



2013 Annual Report



CORPORATE AFFAIRS, TRANSPORTATION & HR

A Message from the Mayor and City Manager	1
Waterford City Council / Meetings / CPG / Strategic Policy Committees / Area Committee Meetings	2
Corporate Services	3
Joint Policing Committee	4
Property Management	5 / 6
Archives and Record Management 2012	7
Freedom of Information	8
Human Resources	9 / 10
Transportation	11

ENVIRONMENTAL SERVICES & PLANNING

Tidy Towns / Environmental Awareness Initiatives	13
Household Waste Collection / Waste Infrastructure / Environmental Enforcement	15
Veterinary & Food Safety / Parks & Landscape Services	16
Floral Displays / Community Garden	17 / 18
Water Services	19
Planning & Economic Development	20 / 21 / 22

FINANCE & INFORMATION SYSTEMS

Finance	24
Motor Tax / Vehicle Testing	25
Information Systems	26 / 27 / 28

HOUSING, COMMUNITY SERVICES & ENTERPRISE

Housing Programme	30
Priority Needs Scheme / Private Rented Dwelling Standards	31
Sustainable Neighbourhood	32
Sport	33
Community & Enterprise	34
Library Service	35 / 36 / 37 / 38 / 39
Arts	40
Winterval	41
City Fire Service	42 / 43

APPENDIX

Appendix 1, 2, 3	44 / 45 / 46 / 47 / 48 / 49
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**CORPORATE AFFAIRS
TRANSPORTATION
& HR**





MESSAGE FROM THE MAYOR AND CITY MANAGER

Waterford City Council is committed as set out in our mission "To do the very best we can for all the people of Waterford and the Region and to develop Waterford in as many facets as a Centre of Excellence"

We are delighted to present the Waterford City Council Annual Report for 2013, despite and have continued to provide high quality public services with significantly reduced funding and staff resources available.

The Report represents an important record of the work completed and also includes the important and vital services provided by the City Council on an on-going basis.

Substantial progress was made across a broad range of activities through road improvement works, housing, services infrastructure and Destination Waterford City Tourism, including:

- Continued development of Waterford's Cultural and Heritage quarter.
- Ongoing works on Waterford Main Drainage Scheme
- Improvement in Traffic Management schemes
- Harvest Festival
- The Winterval Festival in December 2013
- The Gathering 2013

We acknowledge the help and support received from the Members during the year and we take this opportunity to compliment all the staff of the City Council for their dedicated efforts. We would like to thank the former Mayor and all the Council Members for their support throughout the year.

CORPORATE SERVICES

HIGHER EDUCATION GRANTS

Under the Student Support Act, 2011 Waterford City Council is enabled to grant aid renewal students undertaking undergraduate courses in most third level institutions both in Ireland and the E.U. and postgraduate courses within Ireland. Grants comprise fees payments and maintenance payments. A total of 118 students received grants under the Higher Education Grants Scheme during 2013 with a total value of €692,914.

REGISTER OF ELECTORS

Waterford City Council is the statutory authority responsible for producing the Register of Electors. The 2013/2014 Register of Electors was published on 1st February 2012 and came into force on 15th February 2013.

TOWN TWINNING

A delegation from St. Herblain visited Waterford for St. Patrick's Day.

MEETINGS & CONFERENCES

During 2013 members of the City Council represented the Council at Seminars and Conferences within and outside the State. See Appendix 3.

SCHOOL MEALS SCHEME

The City Council continues to operate the School Meals Scheme and to pay a cash grant towards the cost of providing meals for necessitous children attending national schools in Waterford City. The scheme operates from 1st January to 31st March and from 1st October to 31st December each year

SCHOOL ATTENDANCE

School attendance certificates were presented by the Mayor to children who did not miss a day at school during the 2012/2013 school year. St. John of God school received the award for best attendance during this period.

JOINT POLICING COMMITTEE

Waterford City Joint Policing Committee held three meetings in 2013.

MEMBERSHIP

NAME OF MEMBER	ORGANISATION
Mary Roche (Chairperson)	City Council
John Hearne	City Council
Dick Roche	City Council
John Cummins	City Council
Jim D'Arcy	City Council
Adam Wyse	City Council
Cha O'Neill	City Council
Hilary Quinlan	City Council
Sean Reinhardt	City Council
Seamus Ryan	City Council
Davy Walsh	City Council
Jack Walsh	City Council
Michael Walsh	City Council
Lar Power	City Council
Pat Murphy	Gardai
Chris Delaney	Gardai
Ciara Conway	Oireachtas Member
John Halligan	Oireachtas Member
Paudie Coffey	Oireachtas Member
Maurice Cummins	Oireachtas Member
David Cullinane	Oireachtas Member
Breda Halligan	Community Rep.
Tom Phelan	Community Rep.
Senthil Ramasamy	Community Rep.

HUMAN RESOURCES DEPARTMENT

The imminent merger of Waterford City Council and Waterford County Council and the requirement to align policies and procedures in the payroll and HR areas has been to the fore of the focus of this department. Thanks to the dedication and commitment of staff in both authorities the progress is on target and deadlines will be met.

CORE HR SYSTEM

As part of the amalgamation of Waterford City and County Councils the CORE HR systems currently in operation in both authorities will be merged into one database. A Project Team consisting of City and County staff are working together to migrate all of the City data on to the County database. This work will be carried out in phases over the next 18 months and will be completed by the end of May 2014 deadline.

RECRUITMENT PERFORMANCE INDICATORS 2013

Interview Competitions advertised	24
Number of applications received	463

Training and Development Performance Indicators 2013

Number of training days provided	500
Number of training courses provided	75
Numbers supported to pursue further education	2

EMPLOYEE WELL BEING

The City Council continued to provide a wide range of employee well being services during 2013 including the VHI Employee Assistance Programme, a comprehensive inoculation service, Eye Tests and Health Screening.

JUNIOR ACHIEVEMENT PROGRAMME

Waterford City Council in partnership with Junior Achievement continued this educational initiative during 2012/13. Two employees volunteered their time over a 6 week period to teach the programme:-

1. Jemma Jacob – Presentation Primary School
2. Mary Quigley – St. Stephens BNS

We would like to acknowledge our employees voluntary commitment to this enterprising programme.

Principal Officers

Michael Walsh - CITY MANAGER

DIRECTORS OF SERVICES

Fergus Galvin - CORPORATE AFFAIRS & TRANSPORT

Joe Sullivan (Acting DOS) - HOUSING, COMMUNITY & ENTERPRISE

Richie Walsh (Acting DOS) - ENVIRONMENTAL SERVICES & PLANNING

John Murphy - HEAD OF FINANCE

Lar Power - ECONOMIC DEVELOPMENT

SENIOR EXECUTIVE OFFICERS

Niall Kane (Acting SEO) - HOUSING

Eddie Ruane - HUMAN RESOURCES

Paul Kelly (Acting SEO) - ENVIRONMENTAL SERVICES

Billy Duggan - CORPORATE AFFAIRS & TRANSPORT

Jane Cantwell - CITY LIBRARIAN

Eamonn McEaney - WATERFORD TREASURES

Anthony McElroy - HEAD OF INFORMATION SYSTEMS

Bryan O Kane - FINANCIAL MANAGEMENT ACCOUNTANT

SENIOR ENGINEERS

Ray Mannix - TRANSPORTATION

Niall Curtin - CHIEF FIRE OFFICER

SENIOR ARCHITECT

Rupert Maddock

FORWARD PLANNING -Project Manager

Ian Fitzpatrick - HOUSING

NEW ENTRANTS 2013

Robert Bible – Retained Firefighter

Darren Tuohy – Retained Firefighter

Gemma Fitzgearld - CES Supervisor

Sean Hayes - CES Assistant Supervisor

EMPLOYEES WHO RETIRED IN 2013

John Walsh - RSC Manager

David Kenneally - Mechanic

Michael Lonergan - Dog Warden

Tony Burns – General Operative

PROPERTY MANAGEMENT DEPT

The Property Management Department manages land and property (other than local authority houses) owned by Waterford City Council. The section works with various directorates in the Council to achieve optimum use of the Council's Landbank and acquires land and property rights required for the Council's various infrastructural projects.

In 2013 the Property Management Departments projects included:-

VIKING TRIANGLE

Acquisition, disposal and management of properties for Waterford's Cultural and Heritage quarter. The acquisition of a portfolio of properties, within the Viking Triangle from the Trustees of the Holy Ghost Hospital was completed in October 2012. Property Management continues to support the work of the newly formed Waterford Viking Trust Ltd on the management of same.

INFRASTRUCTURE/ECONOMIC DEVELOPMENT

- Northern Industrial Estate Roundabout 2 – acquired land for this project which will be completed early 2014.
- Meagher's Quay CPO – acquired land by compulsory purchase for the construction of a roundabout and re-alignment of access point to the Port of Waterford and Keverflow Car parks at Meagher's Quay.
- Preparation of final vesting orders for the Outer Ring Road, Willamstown Road and Old Kilmeaden Road Compulsory Purchase Orders.

COMMUNITY/VOLUNTARY/ARTS

- Sourcing of properties and leasing same to Irish Red Cross, Waterford Town Twinning Committee, Waterford Marine Search and Rescue and various arts groups (under auspices of Waterford City Arts Office).

WATER SERVICES

- Flood Relief Scheme – supporting this project through negotiation of property rights as required.
- Irish Water – providing data on water services infrastructure to assist the transfer of same to Irish Water.
- Main Drainage – completed wayleave acquisition for Waterford City Main Drainage Scheme.

