions next month!

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Open Innovation Call 2

The Open Innovation Call 2 Project Greening the Smart Grid sprang into action this month with the installation of their allotments and solar panels in O'Brien's Park on Clare Street. The project aims to energise the citizenry of Limerick city to become actively involved in the energy transition – via hands-on participation in short-term energy prosumer projects involving food production in the Georgian District and its environs - growing food in an EMS enabled microgrid. The project will be looking for volunteers to help in the allotments over the coming weeks.

Living City Innovative

The Living City Initiative (LCI) is a tax incentive scheme targeted at the refurbishment of historic buildings in the city centre. It offers tax relief for money spent on refurbishing or converting residential or commercial properties. The scheme will end on 31 December, 2022. The Urban Innovation Department promotes and manages the residential elements of the scheme. To date in 2021, six applications have been received.

5. Veterinary Services

- Seven stray or wandering equines were impounded.
- The Dog Control Unit processed three dogs during the month.
- 11 food samples were submitted for analysis under the National Residues and Microbiological Sampling Programme.



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National and Regional Shared Services Centre Directorate

1. Housing Assistance Payment (HAP) Shared Services Centre

- There were 62,122 active HAP tenancies nationally, managed by the HAP SSC at the end of August.
- A weekly average of 278 HAP tenancies have been set up during 2021.
- The August landlord payment run was €55.6 million.
- The weekly tenant debit at the end of August was €3 million.
- The Debt Management Unit of the HAP SSC collected a total of €102 million in differential rent to end of August.
- The HAP tenant rent collection rate at the end of August was 97%.
- The Debt Management Unit issued 3,888 HAP debt reminder letters in August.
- The Debt Management Unit issued 4,193 HAP COVID-19 temporary reminder letters in August.

2. Fire and Emergency

Statistics

	No. of Fire Related Calls	No. of Non Fire Related Calls	Total
No. of call-outs 01/08/2021 – 31/08/2021	62	50	112
% of calls where on scene in < 10 mins from time of call	66%	43%	
% of calls where on scene between 11 and 20 mins from time of call	27%	46%	
% of calls where on scene in > 20 mins from time of call	7%	11%	

	No. Received / Assigned	No. Validated	No. Invalidated / Refused	No. Granted	No. Completed
Fire Certificate Applications August	12	11	0	14	
Disability Access Cert Applications August	6	5	0	10	
Licensing Applications August	65	65	0		
Commencement Notice August	47	43	3	43	46
Completion Certificate August	10	10	0	10	10
Planning Referrals August	22				14
Sugar CRM Cases August	0				0

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Fire and Emergency Training Events

During the month, there were no Off-Station training courses delivered as this remains the summer period. On-Station training progressed in all stations as normal. Off-Station training will resume in the first week of the coming month.

Online training was delivered to Senior Officers and Administrative Staff.

Civil Defence attendance at Events

The following activity took place in August:

Vaccination Centre – 10 days.

Water Safety

Number of lifebuoy replacements	Total January - July	August	Total 2021
Metropolitan Area	7	0	7
Municipal Area	8	1	9

Munster Regional Communications Centre (MRCC)

	No. of Calls mobilised to an emergency incident by MRCC	Other Calls	Average Call Processing Time	Total No. of Calls in June
No. of Call-Outs 01/08/2021 – 31/08/2021	845	813	1 min. 23 seconds	1,658



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Support Services Directorate

1. Finance

Commercial Rates and Loans

Draft Collection Figures

Commercial Rates 2021	
As at 31st August 2021	
Opening Balance - 01 Jan €	10,696,120 *
Accruals €	60,037,791 **
Vacant Property Adjustment €	369,352
Write Offs / Waivers €	15,029,026
Total for Collection €	55,335,533
Amount Collected €	36,294,838
Arrears €	19,040,695
Specific Doubtful Arrears €	3,325,782
% Collected	70%

Debtors Loans	
As at 31st August 2021*	
Opening Balance - 01 Jan €	357,981 *
Accruals €	901,356 ^
Write Offs / Waivers €	46
To Collect €	1,259,291
Receipts €	1,303,574
Arrears €	44,283
% Collected	104%

* subject to audit of year end accounts for 2020

^ Accruals not updated for loans for July & August 2021

** The Date for Making the 2021 Rate was 02 February 2021

* subject to audit of year end accounts for 2020

Recourse to Overdraft Facility

No. of days in overdraft 0

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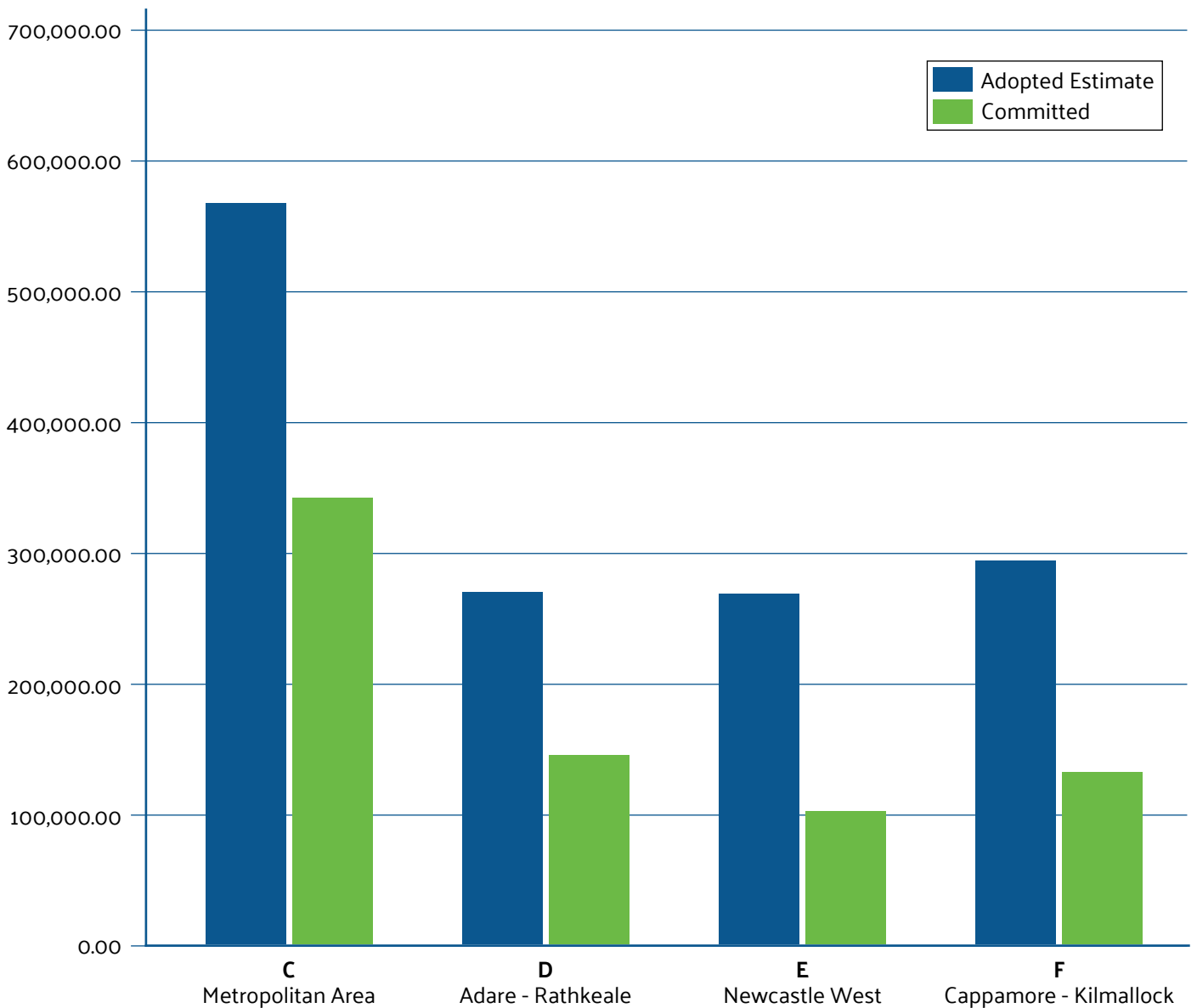


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General Municipal Allocation 2021 Adopted Estimate €1.403 Million

Graph outlining adopted budget and draft committed expenditure up to 31 August 2021



Municip (Code) + (Text)	Value Adopted Estimate (€)	Value Committed (€)
C Metropolitan Area	568,000.00	341,273
D Adare - Rathkeale	270,000.00	148,587
E Newcastle West	270,000.00	102,189
F Cappamore - Kilmallock	295,000.00	133,768

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2. Business Improvement

- Business Improvement worked with Transportation & Mobility to launch the “Mungret Local Infrastructure Housing Activation Fund (LIHAF) Phase 2 Compulsory Purchase Order” on MyPoint.
- Business Improvement added staff e-mail addresses and phone numbers to the Employee App. Users can now search by either “Employee Name” or “Department.”
- A total of 874 users are now live on the Employee App.

3. Corporate, Governance and Customer Services

Office of the Mayor

The Mayor hosted the following in Corporate Headquarters:

- Courtesy visit of Moldovan Ambassador to Ireland and raising of the Moldovan flag to mark Moldova 30th anniversary of Independence, Independence Day of Moldova.