HOUSING

- Acquisition of portfolio of properties (some under CPO) for Housing Development at Cathedral Square/Chairman's Arch.
- Disposal of Houses repossessed (mortgage default).
- Acquisition of small number of houses for housing stock.
- Sales of freeholds as they arose.
- Acquisition of various houses under Part V of Planning and Development Act 2000.

- Embarked on Phase 1 of project to improve land management/control of Horses at Ballybeg, Waterford.

PRA-DIGITISATION

- Continued to work with Property Registration Authority to digitise property records for the City Council. Examined the effect of proposed amalgamation of City and County on the land bank/ property records held by both authorities how to present information digitally and appropriate management system for same.



FREEDOM OF INFORMATION

The following freedom of information requests were received in 2013:-

Case B/F 2012	Personal	Non Personal	Granted	Part Granted	Refused	Live requests End of Year	Withdrawn or dealt with outside of FOI
2	8	4	7	2	1	0	4

ARCHIVES AND RECORD MANAGEMENT

To preserve, protect & make accessible records relating to Waterford city

1. ARCHIVES:

Researcher Numbers:

A total of 117 researchers made 135 visits to the Reading Room during the year. The largest group of researchers was family history/genealogy (49%) followed by local history researchers (12%). 40% of researchers were from Waterford city and 25% were from overseas.

Research Queries:

During 2013 the City Archivist and staff answered over 190 substantive queries. This number is very similar to previous years. Most queries (over 90%) were received, and replied to, by e-mail.

Exhibitions:

2 exhibitions from the Annie Brophy Exhibition were curated and mounted during 2013:

- "Welcome to the 60s!": A new selection of Annie Brophy photographs from the 1960s held in the Garden Room, Medieval Museum from Friday 16th August to Sunday 29th September. This exhibition was chosen by the Arts Correspondent of the Waterford News & Star as his "best exhibition" for 2013.
- "An Annie Brophy Selection Box" : A variety of Annie Brophy street and group photographs displayed in the Municipal Gallery, Greyfriars, during the Winterval festival.

Accessions:

Waterford City Archives continues to accession archival material relating to the city and its environs. During 2013 the following significant collections were accessioned:

- Records of the Waterford branch of the IRISH TRANSPORT AND GENERAL WORKERS UNION (deposited by SIPTU)
- THE WHITE COLLECTION: a significant collection of material relating to a prominent Waterford Quaker family, 18th-19th centuries (purchased at auction).
- Records of STRANGMAN'S/CHERRY'S BREWERY, Mary Street, Waterford, 1880s-1960s (Deposited by Diageo Ltd.).
- 4 legal documents relating to the transfer of Glebe land ownership at Rathmoylan, Co Waterford, early 19th century (private donation).

Talks & Presentations:

A total of 5 talks were given on a variety of topics during the year to community, retirement and school groups in Waterford city and adjoining areas. For the first time the City Archivist made presentations as part of Culture Night.

Other Activities:

- Work has been ongoing on the transcription of Waterford Corporation Minute Books 1700-1760 for publication by the Irish Manuscripts Commission. .
- The Archives featured in a TV documentary called Great Irish Journeys which aired on RTÉ on Sunday 7th July.
- The City Archives co-ordinated the erection of a Blue Plaque to commemorate the visit of Frederick Douglass, American abolitionist and human rights activist, to Waterford in 1845. The project was a joint venture with Waterford Civic Trust. The plaque was unveiled on the façade of City Hall by Councillor John Cummins, Mayor of Waterford on Monday 7th October in the presence of representatives of Waterford's Sister City, Rochester NY.
- Data entry of high usage records held by the City Archives continued during 2013.

2. RECORDS MANAGEMENT:

- During 2013 ca 100 boxes of semi-current and noncurrent records were transferred to the facility from across the City Council.
- Work is ongoing on standardising contents of new Records Centre & upgrading existing box lists.
- The present Records Centre is at capacity.

File Retrievals:

There were 335 file retrievals from the Records Centre during 2013. There is currently a 99% retrieval rate for files requested.

The City Archivist is assisted in his duties by 2 participants on Waterford City Council Services Project Community Employment Scheme.

Irish language – An Teanga Gaeilge

Waterford City Council is committed to the promotion and improved availability of public services through Irish.

“Tá Comhairle Cathrach Phort Láirge tiomanta cur chun cinn agus infhaighteacht níos fearr a thabhairt do sheirbhísí poiblí trí Ghaeilge.”

During 2013 Irish language signage in the public realm continued, with bilingual signage made available on the Historic Viking Triangle and at Wyse Park and on main transport infrastructure throughout the City. Work continued on the translation of associated application and information forms. Promotion of the language was carried out during Seachtain na Gaeilge 2013 which included bilingual Historical Walks around the Viking Triangle, Irish Classes, participation in an Irish Conversation Circle and a Joint Venture programme with WIT. The Library Service organized Irish language classes in 2013 which were a tremendous success with the course being well attended.

A number of events were organized in the Irish Language during Heritage Week 2013 and it is intended to continue with these events in 2014. The Waterford City Council's first Irish Language Scheme, 2007-2011 was prepared under the provisions of the Official Languages Act, 2003 and its success was reviewed in 2011 and 2012 by An Coimisinéir Teanga, the Irish Language ombudsman who oversees, inter alia, the implementation of the provisions of the Official Languages Act and the rights of Irish speakers. We await a final recommendation in 2014.

Waterford City Council Staff who attended the Irish Class 2013 with tutor Frank Madigan



Transportation

Sustainable Transport

The R680 South Quays Green Route from Colbeck Street to Rice Bridge was progressed with Phase 1C completing construction in 2013. Design of the final Phase 1D was completed and work will commence in 2014.

High quality amenity footpaths are being provided on the Mall and along the Quay. As part of the Green Route. Two roundabouts, bus lanes and cycle lanes are also being provided on the Quay.



Old Kilmeaden Road

A roundabout was constructed at the entrances to the Waterford Industrial Estate and the Knocknose Business Park and a section of the adjoining road was upgraded.

Low Cost Safety Improvement Works

A Pedestrian Crossing was installed on the Dunmore Road between Ardkeen Stores and University Hospital Waterford. Traffic calming was installed at the pedestrian lights at the Folly and the traffic lights at the Ballytruckle Road Junction were upgraded. Traffic Calming was also installed at the Thomas Street / Anne Street junction to enhance pedestrian safety.

Tramore Road Cycle Route

The Tramore Road Riverside Walk was upgraded to a combined footpath/cycle route.



Road Maintenance

Waterford City Council continued the road resurfacing programme during the year. Sections of Meeting House Lane/Sergeants Lane, Spring Garden Alley, Barrack Street/ Bunkers Hill Junction and the Dunmore Road were resurfaced.

ENVIRONMENTAL SERVICES & PLANNING



PLANNING & ECONOMIC DEVELOPMENT

The Planning Department promotes and manages development in order to sustain a high quality environment in which people can live, work, invest and enjoy their leisure time. The work of the Department includes the development of planning policies for the city, promoting and facilitating orderly development through the development management process and ensuring compliance by planning enforcement.

FORWARD PLANNING

Waterford City Development Plan

The Development Plan lies at the heart of the planning system and provides the strategic framework and policy context within which planning decisions are made. The making of a Development Plan is a reserved function of the elected members of the Council.

The Waterford City Development Plan 2013 – 2019 was adopted by the members of Waterford City Council on 11th February 2013. The Development Plan came into effect on 11th March 2013.

Conservation of the Built Heritage

Waterford City Council's Record of Protected Structures contains 922 structures. Under the Structures at Risk Fund 2013 €7,000 was allocated by the Dept of Arts, Heritage and the Gaeltacht to 123a Parade Quay for repairs to windows, roof and internal plaster.

DEVELOPMENT MANAGEMENT

The development management process seeks to promote proper planning and sustainable development and not to merely control development.

Decisions were made as follows in 2013:

Category	No. of Applications	Percentage Granted	Percentage Refused
Individual House	1	-	100%
Housing Development	1	100%	-
Other (not requiring EIA)	93	95%	5%
Other (requiring EIA)	5	80%	20%

Planning Appeals

A total of 4 applications were determined by An Bord Pleanála. 3 decisions of the planning authority were upheld and 1 was reversed

Development by the Council

The Part 8 procedure under the Planning & Development Regulations 2001 (as amended), was used twice in 2013. This procedure applies to developments proposed to be carried out by Waterford City Council and included the planning process for the construction of a shared footpath/ cycle path on the Tramore Road, and Public Realm Artistic Installations in the Viking Triangle. The Viking Triangle works included the John Condon Memorial, the Aoife and Strongbow Sculpture and artistic signs located around the Viking Triangle.

Planning Enforcement

Activity was taken in 2013 in relation to investigation of works being undertaken without planning permission or works being carried out contrary to permission granted:

Cases investigated:	44
Warning Letters issued:	10
Enforcement Notices served:	19

No. of Prosecutions:..... 3

In the majority of instances the service of Letters/Notices resulted either in the making of planning applications for the retention of the developments, or compliance with the terms of the Notice.

Outdoor Event Licences

Under the Planning Act a licence is required for the holding of large scale "outdoor events". In 2013 Waterford City Council processed 4 Event Licence applications including those for the St. Patrick's Day Street Parade, the Spraoi Festival, the Harvest Festival and the Vadrefjord! Event.

Development Contribution Scheme

In May, 2002 Waterford City Council adopted a Development Contribution Scheme on foot of Section 48 of the Planning & Development Act, 2000. When granting planning permission the Planning Authority may attach a condition requiring the payment of a contribution under the scheme in respect of public infrastructure and facilities benefiting development in the city. The development of the city is dependant on the provision of necessary infrastructural services and the monies collected from Development Contributions are an important source of finance for investment in these services. A total of €649,537 was received in Development Contributions in 2013.