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

- Photoshoot to promote ‘Greening of Limerick’ ahead of All-Ireland Senior Hurling Championship.
- Launch of 2021 Gum Litter Taskforce gum litter education campaign for Limerick. The Gum Litter Taskforce (GLT) is an environmental initiative that was set up to develop and implement an awareness campaign to reduce gum litter in the most sustainable way.
- GAA All Ireland Senior Hurling Championship Semi Final, Limerick v Waterford.
Venue: Croke Park, Dublin.
- Launch Cook Medical Limerick Women’s Mini Marathon.
Venue: City View Suite, The Strand Hotel, Limerick.

- Photoshoot for the Launch of Newcastle West Gardaí Charity Cycle Event in conjunction with ‘Little Blue Heroes.’
Venue: Barnagh, Co. Limerick.
- Photoshoot at the handover of keys to the new tenants of a new housing development in Rathbane, development of forty-three new homes, adjacent to Old Christians GAA Club.
- History scene reenactment of the return of famine immigrant to Rathkeale in 1914, look at new developments in Rathkeale, Greenway etc.
Venue: Rathkeale House Hotel.
- Launch of the GAA Green Clubs’ pilot initiative which aims to develop good practice guidance for clubs focusing on five key areas to support sustainability challenges. The Green Club Programme is a partnership between the GAA, LGFA (Ladies’ Gaelic Football Association) and Camogie Association and local authorities across Ireland and is structured around five key areas; Waste, Water, Biodiversity, Energy and Travel and Transportation.
Venue: St. Patrick’s GAA Club, Limerick.
- Launch of Charity Swim, a 3.8km swim around King’s Island, swim is in aid of St. Gabriel’s Hydro-pool.
Venue: Garden of Hunt Museum, Limerick.
- Interviews with local and national media ahead of All-Ireland Senior Hurling Championship.
- Photoshoot with Lord Mayor of Cork, Councillor Colm Kelleher, ahead of All-Ireland Hurling Final between Limerick and Cork.
Border of Limerick and Cork, Charleville, Co. Cork.
- 2021 All-Ireland Senior Hurling Championship Final.
Venue: Croke Park, Dublin.
- Launch of ‘Look for Local Campaign’ urging the public to support Limerick businesses. A new campaign asking consumers in Limerick to look local when they are shopping for products, services and experiences this summer.

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Register of Electors

- The Register of Electors Team continues to work on a data cleansing project prior to migration to a new Register of Electors system. During the month:
 - 58 letters were issued to electors whose polling cards were returned.
 - Total no. of deletions carried out was 129.
 - Total no. of additions was 31.
 - Total no. of amendments was 33.
 - Total no. of deletion letters issued to electors was 450.
- Letters were issued to the following categories of voters advising that completed forms should be returned by 25 November, 2021, in order to be entitled to hold Postal or Special Vote for the Live Register 2022/23:
 - 69 letters were issued to electors currently holding a Postal Vote under Disabled Postal due to physical illness or disability and unable to attend in person at polling station.
 - Two letters were issued to voters currently holding postal occupation vote.
 - 23 letters were issued to Nursing Homes advising them to complete applications for residents requiring Special Vote for Live Register 2022/23.
- Staff in the Register of Electors Team continue to process application forms and emails which have been submitted in relation to the Register of Electors.

Health and Safety Training

The following Health and Safety training courses took place:

Course Name	Number of Staff Trained
Safe Pass Training	10

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Schedule of Meetings for August

Name of Meeting	Date	Location
Municipal District of Adare Rathkeale Special Meeting to discuss (i) water quality in the River Deel (ii) Pyrite in houses in Barrigone (iii) Directly Elected Mayor.	24.08.2021	Rathkeale
Metropolitan District of Limerick Special Meeting to discuss proposed residential development at Dromdarrig, Mungret, Limerick.	05.08.2021	Dooradoyle and Online

Access to Information

	July	2021 (January to August)
Total Freedom of Information Requests	15	172
FOI Internal Appeals	0	8
Information Commissioner Appeals	0	1
Total Ombudsman Requests	2	31
Total Access to Information on the Environment (AIE) Requests	1	5

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Customer Services

With the Government's decision to gradually relax the COVID-19 restrictions, the Council re-opened its buildings to the public with effect from 09 August. Whilst the initial attendance was a trickle, the public are now gradually returning to engage fully with the Council's wide range of services.

Customer Services worked in conjunction with the Facilities and Health and Safety Departments to ensure this process occurred seamlessly and safely for both our customers and staff alike.

Throughout the month, we welcomed more than 1,200 customers back to our public counters in both Merchant's Quay and Dooradoyle.