Derelict Sites

Waterford City Council has been active in encouraging the removal of derelict sites through the use of the various measures available under the Derelict Sites Act and the planning and development process. During 2013 significant improvements were made to several properties in the city which all aid in improving the overall presentation of the City. Many other premises have improved their properties through carrying out repair works.

Dangerous Structures and Unfinished Housing Estates

Waterford City Council is empowered under the Local Government (Sanitary Services) Act, 1964 to take action in respect of Dangerous Structures and Places. In 2013, the Council issued a number of notices in relation to Dangerous Structures requiring the owners to undertake works in order to remove sites/structures from danger. A growing issue in the last number of years is the phenomenon of Unfinished Housing Estates. While Waterford City is not as afflicted as many other local authority areas, there are still a number of estates which are categorized as requiring Council attention to bring about improvements. The Council has been working with, and will continue to work with, developers, residents, financial institutions and NAMA in order to develop agreed and acceptable Site Resolution Plans.

Planning Website

The site contains some useful information including 'A Guide to Making a Planning Application'. 'A Guide to Protected Structures', the City Development Plan and other strategic planning documents. Details of planning applications and decisions are also available. The site may be accessed at www.waterfordcity.ie

ENVIRONMENTAL SERVICES

TIDY TOWNS

For the seventh year in a row, Waterford City increased its mark in the national Tidy Towns competition, achieving a mark of 290 and achieved a silver medal. In the Irish Businesses Against Litter (IBAL) surveys in 2013, Waterford was placed 5th out of 42 towns and cities surveyed in the country overall. Waterford City achieved 'Cleaner than European norms' status for 2013. The improvement in both the Tidy Towns and the IBAL is a reflection of the priority and resources invested in the presentation of the City.

ENVIRONMENTAL AWARENESS INITIATIVES

The following environmental initiatives were progressed during the year:

- **LITTER ACTION:** Waterford City Council provided year round support for community clean ups through the provision of materials and collection of litter after the clean up. The National Spring Clean was also actively supported by Waterford City Council through the provision of clean up materials to community groups, schools, etc and the removal of materials collected. In addition, Waterford City Council sponsored the Waterford Local Radio Streetsweeps and provided bags, gloves and litter pickers for clean-ups in the City. WLR publicise the events and report on their progress. This has proved to be a successful means of highlighting the work of residents in their areas while encouraging other areas to carry out similar clean-ups.
- **THE SCHOOLS PROGRAMME** was carried out in both primary and secondary schools, 43 primary and secondary school visits were carried out last year. A range of talks and workshops were given on litter, waste, recycling, energy, climate change, biodiversity and water conservation. A series of Energy in Education workshops were organised for teachers and delivered by Sustainable Energy Ireland. Waterford Nature Park was proposed for a Discover Primary Science and Maths centre and workshops for primary school groups developed to accommodate this. Waterford City Council took part in CALMAST's festival of outdoor science once again.
- 87% of schools in Waterford City are currently registered in the **GREEN SCHOOLS PROGRAMME**, along with 4 preschools and 1 institute of further education. Green Schools Seminars are held annually to encourage, advise and inform schools about this environmental education programme. Schools visits, phone calls, etc supplement this seminar to help schools throughout the year.
- **LITTER COMPETITIONS:** an anti litter poster competition was held for Primary Schools in association with Hasbro, along with a Litter monster competition at Halloween and a Recycled Christmas Decoration Competition in December.
- **THE WATERFORD CITY PRIDE OF PLACE ENVIRONMENTAL COMPETITION** is held annually to encourage both local communities and businesses alike to take action and improve their local environment. There is a wide variety of categories, from Best Residential Area to Tidiest School.

- To mark **NATIONAL TREE WEEK**, tree plantings were carried out in the People's Park and 250 saplings were distributed to schools, residential, community and youth groups.
- **COMMUNITY WORKSHOPS** were given to various groups, including community groups. This highlighted the importance of good waste management, including prevention, reuse and recycling, composting, etc. Groups within Waterford City were invited to take part in Master Composter workshops that were held in conjunction with Wexford County Council and the Stop Food Waste campaign. These workshops taught participants how to develop, establish and manage a composting system, as well as reducing and preventing food waste. A composting system has since been established in Roanmore Allotments.
- Waterford City Council funded **ANTI GRAFFITI PROJECTS** using co-funding from the Department of the Environment's Anti-Litter and Anti-Graffiti Awareness Grant, including the relocation of the graffiti wall in Wyse Park to the People's Park.
- Further awareness was undertaken on **DOG FOULING** as a litter offence and how to avoid this offence by cleaning up after their dog. Poop scoops are available free of charge from on street dispensers in an effort to highlight the solution to this problem. Signs were spray painted onto footpaths at problem locations. A public awareness campaign was also initiated, with street theatre about dog fouling taking place in the city centre, press releases issued to local newspapers, interviews done with local radio stations etc. The Litter Wardens and Dog Warden began patrols to further educate dog owners. The Green Dog Walker campaign was signed up to on a regional basis.
- **GUM LITTER** Waterford City Council took part in the Gum Litter campaign to reduce the amount of gum litter on our streets, through theatre in education in Secondary Schools, information days in the city centre, etc.
- **ENVIRONMENTAL SERVICES** operated in partnership with Children's Group Link to run the 100th Day Challenge, which saw more than 100 volunteers in the city centre picking up litter and removing graffiti.

WASTE INFRASTRUCTURE

Kilbarry Landfill was closed in September 2005 and all residual domestic waste from the City for landfill disposal is now being transported and sent to landfill by Greenstar. Remediation of the landfill at Kilbarry was completed in 2012 and it has been reopened as an amenity park for the citizens of Waterford.

The Composting Facility at the Green Road, Kilbarry, which processed organic waste from Waterford City and County, closed to the public in September, 2009. Proposals are currently being assessed from the private sector for the upgrading of the facility. The Kilbarry Civic Amenity facility continues to undertake the taking in of hedge and tree cuttings from the members of the public.

Waterford City Council ceased the collection of domestic refuse in 2011. The bottlebanks continue to be emptied

by Rehab Glassco and the Civic Amenity Site waste is now removed by Greenstar.

Waterford City Council continues to operate the white/bulky goods collection for households within the City area.

ENVIRONMENTAL ENFORCEMENT

Waterford City Council prepares, as does every other local authority in Ireland, an RMCEI Plan (Recommended Minimum Criteria for Environmental Enforcement) annually, which documents the achievements of the previous year and specifies proposals (the Plan) for the current (forthcoming) year, in the area of Environmental Enforcement. The City Council has also produced a written Environmental Enforcement Policy, which is reviewed annually, on Waste Management in the city.

In 2013, 261 "On the Spot" fines, of €150 each, were served in respect of breaches of the Litter Act and 11 prosecutions were taken for non-payment of fines.

Ten Prosecutions were taken in 2013 under the Waste Management Acts - principally relating to breaches of the Waste Management (Tyres & Waste Tyre) Regulations 2007 and storage of waste oils. Two prosecutions related to householders dumping waste on a street and holding waste, which were breaches under Section 32 and Section 18 of the Waste Management Acts.

Waterford City Council remains committed to its Litter Management Plan 2012 – 2015 and to tackling the Litter Problem by means of more efficient street cleaning, raising of awareness, providing more focused education on the issue, and by enforcing the Litter Pollution Act, 1997 - 2008, to its full extent. By implementing the aforementioned, the City Council is intent on presenting a cleaner, brighter and more visually attractive environment to all who live in, work in, use and visit, the city.

The Marketing, Sale, Distribution & Burning of Specified Fuels Regulations 2012 (pdf -206kb) have now extended the ban on the sale and supply of bituminous coal beyond the administrative boundaries of Waterford City into County Waterford and County Kilkenny.

DOG CONTROL

Waterford City Council operates a dog shelter at Bilberry, Waterford. This service is operated by Waterford City Council on behalf of both the City and County.

A full time Dog Warden is employed for the City area and enforces the provisions of the Control of Dogs Acts. There is also a full time shelter manager who cares for the dogs and manages the day to day operation of the shelter.

In 2013, a total of 379 stray dogs were either surrendered by dog owners or collected by the Dog Warden. From this 313 dogs were either reclaimed by their owners or rehomed from the City Dog Shelter. A total of 1337 dog licences were issued in the City during 2013.

PARKS AND LANDSCAPE SERVICES

The parks, open spaces and landscaped roadside margins in Waterford City Council are an invaluable resource for active and passive recreational facilities, providing aesthetic enhancement and environmental improvement, thus contributing significantly to the quality of life for citizens and visitors alike.

In this regard the City Council's strategy, to provide for recreational, amenity and environmental pursuits and values, continued through the maintenance and improvement of existing facilities and the provision of new areas.

Arboricultural Programme 2013

The following works were undertaken by Council staff and landscape contractors:

- Planting of approximately 100 semi-mature trees throughout the city.
- Pruning of approximately 500 street trees in roadside margins and estates
- Removal of dead, dying, diseased or unsuitable trees from streets and replacement as necessary.
- National Tree Week events were also arranged to promote the awareness of the importance of trees in our environment in conjunction with the environmental awareness officer.

Floral Displays

Plants for floral displays were mainly bought from specialist nurseries. Over 10,000 summer bedding plants and 8,000 spring bedding plants were planted in 2013 at the following locations: N25 and Cork Road, The Quays, Thomas Francis Meagher monument, GPO, Michael Street, Cork Road Roundabout, Ballybricken and Richardson's Folly. 120 Hanging baskets were installed for 2013. They were erected in full bloom and they proved to be a significant addition to the appearance of the City Centre.

Graffiti Wall

The graffiti wall has been moved from Wyse Park (due to the hoarding being removed on completion of the John's Priory works). A graffiti wall is now located to the rear of the skate park in the People's Park.

Children's Playgrounds

Parks staff continue to carry out formal weekly inspections on all playground facilities to ensure they are maintained to a good standard. Playgrounds receive daily litter picks and graffiti removal is also carried out as necessary on an ongoing basis to ensure that playgrounds are presented in a positive manner.

Landscape Maintenance Operations 2012 - 2014

A Landscape contractor maintains the open spaces around the city. The contractor's duties include litter picking, grass cutting and herbicide applications. Open spaces amounting to over 250 acres are being maintained under the contract. A contract has been awarded with a landscape contractor to carry out landscape maintenance operations for 2012 to 2014.

The City's parks include: People's Park, Wyse Park, Six Acre park, Ballybeg Park and Waterford Nature Park. These parks amount to 60 acres in size and are maintained by Council staff.

Herbicide Applications on Roadside margins

There are roughly 160km of road side margins that require herbicide treatment in Waterford city on an annual basis. This is being maintained under contract. WCC is continuing its pilot programme to control Japanese Knotweed. This programme will concentrate on sites at the Dunmore Road and Tramore Road Walkways and at Kilbarry Landfill.

Graffiti Removal & Amenity Repairs

The main work activities include graffiti removal, power washing, painting and carpentry repairs. The main areas of focus are all city centre areas (amenities and public realm) and the entire city's parks and playgrounds. While the incidence of graffiti has stabilised particularly since the introduction of a Graffiti wall in Peoples Park there are problem areas which need to be revisited frequently included the People's Park, John Roberts Square, Luke Wadding Statue, Cathedral Square, Railway Square and the Manor St John playground.

Flood Alleviation Scheme

The contract for the Waterford City Flood Alleviation Scheme Phases 2, 3 & 4 – Civil Works is progressing to schedule and works will continue along both sides of the Johns River as far as the RSC and Kingfisher club. The contractor is Niall Barry Ltd who also completed phase 1 (glass wall on quay). This contract will finish the scheme and construction is programmed to finish at the end of 2014.



Wastewater and Drainage Services

The Wastewater and Drainage Section is responsible for the operation and maintenance of the City's sewerage and drainage systems, including sewers, pumping stations, stormwater drainage and surface water channels. The Section provides for emergency responses during and outside normal working hours.

Wastewater Treatment

The Waterford City Wastewater Treatment Plant, located at Gorteens, Co. Kilkenny, is operated by a Contractor on behalf of the City Council. The Plant was commissioned in July 2010 and is treating the wastewater comfortably meeting all the discharge limits defined by the EPA. The Section oversees and monitors the operation of the Wastewater Treatment Plant and submit Annual Environmental Reports to the EPA, reporting on the Plant performance.

Waterford Main Drainage Scheme (Phase 2)

This scheme commenced construction in 2005 is now complete. It has provided a system of main interceptor sewers on both sides of the River Suir together with a series of Pumping Stations delivering wastewater to the new Treatment Plant at Gorteens. Completion of this project has resulted in the elimination of septic/holding tank discharges to the River and this has contributed to the environmental improvements to the Suir estuary. In 2014 a Sewer Remediation Scheme will be undertaken to eliminate saline infiltration from entering the sewer network in low-lying areas of the city.

Irish Water

Established in March 2013 as a semi-state company under the Water Services Act 2013, Irish Water will bring the water and wastewater services of the 34 Local Authorities together under one national service provider. Irish Water will gradually take over the responsibilities from these Local Authorities on a phased basis from January 2014. It will take approximately five years for Irish Water to be fully established, at which point it will be responsible for the operation of public water services including management of national water assets, maintenance of the water system, investment and planning, managing capital projects and customer care and billing. As well as responsibility for public water services, Irish Water will also be making capital and investment decisions regarding the country's water infrastructure on a national basis.

Waterford City Council will continue to deliver water services under a Service Level Agreement (SLA) with Irish Water. The SLA sets out the rights and obligations of Irish Water and the authority under the new arrangements for the delivery of water and wastewater services in the local authority's area.

Water Supply and Distribution

The City Council maintains over 355 km of watermains throughout the City. The average demand for water in the City during 2013 was 18,629 cubic meters per day. The distribution of the water in the network is remotely



monitored and controlled via a radio telemetry Scada system. This allows the Council to rapidly analyse flows & pressures throughout the distribution network and plan responses as required.

Water Conservation

The Council continued to operate a very pro-active approach to water conservation throughout 2013. The Unaccounted for Water (UFW) figure has also reduced. In 2012 the UFW figure was 39.57% while in 2013 it reduced to 31.8%, which can be attributed to a planned & systematic approach to water conservation throughout 2013 through its Active Leakage Control Team from both the Water Repairs & Maintenance & Conservation Teams. The DECLG approved the contract for the City's Mains Rehabilitation Phase 3 in December and construction works are due to start in April. The works will remove 23km of old cast iron mains from the water network and will represent an investment of almost €6.5 Million in the City's network.



Drinking Water Quality

Regular testing is carried out by the EPA, the HSE and the laboratory at Adamstown Water Treatment Plant to ensure conformance with the European Communities (Drinking Water) (No. 2) Regulations, 2007. The City's drinking water supply continued to be of a very high quality throughout 2013. The drinking water quality results for 2013 for the public water supply serving a population of 46,747 of Waterford City was a compliance of 100%. No boil water notices or water restriction notices were issued to consumers during 2013.

FINANCE & INFORMATION SYSTEMS



FINANCIAL SERVICES

Develop our financial systems in order to promote efficient resource management including maximisation of income and to ensure implementation of the overall policies and objectives of the city.

Financial Summary for 2013 (subject to audit)

Summary of Revenue Account:

	2013 €million	2012 €million
Opening Balance at 1st January	-1.2	-0.3
EXPENDITURE FOR YEAR	57.3	56.5
Transfers to Reserves	<u>2.1</u>	<u>0.1</u>
	<u>59.4</u>	<u>56.6</u>
INCOME FOR YEAR		
State Grants	17.0	14
Goods and Services	20.4	20.2
Commercial Rates	<u>21.6</u>	<u>21.6</u>
	<u>59.0</u>	<u>55.8</u>
Deficit for Year	-0.4	-0.8
Closing Balance at 31st December	<u>-1.6</u>	<u>-1.2</u>

Summary of Balance Sheet

Fixed Assets	941.3	942.7
Work in Progress	14.8	17.0
Long Term Debtors	52.9	54.9
Current Assets	19.6	16.3
Current Liabilities	<u>-38.9</u>	<u>-34.6</u>
	989.7	996.3
Long Term Creditors	78.9	82.5
NET ASSETS/(LIABILITIES)	<u>910.8</u>	<u>913.8</u>

REPRESENTED BY:

Capitalisation Account	941.3	942.7
Work in Progress	15.6	18.0
Specific Revenue Reserve	0.0	0.0
General Revenue Reserve	-1.6	-1.2
Other Balances	<u>-44.5</u>	<u>-45.7</u>
Total Reserves	<u>910.8</u>	<u>913.8</u>

Networking/Communications:

We operate an extensive local area network in Waterford City which comprises of wireless, fibre, broadband, leased lines, VPN and DSL connections. Our network administration department gives support and advice to 450 users with almost 3,000 support requests generated by our tech support system in 2013. Users are based in over twenty locations around the City, from the Fire Station and Council Depots to Libraries and Sport Centre/Golf Course.

In 2013 we extended our network and support to new users in the Irish Water Transition Office, Fumbally Exchange (FEx), Flood Alleviation Office and Lombard Street Project and Arts Offices. We also supported the Harvest and Winterval Festivals setting up offices and providing them with networking and communications requirements.

The public WIFI network was extended to cover the Viking triangle area, allowing users access the free 30 minutes service while visiting the museums and walking tours. The staff WIFI was also extended to all meeting rooms, council chamber and committee rooms.

Merger preparation work also commenced to create a new computer network for the new Waterford City and County Council and to combine all existing systems to provide a single service to the new authority.

We also commenced the upgrade of all users in December to Windows 7/office 2007 operating systems, this project will be completed in March 2014 as support for older systems from Microsoft will cease by then.

Online Services Development

Waterford City Council's main website, www.waterfordcity.ie had steady traffic throughout 2013 and offers up to date information on services used by the public. The website remains a popular channel via which to contact the City Council and accordingly, contacts through the website have increased as more people take advantage of our online facilities.

In addition to maintaining and enhancing the main Council website, following the announcement of the amalgamation between The City Council and Waterford County Council, significant planning and development has been undertaken to implement a new, merged web presence. A number of our websites will now be redeveloped using a new CMS (Content Management System) allowing staff in the organisation the ability to publish their own content.

The web development section was heavily involved in several partner projects in the City Council such as the Viking Triangle website project which was launched very successfully during 2013. Members of the team were also involved in the planning stages of the overall merged brand of the new authority as well as planning effective strategies for future online interaction.

Our Library service continues to have a very strong online presence having moved to a new Library Management System platform called Iguana. Both the Library service and the City Council as a whole use social media to

engage with customers, with Twitter being especially popular. See @waterfordcityco to follow our alerts.