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

- Customer Services call centre dealt with 11,974 calls. This represents an average of 570 per day, with the number of calls exceeding 650 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 Elected members.
- 2,832 cases were created, with 673 of these logged on behalf of Public Representatives. 2,769 cases were closed, with 656 of these being cases logged by Public Representatives.
- A total of 2,927 emails were processed through the Customer Services email platform.
- 370 calls were received through the Voxpro out-of-hours services.
- The logging of cases through the MyLimerick portal continued, with a total of 307 being logged, 246 of which were submitted by Public Representatives.

- Customer Services continued to support the Housing Maintenance Department in creating the service requests and keeping citizens up to date on progress made. Customer Services logged 90% of cases for Housing Maintenance in the Metropolitan Area.
- Customer Services continued to provide other frontline services to the public, such as the processing of Residential Parking Permits. There were 73 Residential Parking Permits issued throughout August.

4. Marketing & Communications

Marketing

Double Your Summer

- Concluded multimedia domestic tourism marketing campaign positioning Limerick as an exciting, value-packed holiday and leisure tourism destination of choice to encourage people living in other regions of Ireland to staycation in Limerick this summer.
- Campaign promotion across Limerick.ie's social media channels, via paid and organic social media advertising; limerick.ie newsletters; digital display; SEM.
- Continued engagement with local stakeholders and operators via our dedicated campaign hub www.limerick.ie/double-your-summer showcasing a wide range of accommodation, dining and retail offers and promotions.
- Successfully ran fourth Double Your Summer competition giveaway in collaboration with Celia Holman Lee to win unique Limerick prize package experience Double the Indulgence.

Chief Executive's Report



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

Other Marketing Activities

• All-Ireland Senior Hurling Final 2021

- Co-ordinated “Greening of Limerick” in lead-up to match.
- Promotion across our social media channels and Limerick.ie.
- A part of the build up to the match and to celebrate the aftermath of the fantastic and historic win, Limerick.ie created a ‘Wall of Green’ **Luimneach Abú Fan Gallery**, with images from hurling fans showing their support for the team.
- Conducted analysis of the #LuimneachAbú hashtag online. Between 16-23 August, the total number of impressions (number of times a post has been displayed) amounted to 14 million with a total reach (the amount of people that have seen the content at least once) of 4.6 million users, uniting Limerick fans across the world. The spread of Limerick supporters spanned Singapore, the Netherlands, Italy, France, Azerbaijan and United Arab Emirates, in addition to large numbers in Ireland, UK, USA and Australia.
- Secured widespread national and local media coverage generating hugely positive PR for Limerick.

• Marketing Projects shortlisted in the Chambers Ireland Excellence in Local Government Awards 2021

- Limerick - 50 Days of Summer in Supporting Tourism.
- Limerick St. Patrick's Festival 2021: Tune in to Take Part in Festival of the Year.
- Ongoing engagement with Limerick's Higher Education Institutions in the production of a collaborative promotional asset for Limerick as a top class student city.
- Secured 10-minute Limerick travel feature on Virgin Media Television's Elaine Show and travel article on

the Irish Daily Mail by Novel Traveller, Michelle Walsh Jackson.

- Continued engagement with Brand Limerick verticals.
- Created and issued five Limerick.ie e-newsletters.

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 Limerick.ie's **Facebook** with followers now 32,046. Posts reached 310,383 users with 24,965 engagements and 1,025,094 impressions.
- Tweeted 91 times on Limerick.ie's **Twitter**, @Limerick_ie, with total followers now 20,101. Our tweets earned 224,200 impressions (number of times users saw our tweet).
- Posted 14 times on Limerick.ie's **Instagram** and created 12 Stories with total followers now 19,636.
- Posted 11 times on Limerick City and County Council's LinkedIn with total followers now 7,571.

Limerick.ie

In August, there were 155,613* unique site visits to Limerick.ie. (*Fathom Analytics).

The most popular pages on Limerick.ie were:

1. [Limerick.ie](#)
2. [Limerick.ie/council/services/planning-and-property/apply-or-search-planning-application/search-planning](#)
3. [Limerick.ie/greenway](#)
4. [Limerick.ie/council](#)
5. [Limerick.ie/greenway/sections](#)

Content Report: 62 articles, 135 events and 9 amenities were added to Limerick.ie in August.

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Communications

- Issued 16 news releases from the Marketing and Communications Department and wrote 10 speeches for the Office of the Mayor.
- Produced and distributed the monthly Council Connect staff e-newsletter.
- Tweeted 188 times on Limerick City and County Council's Twitter account, @limerickcouncil, with total followers now 15,523. Our tweets earned 531,300 impressions (number of times users saw our tweets).