Some website and social media statistics for 2013:

- Websites – our various sites had almost 1,003,500 hits with the main website waterfordcity.ie accounting for 510,000 page views
- Twitter – our following grew steadily in line with our Social Media policy and we now take a number of contacts per day via this channel. We now have 3,671 followers and having sent some 3,000 tweet messages.
- Facebook continues to be our platform for alerting the public to social events or items of interest city-wide, as it allows more information per post than Twitter – we now have 1,105 likes with the Library Service having 800 more.

Systems Development

Most of the office packages we use are proprietary “off the shelf” products while many of our core systems common to most local authorities are supplied/developed by the Local Government Management Agency and implemented and maintained by ourselves. The remaining systems, specific to our own needs, are developed and maintained in-house by our own developers. Where systems have been developed for internal use we have endeavoured to make them available to field workers using smart phones. Systems implemented or developed in 2013 include:-

- Museum Tours Booking Application
- Golf Course Subscriptions System
- Extensions to in-house tasklist

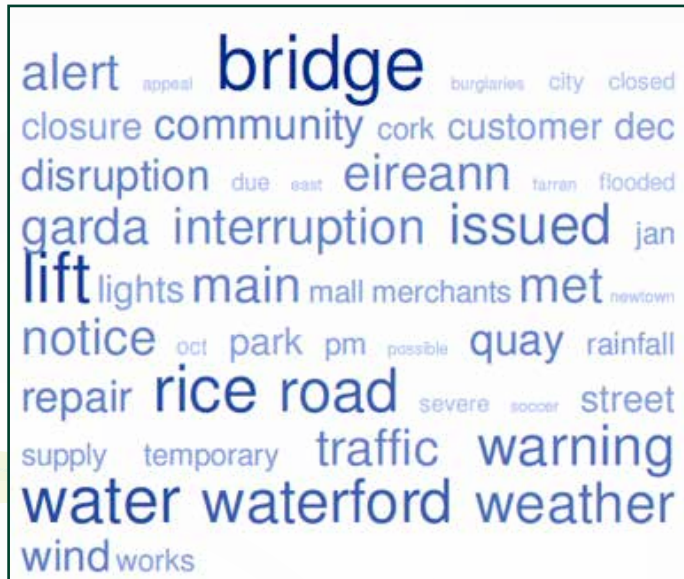
Work is ongoing to upgrade existing systems to the latest SQL/.NET environment, enhance their functionality and, where appropriate, enable them for web/intranet access. In addition, our Intranet and Expenses systems were upgraded during the year.

Following the announcement of the amalgamation between The City Council and Waterford County Council, a large body of work has been undertaken to prepare systems and databases for merger in June 2014. In some cases, such as the Register of Electors Database, the datasets have already been merged into a single instance.

We continue to work with our GIS Officer to establish location/address-based links between various discrete databases. This work will be ongoing in 2014, creating a Central Address Database with links to all relevant systems.

Geographic Information Systems:

Some of the highlights from 2013 were:

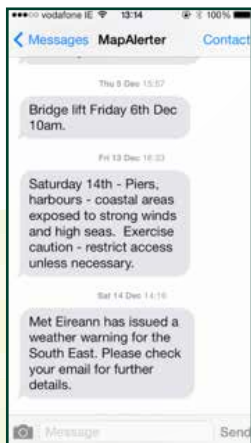


MapAlerter

Following the launch of MapAlerter in 2012 the number of unique users subscribed to the service by October 2013 was 778. This included 627 home and 512 work registered locations.

The service has been very well received and not only sends out alerts via SMS and email it now also posts updates to the Councils Homepage, Twitter account and send emails onto other interested parties such as the Garda and WLRFM.

136 alerts were issued during 2013 and 72,890 SMS messages were sent.



Work undertaken by GIS section recognised by industry newsletter.

The work undertaken by the GIS section in relation to data integration, analysis and dissemination was recognised in the FME Insider Newsletter. The GIS Officer Jon Hawkins was interviewed for the Winter 2012-2013 international edition, he was asked about how he was using the Councils FME (Feature Manipulation Engine) software to make the Council more efficient. To read the article in full visit <http://blog.safe.com/2013/01/barsroomian-feats-of-data-transformation/>

FMEinsider

Winter 2012 - 2013



Barsroomian Feats of Data Transformation



Water Services Transition Office

As well as working on the merger during 2013 the Councils GIS Section has been assisting the Water Services Transition Office, based in the City. Tasks have included analysing data and information from Water Services sections throughout Ireland as well as acting as coordinator between other Local Authority GIS Sections and Irish Water.



MOTOR TAXATION

ANNUAL REPORT SUBMISSION 2013

Goals:

To maximise the efficiency and effectiveness of the overall Motor Taxation & Driving Licence functions and to provide a quality customer service at all times.

Specific Initiatives

The Department of the Environment, Community and Local Government continue to express an interest in using the Motor Tax Information Website, designed and developed by Waterford City Council, as their National Motor Tax Website. This Information Website would then be recognised as the official National Motor Tax Information Website. This would be a considerable honour and would be a significant recognition of the time and effort that the staff in Motor Tax have committed to this Project.

The Motor Tax TV Project continued to flourish in 2013. This innovation is a follow on to the Motor Taxation Office Information Guide Book. Motor Tax TV is a plasma screen based information system that will display the main points of information from the Motor Taxation Office Information Guide Book. This innovation has also been developed by the staff in the Motor Taxation Office. Its main focus is to further provide customers waiting in the public area of the Motor Taxation Office with relevant information with regard to the motor tax service. A large number of Motor Taxation Offices across the country have decided to participate in this Project, thus ensuring that the same information will be available to motor tax office customers countrywide. In 2014 Motor Tax TV Project will be re-designed and will include a more modern graphic display and a series of new questions and answers based on the most commonly asked questions in relation to Motor Tax. Overall it is intended to make this a more vibrant, customer friendly facility.

Motor Taxation Statistics 2013

Vehicle Licences Issued:	Driving Licences Issued:
Annual..... 6,272	Full - 1 Year67
Bi Annual 3,517	Full - 3 Year775
Quarterly..... 16,276	Full - 10 Year 2,130
Duplicates 154	Provisional – 1 Year563
Exempt..... 237	Provisional – 2 Year1,182
Cancelled 66	Duplicates..... 401
Free in Lieu 54	Free In Lieu 258
.....	Cancelled..... 2
TOTAL..... 26,576	TOTAL5,378

Vehicle Testing (Goods) Scheme:

A total of 2,006 Certificates of Roadworthiness were issued under this scheme during 2013.

Receipts:

Total receipts from all Motor Taxation activities in 2013 amounted to €5,613,528.60.

**HOUSING,
COMMUNITY SERVICES
& ENTERPRISE**



HOUSING

"The overall objective of the Housing Department is to facilitate the delivery of good quality accommodation for those who have the greatest need and to develop sustainable communities in Waterford City."

Housing Programme

The objective to facilitate the provision of quality accommodation for those who need it most, is met through a diverse range of housing programmes and services being delivered by the Housing Department on an ongoing basis. The following Housing solutions were delivered in 2013.

Newly refurbished units from existing stock	121
Houses acquired through CAS Scheme	2
Succession of Tenancies	23
Houses assisted under Housing Aid Grants	78
Houses delivered under RAS Scheme /leasing	63
Shared ownership/ Annuity loans /Affordable	2
Approved Housing bodies	65
Housing transfers	11
Refurbishment Traveller Accommodation	13
Tenant purchases completed	6

The above programmes have secured the delivery of good quality accommodation to resolve the long term housing need of families/households in the City in 2013.

Capital Assistance Funding

Two disabled accessed bungalows were obtained by WCC in 2013 to house families with special needs. These were funded under the Capital Assistance Scheme. A 4- person congregated house for persons with learning difficulties was also funded through the CAS Scheme for the Belmont Park Housing Association.

Approved Housing Bodies

We continue to work with Approved Housing Bodies to deliver housing solutions. 10 houses which were not sold under the affordable housing scheme were leased to Approved Housing Bodies in 2013 to provide social housing.

Housing Needs Assessment and New Applications

In 2013 a complete review of the housing list was carried out in order to ensure the all the relevant information regarding housing applicants was up to date and that applicants were still eligible for social housing. This formed part of the national Social Housing needs Assessment 2013. 1508 households were assessed as qualified for social housing support in Waterford City.

Pre Planned Maintenance/ Vacant House refurbishment

The following planned maintenance was completed in 2013

Gas Boiler Maintenance/repairs	895 units
Radon tests carried out 2013	485 units
Windows and Door Installations	90 units
Fireplaces replaced / repaired	51 units
Vacant House refurbishment	121 units
Insulation Improvements	368 Units
Housing maintenance requests resolved	3476 units
After hours emergency calls response	60 units

Energy Efficiency Improvement Scheme

In 2013, Waterford city council improved the insulation levels of 368 houses, improving the energy efficiency of the houses and thereby reducing tenants heating bills.

Void Management

Voids continued to be managed proactively in 2013 and 121 units were fully refurbished and re let under the voids programme.

Rental Accommodation Scheme (RAS)/ Leasing

The RAS Scheme and leasing scheme are housing supports which provides for additional, good quality rented accommodation and helps the City Council to provide for long-term housing needs. Both schemes were proactively progressed in 2013 with the delivery of 63 new units across the City.

Private Rented dwellings standards

The Housing department formally inspected 781 private rented properties to check and enforce compliance with the private rented standards regulations during 2013.

Housing Adaptation Grant Schemes for Older People and People with a Disability:

- Housing Aid for Older People is available to assist older people living in poor housing conditions to have necessary repairs or improvements carried out. A maximum grant of €10,500 is available to private homeowners.
- Housing Adaptation Grant for people with a Disability is available to assist in the carrying out of works that are necessary for the purposes of rendering a house more suitable for the accommodation of a person with a disability who is a member of the household. A maximum grant of €30,000 is available to private homeowners.
- Mobility Aids Grant Scheme is available to fast track grant aid to cover a basic suite of works to address mobility problems, primarily, but not exclusively, associated with ageing. A maximum grant of €6,000 is available to private homeowners.

During 2013 68 grants were processed and approved and 78 applications were paid.

Priority Needs Scheme

Due to the level of demand, the numbers of applications received for the above grant schemes and the level of funding available the City Council developed a priority scheme.

The Housing Aid for Older people scheme is operated on the basis of essential / necessary works being carried out to the fabric of the building which will ensure the resident can remain living in their own house in their own environment.

The Schemes for People with a Disability are operated on the basis of ensuring priority is given to addressing those with the greatest medical need.

Analysis of 2013 approvals and expenditure Grant Scheme

Grant Scheme	Value of approved applications	Number of approved applications	Value of paid applications	Number of paid applications	Average spend per application
2013 overview	2013	2013	2013	2013	
Housing Aid for Older People Max €10,500	€96,630	22	€111,449	22	€5065
Housing Adaptation for People with a Disability Max €30,000	€71,465	9	€106,399	10	€10,639
Mobility Aids Scheme Max €6,000	€193,723	37	€245,410	46	€5335
Total	€361,818	68	€463,258	78	

Waterford City Council continued in its role of supporting communities and working with other agencies regarding local development in 2013. The Community Services section continues to play a role on structures/initiatives that contribute to the City's development with partners such as the Local Community Development Programme and local Family Resource Centres whilst also servicing and representing the Council on numerous committees and boards. The completion of the City web portal with the Local Community Development Programme remains a significant priority for the section in the coming year.

Preventing anti-social behaviour

Anti social behaviour checks are carried out on all applicants for any housing solutions provided by Waterford City Council.

In 2013 the unit dealt with 180 complaints of Anti Social behaviour. The actions included a combination of verbal and written warnings being issued as well as court proceedings. One excluding order was applied for and granted, and two tenants surrendered their tenancies following complaints of antisocial behaviour against them.

14 abandoned houses were surrendered or taken back in to stock following investigation.

Homeless Services

Waterford City Council, as the Lead Authority for the

management of Homeless Services in the South East region, administered a regional funding allocation of €1,787,496 from the Department of the Environment, Community & Local Government. Each Local Authority in the region allocated an additional 10% to homeless services providers within their respective Local Authority area.

In total 17 services were funded which provide service to persons, at risk of, or experiencing homelessness in areas of:

- Homeless Prevention, Tenancy Sustainment and Resettlement Supports,
- Emergency Accommodation,
- Long Term Supported Accommodation,
- Domestic Violence refuges.

659 persons presented to the 17 services to access emergency accommodation, 616 persons accessed emergency accommodation throughout the region during 2013 and 508 departed emergency accommodation of which 183 persons were accommodated in long term tenancies.

CAS funding 2013

Waterford City Council increased social housing stock in Waterford City with the allocation of €285,163 to Belmont Park Housing Association to provide housing for four people in a Group Housing

CITY FIRE SERVICE

Waterford City Fire Service responds to a wide variety of emergencies (Operations) as well as monitoring and advising on fire safety in the built environment (Fire Safety)

A total of 52 persons are employed in the Service, comprising Officers and fulltime and part-time firefighters and administration support. The service operates under the control of the Chief Fire Officer and is based in the Fire Station at Catherine St.

Operations

The Brigade attended 650 incidents in 2013. The following is a schedule of incident types.

Fire Calls	366
Special Services	189
False Alarms	68
Bogus Calls	27
TOTAL	650

Special service incidents are wide ranging but include road traffic accidents, chemical incidents, flooding, river rescue and river body recovery and the provision of fire cover for Coast Guard helicopter landings in the City. The Brigade operates a rescue boat provided by Civil Defence from the Millennium Plaza Marina and launched to 12 incidents in 2013.

On average in 2013 crews were mobile to fires within 1min 39 secs of alert.

Fire Safety

263 inspections of existing buildings were carried out in 2013. Advice was given to building owners where upgraded fire precautions were required and 5 fire safety notices which prohibit the use of buildings were served under the provisions of the Fire Services Act, 1981 and 2003.

40 Fire Safety Certificate Applications were received in 2013. The application process is now administered entirely in the fire station providing a more efficient process for applicants and their agents.

Advice was given to the Planning Authority on 83 planning applications referred to the Fire Authority.

107 licence applications for pubs, dance halls/ night clubs, clubs, gaming and lottery premises and restaurants were referred to the Fire Authority and the Courts advised accordingly.

In addition the Fire Authority inspected premises to be licensed as petrol filling stations and advised the Dept of Justice, Equality and Law Reform on fireworks displays. and assisted in the planning of outdoor events.

Outdoor Events

Waterford City Fire Service provided assistance to the organising committees of the following festivals – Winterval, SPRAOI, St. Patricks Day, Harvest, Imagine Arts Festival and Waterford 1100.

Community Fire Safety

The Third Class Primary School Project which was introduced in 2008 continues to ensure that every primary school pupil in the City receives a fire safety talk during their third class year. The talk given by fire-fighters includes the distribution of a very popular 'Safety Team' pack to every pupil with information on home fire safety and evacuation.

The fire service participated in talks, seminars, demonstrations and other initiatives to highlight the dangers of fire, fire prevention measures and procedures in the event of fire outbreak. These include City Council pre-tenancy courses, community group talks, ad campaigns and fire safety management training to voluntary organisations.

Institute of Fire Engineers (IFE)

We continue to assist in the development of a dedicated fire engineering degree course now progressing at Dublin Institute of Technology.

Other Activities

An awareness session on fire service operations at road traffic incidents and the hazards for others attending such incidents was provided to doctors participating on the HSE

New Fire Service Headquarters

Construction commenced on the Fire Service Headquarters building at Kilbarry Road in September with expected completion at the end of 2014.

Library Service

Highlights of 2013 included:

Waterford Writers' Weekend 2013
Bealtaine Arts Festival for over 55s
Contemporary Music Centre's exhibition & salon for Waterford New Music Week
CRAFTED exhibition & workshops
Women's Centre Exhibition for International Women's Day
Men's Writing Group and book launch
1913 Lockout Tapestry commemoration
European Business Breakfast
EDIC Soapbox & Europe@40 Exhibition with Mt. Sion School
Age Action "Computers for the Terrified" classes
Mini Musos Song and Dance Workshops for Parent and Toddler Groups

Service Development Lifelong Learning

Waterford City Council Library Service provides a multitude of services to promote literacy and lifelong learning and this work continued in earnest during 2013 through the development of collections, festivals, events and library tours.

In 2013 there were 2,117 titles in the literacy collection and 852 titles in the lifelong learning collection with 1,060 literacy issues and 1,958 lifelong learning issues during the year. Literacy students and tutors continued to avail of free library membership and there were 94 active literacy students using the library service.

Students from the City of Waterford VEC's Adult Education Centre, Adult Literacy Unit, YTEC and College of Further Education, along with groups from the Community Development Projects, the Family Resource Centres, the Connect Programme and the Active Retirement Groups all availed of free library tours.

Many literacy and learning related events and festivals were celebrated also during 2013 including AONTAS, the Adult Learners Festival, the City of Learning Festival, Bealtaine, the Summer Sessions at Ardkeen Library, Literacy Awareness Week, Positive Ageing Week and Library Ireland Week. All library branches had related Lifelong Learning and literacy resources on display during the events.

For the **CITY OF LEARNING FESTIVAL** introduction to art techniques classes were run in all libraries and during the **BEALTAINÉ FESTIVAL** there were photography courses at Ardkeen and Central Libraries, introduction to cookery, beekeeping, gardening, nutrition, yoga and art techniques classes. The art classes were run in all library branches and in the local nursing home Maypark. There were also creative writing classes at Ardkeen and Central Libraries and at another local nursing home, Waterford Healthcare (Mowlam).

SUMMER SESSIONS HELD AT ARDKEEN LIBRARY included taster sessions in hypnotherapy, art therapy, the properties of Aloe Vera and NLP Neuro Linguistic

Programming. During September, to celebrate Adult Literacy Awareness Week, a four week writing course entitled Everyone Has a Story to Tell was held in both Ardkeen and Central Libraries.

Other events during the year included the first public reading of works by the St. Paul's Community Writers Group at Brown's Road Library, The Open University's Information Evening at Central Library, a talk on Health Literacy by Dr Mark Rowe, the eReaders clinic at Central Library and follow up talk by Carmel Harrington on ePublishing and the Tertulia, a weekly Spanish English language exchange at Ardkeen Library.

Classes run during 2013 included Age Action's Getting Started beginners' computer classes at Central Library, the SOLAS Equal Skills computer course run in both Ardkeen and Central Libraries, Europe Direct French and Irish classes at Central Library and the Men's Writing Group at Central Library. The Adult Education Centre's English classes for non English speakers also ran throughout 2013 in Central Library.

Bealtaine Festival

Bealtaine Festival is a national arts festival celebrating creativity as we age and takes place annually during the month of May.

In 2013 Waterford City Council Library Service ran 68 events with over 1000 people participating for the duration of the Festival.

Participants enjoyed free workshops and talks on cookery, céilí music, yoga, bee keeping, gardening, art, photography, flower arranging, health, pilates, film and much more.

The highlight was the Dusk Chorus Celebration evening at the end of May to celebrate the end of Bealtaine Festival. Approximately 180 people enjoyed this evening of song, wine and cheese, hosted by the Europe Direct Information Centre.

Waterford Writers' Weekend

Waterford Writers Weekend ran from 21 to 24 March 2013. Over 1,200 people attended events during the Festival. The packed Festival programme included 8 workshops and 38 events. High profile events included a schools talk on mixing science, fun and twitter, (700 school children attended), the Sean Dunne Young Writers' Awards with the WIT design students' art exhibition and economist Jim Power talking about the marriage of Irish and European economies. Over 70 people came to hear about "Abandoned Mansions of Ireland" with Tarquin Blake and an appreciative and lively audience sat spellbound listening to Ireland's foremost genealogist John Grenham talking about how to trace your Irish Ancestors.

The Festival was organised by the Library Service and the Arts Office.

Venues used were Central Library, Greyfriars, the Granville Hotel, Garter Lane Theatre, the Book Centre, Christchurch Cathedral, the Theater Royal and the Medieval Museum.

Workshop fees were €25 / €20 (conc.) for three hours

(cheapest in Ireland for similar workshops) and panel discussions and events were €12, €10 & €8. Many events were free.

SUCCESS STORIES

- Strong partnerships with event and programme organisers, venues, book sales, restaurant leading to a very smooth running festival.
- Highly praised programme of workshops with almost full attendance rates.
- All authors expressed delight with the organisation and professionalism of the Festival. This builds festival profile and will help attract bigger names to Waterford each year.
- Our finale event was Mary Grehan (Waterford Healing Arts Trust) reading from her debut novel "Love is the Easy Bit" published by Penguin Ireland in April 2013.
- First Literary Festival in Ireland to showcase the National Emerging Writer Programme.
- "Tweet-up" on March 22nd – innovative and successful use of social media campaign to attract non traditional audience to the festival.
- Over 1,500 facebook followers.
- Used Greyfriars Gallery as a ticketing venue for the first time – this worked out successfully and moves city closer to providing one ticketing venue for all city festivals.
- Used online software for the first time – Eventbrite.ie. This worked out successfully and gave us control of ticket sales and of information as it was being generated.
- Pilot mentoring programme for Sean Dunne Young Writers' Awards winners

Surveys: Physical evaluation forms were left at workshops for attendees. Online surveys were sent to all attendees who purchased tickets via our booking software. 75% of respondents rated the Festival as very good to excellent. 67% purchased their tickets online and over 80% rated their ticket buying experience as good to excellent.

Website: We used new library software to create the Festival website. This was the first time we could control our own content. We used social media (facebook & twitter & You-Tube) & Eventbrite and added Festival content to provide a very professional and user-friendly website.

Local Studies

2013 was another very busy year for the Local Studies Department of Waterford City Council Library Service. There were numerous events and talks held throughout the year.

The Local Studies Dept acquired many new additional resources including microfilm of The Munster Express and The Waterford News and Star for 2012 and many newly published books of local interest such as:

- The Five Minute Bell; History of the Tramore Train by Frank O'Donoghue
- On this Day by Julian Walton
- Drop by Drop upon my Heart by John Halligan TD
- The Backstrand by Paddy Dwan & Mark Roper.

In August as part of National Heritage Week the following

exhibitions were held in Central Library.

THE PAST FROM THE PRESS a travelling exhibition from the National Library showcasing their extensive collection of newspapers.

A VIEW FROM THE OLD LADY LANE ; memorable moments from the history of the library

TWENTY FIVE YEARS A CHANGING:

A PHOTOGRAPHIC VIEW OF WATERFORD PUBS 1987-2012.

Some very popular talks included Fighting for the Pope and Abraham Lincoln by Pat McCarthy Using newspapers to trace your Family History by Jennifer Doyle.

In September Central Library presented a month long series of lectures related to genealogy. Speakers included Comdt Padraic Kennedy from the Bureau of Military History, Fiona Fitzsimons director of Eneclann and Local Military Historian Gordon Power.

The Local Studies Department subscribed to the following online resources:

The Irish News Archive, Find My Past and Ancestry.com. The usage statistics for these resources for 2013 are as follows

The Irish News Archive	22,371 unique searches
	799 separate sessions
Find My Past	866 records viewed 478 separate sessions
Ancestry.com	23,287 unique searches
Total searches 2013	46,524

The Local History Department in Central Library dealt with 2354 queries (not including groups).

90 Local History Clinics were held throughout the year. Attendances for Groups, Talks, Exhibitions, Workshops and Launches totalled over 300 people.

The total number facilitated by the Local Studies Department for 2013 was 2706 plus 46,524 accessing online searches to subscription sites.

Schools, Children and Teenagers Teachers & Schools Services

Waterford City Council Library Service has continuously striven to promote early reading and writing skills, and literacy in one form or another has been a fundamental role of the library service. 2013 brought continued development of this fundamental role through investment in materials and targeted programming. Highlights included:

The 'Bright Starts – Books are only the Beginning'

This project was devised to connect and familiarise children and parents with the library and present stories and books to children at an early age. Through Bright Starts the library provided free library membership and a free book to every infant pupil enrolled in Waterford City Primary Schools. In 2013 a total of 869 children benefited from the project

Children's Book Festival

In 2013, 24 Primary Schools & Crèches took part in our CBF and were involved with various authors/ illustrators and other book based activities taking place in Brown's Road, Ardkeen and Central Libraries. 2,035 children attended 42 organized sessions. These included CBI Book of the Year 2013 author Sheena Wilkinson, renowned authors Juliette Saumande and Michael Smith, illustrator Korky Paul plus old favourites Cork Circus to name but a few.

Events

In total 6,454 children & YA attended activities in the three branches during 2013. These included CBF, Library Ireland Week, Science Week, My Europe in 2053, World Book Day, Mini Musos Workshops, Parent & Toddler Talks, Writing Workshops, Storytelling etc. This represents a 39% increase in attendance at activities.

Parent & Toddler

Central Library Inner City Parent & Child group in partnership with St Bridget's met every Tuesday during 2013. Up to 40 toddlers and their guardians participated weekly and enjoyed a range of talks and activities.

Ardkeen Library Parent & Toddler group met every Wednesday & Friday.

Up to 30 toddlers & preschoolers participated every week. The Autumn/ Winter programme produced a range of activities varying from Road Safety talks to Music Workshops.

Summer Reading Challenge 2013

By encouraging children aged 4 to 11 to read at least six books during the long summer holidays the Summer Reading Challenge helped get children into libraries and keep up their reading skills and confidence. The Summer Reading Challenge 2013 was open to all children and designed for all reading abilities. The theme for 2013 was Creepy House, chosen as it ties into current trends for books that thrill children without being too scary. It was a theme that appealed to a wide age range and to both genders with nearly 500 participants.

Europe Direct Centre

The main function of the Europe Direct Centre, located at Central Library, is to make people aware of the work of the European Union and, to this end, the centre organises a number of different events throughout the year. In 2013, the Waterford EDIC organised a total of thirty four events as follows:

- The Bealtaine Choir meets weekly at the Library
- An outreach information visit to St. Paul's Community College
- A celebration of 2013 Year of Citizens
- A talk on the iconic Waterford "blaa"
- A creative writing course for men at the Library
- A talk on the European debt crisis by Economist Jim Power
- Launch of "Let's French ...again", Waterford's French Festival of Arts
- French fun for kids workshop at the Library
- French fun for kids workshop at Garter Lane
- A Europe Day (9th May) breakfast for local businesses

at the Library

- "Getting Started" computer classes for over 55s
- Creative Cookery demonstrations for Bealtaine Festival
- "Techno Clinic" provided by students of St. Paul's College for senior citizens
- Dusk Chorus celebration for the end of Bealtaine Festival
- "Smoothie Bike" demo for Sustainable Energy Week
- Pre-Culture night for children at the Library
- Cooking for Children: Bring a parent
- Mount Sion boys put on art show for visiting MEP
- Prize giving for Europe Direct Art Competition winners
- Regional Soapbox (debating) final
- Hosting "EU:Ireland @ 40" exhibition, celebrating 40 years of EU membership
- European Storytelling with puppets at both Central and Ardkeen Libraries
- Hosting a highly successful Information Fair for those affected by unemployment
- A series of three separate workshops designed to help the unemployed
- A visit by the First Secretary of the German Embassy
- "Christmas across Europe" a celebration of Christmas at the Library
- Citizenship workshops for Primary Schools
- Visit of the Deutschmobil – a fun way to learn German

Our outreach events in 2013 included visits to the Iverk Show in County Kilkenny, a visit to the Theatre Royal for Culture Night and a visit to the Waterford Winterval Festival. On each occasion an information stand was staffed by EDIC team members for the benefit of interested parties.

The Waterford EDIC also operates a very busy Twitter and Facebook presence and keeps the public up to date through the Library's own website and the Europe Direct website.

www.europedirect.ie

www.waterfordcity.ie/library

www.facebook.com/eudirect

www.twitter.com/eudirect

Festivals

During 2013, the Library once again participated in many local and national festivals including: Aontas, Seachtain na Gaeilge, Library Ireland Week, Waterford Writers' Weekend, Rediscover, Bealtaine Arts Festival for over 55s, Heritage Week, Positive Ageing Week, Literacy Awareness Week, Children's Book Festival, Design Week, Science Week and Polish Independence Day.

Technology

In 2013, Waterford City Council Library Service became the first public Library in Ireland to launch a next generation integrated website and online catalogue using third party software. *Iguana*, from Infor Global Solutions, was launched on the 9th of August. This search and discovery tool will serve as the library's website and online catalogue, and will provide opportunities for the

library to market and promote its vast range of services and resources.

In 2013, the Library continued its subscription to *Overdrive* for the provision of ebooks and digital audiobooks to Library members. A large number of new titles were added to the catalogue and usage continued to increase due to a targeted marketing strategy. The marketing strategy included the appointment of “e-book champions” in each branch and the re-training of library staff.

Service Indicators 2013:

Waterford City Council Library Service

L1: Library Public Opening Hours

Average Number of opening hours per week for full-time libraries: 44.48¹

Average Number of opening hours per week for part-time libraries: 18.97²

Number of full-time libraries that have lunch time opening: 2 (100% of full time Libraries)

Number of full-time libraries that have evening opening: 2 (100% of full time Libraries)

Number of full-time libraries that have Saturday opening: 2 (100% of full time Libraries)

L2: Library visits

Total Number of visits to full time libraries: 303,700³

Number of visits to full-time libraries per 1000 population = 6499⁴

L3: Library Stock

Annual expenditure on Stock per head of population: €3.26

Number of items issued per head of population for books: 4.82

Number of items issued per head of population for other items: 2.60

Annual expenditure on stock: €152,372

Total number of books issued: 225,201

Total Number of other items issued: 121,292

L4: Internet Access through libraries

Total number of Internet sessions provided: 45,631⁵

¹Average Number of Opening hours for full time libraries calculated as follows:

Central Library 2317 hours of opening + Ardkeen Library 2309 hours of opening divided by 52 divided by the number of branches = $4626/52=89.12/2=44.48$.

²Average Number of Opening hours for part-time libraries calculated as follows: Browns Road Library 986.5 hours of opening, divided by $52=986.5/52=19.13$.

³Total number of visits to full-time libraries: the door counts taken at Central Library and Ardkeen library from Monday 7th October 2013 to Saturday 12th October 2013 = Central Library 3798 visits and Ardkeen 2276 visits, a total of 6074 visits x 50 = 303,700 visits.

⁴Number of visits to full time libraries per 1000 population calculated by dividing the number of visits recorded by the population as recorded in Census2011: $303,700/46.732= 6499$.

⁵Total sessions taken by customers in each branch = Central Library; Ardkeen; Browns Road: 42,648.



Economic Development Department

City Centre Management

In October 2013, a new City Centre Management Plan and Retail Investment Prospectus was launched by the Mayor Cllr John Cummins. The Plan which was developed by the City Centre Management Group aims to secure existing jobs and help to create additional employment in the city centre. The Plan included innovative approaches to supporting new retailers including a retail fit out grant and a scheme for arts/crafts/artisan food producers.

Harvest Festival 2013

The 2013 Harvest Festival was held between the 9th and 15th September. The Mall area of the City was the central location for this year's festival which was turned into a festive market place for the weekend with fabulous aromas of local produce, fine music and plenty of craic to be had. Waterford City also hosted the Agricultural Science Association and GIY annual conferences and get-to-gathers which coincided with the Harvest Festival.

Winterval 2013

Following on from a very successful inaugural festival in 2012, Winterval was launched again in 2013 by Santa arriving on the Plaza from his Viking longboat where he was met by hundreds of children and their families before making his way to his grotto in the Medieval Museum. 2013 saw the continued involvement and support from the public sector including the OPW, SOLAS, the GROW Project, Ú-Casadh and Waterford Area Partnership along with a significant voluntary contribution from 120 volunteers who helped deliver a number of the events attractions.

Chaired for a second year on a voluntary capacity by Barry Monaghan, the offering was extended to include new attractions such as a horse drawn sleigh, a singing Christmas tree animated by local choirs and a polar bear garden designed by the GROW Project. Winterval continued to provide many attractions free of charge including the wonderful Viking Village and story telling in Reginald's Tower by Fádo which was visited by most of the 4,000 school children who attended the festival

The Gathering 2013

Nationally 2013 was designated the year of the Gathering and locally Waterford stepped up to the mark with the Local Authority supporting and liaising with 40 events in the City. €40,000 in grant assistance was specifically given out to community groups in Waterford City for their Gatherings.

The Economic Development Department also provided assistance with a number of key events held in the City in 2013 including the Viking Marathon, the Raven's Rock Rally, the Day Tripper Festival, Hoopla on The Hill and the 1848 Tricolour Festival.

Waterford City & County Economic Strategy

The Economic Development Department provided assistance to the Implementation Group in drafting a new Economic Strategy for Waterford City and County. The Economic Strategy identifies measures to maximise the capacity of the new local authority to contribute to the

economic development of Waterford and its hinterland and also for Waterford City to act as a generator of growth for the wider region

APPENDICES



APPENDIX 1 - COUNCIL REPRESENTATION ON EXTERNAL BODIES

STATUTORY

Association of Municipal Authorities

Cllr. T. Cunningham
Cllr. S. Ryan

City Enterprise Board

Cllr. M. Roche
Cllr. J. Cummins
Cllr. T. Cunningham
Cllr. G. Wyse (deceased) replaced by Cllr. A. Wyse

City of Waterford Vocational Education Committee Council

Cllr. D. Walsh
Cllr. M. Roche
Cllr. J. Cummins
Cllr. L. O'Neill
Cllr. P. Hayes
Cllr. S. Ryan
Cllr. J. D'Arcy
Cllr. J. Walsh
Cllr. G. Wyse (deceased) replaced by Cllr. A. Wyse

Association of County & City Councils

Cllr. H. Quinlan
Cllr. D. Daniels
Cllr. P. Hayes

I.P.B.M.I. Ltd

Cllr. D. Daniels

Local Authority Members Association (LAMA)

Vacant

Local Traveller Accommodation Consultative Committee

Cllr. D. Daniels
Cllr. S. Reinhardt
Cllr. D. Roche

South East Regional Authority

Cllr. J. Cummins
Cllr. J. Walsh
Cllr. L. O'Neill
Cllr. D. Daniels
Cllr. J. D'Arcy

South East Regional Authority Operational Committee (EU Assistance Functions)

Cllr. J. Cummins

Southern & Eastern Regional Assembly

Cllr. J. Walsh

Waterford Area Partnership

Cllr. S. Reinhardt
Cllr. L. O'Neill
Cllr. M. Roche

Regional Health Forum

Cllr. L. O'Neill
Cllr. H. Quinlan
Cllr. S. Ryan

Audit Committee

Cllr. D. Daniels

OTHER

Barker Art Centre Co. Ltd

Cllr. T. Cunningham
Cllr. D. Jacques

South Eastern Airport Co. Ltd

Cllr. S. Reinhardt

Waterford Regional Airport PLC

Cllr. T. Cunningham – J. Murphy to check

Theatre Royal Friendly Society Ltd

Cllr. L. O'Neill
Cllr. J. Cummins
Cllr. D. Walsh

Waterford City Enterprise Centre

Cllr. M. Roche

Waterford Sports Partnership

Cllr. J. Cummins

Gateway Implementation Committee

Cllr. J. Walsh
Cllr. H. Quinlan

Joint Policing Committee

Cllr. H. Quinlan
Cllr. D. Roche
Cllr. D. Walsh
Cllr. J. Walsh
Cllr. J. D'Arcy
Cllr. M. Roche
Cllr. G. Wyse (deceased) replaced by Cllr. A. Wyse
Cllr. S. Ryan
Cllr. J. Cummins
Cllr. L. O'Neill
Cllr. D. Jacques
Cllr. S. Reinhardt

APPENDIX 2 STRATEGIC POLICY COMMITTEE –

TRANSPORTATION & INFRASTRUCTURAL	ECONOMIC DEV & PLANNING	ENVIRONMENT	HOUSING	COMMUNITY SOCIAL & CULTURAL DEVELOPMENT
Cllr Tom Cunningham – Chair	Cllr Hilary Quinlan – Chair	Cllr J Hearne – Chair	Cllr J Walsh – Chair	Cllr M Roche – Chair
Cllr. D. Walsh	Cllr. J. Hearne			Cllr. S. Ryan
	Cllr. D. Walsh	Cllr. G. Wyse <small>(deceased) replaced by Cllr. A. Wyse</small>	Cllr. L. O'Neill	Cllr. D. Jacques
Cllr. J. Cummins	Cllr. G. Wyse <small>(deceased) replaced by Cllr. A. Wyse</small>	Cllr. D Jacques	Cllr. S.Reinhardt	
Cllr. M. Roche	Cllr. M. Roche	Cllr. S. Reinhardt	Cllr. J. Cummins	Cllr. T. Cunningham
Cllr. H. Quinlan		Cllr. D. Roche	Cllr. D. Roche	Cllr. J. D'Arcy
Cllr. D. Daniels	Cllr. J. Walsh	Cllr. J. D'Arcy	Cllr. S Ryan	Cllr. L. O'Neill
Elaine Mullan, Comm. Forum	Tom Phelan, Comm. Forum	Mary Sinnott, Comm. Forum	Joe Kelly, Comm. Forum	Liam Rellis, Comm. Forum
	George Power, Comm. Forum	George Kavanagh, Comm. Forum	Breda Halligan, Comm. Forum	Jennifer Harris Waterford One World Centre, Parnell Street, Waterford Comm. Forum
Tom O'Brien, Tom O'Brien Const. Ltd, Unit 5, Bilberry Business Pk, Bilberry, Waterford.	Stephanie Taheny, Noel Frisby Const. 1/2 Canada Street, Waterford.	Alan James, Ovation Business Solutions Ltd Seafield House Coxtown East, Dunmore East, Co. Waterford.	John McDonald, Bussin/Const. R. McDonald & Sons Ltd, The Cove, Tramore, Co. Waterford.	Union nominee Position - Vacant
Jim McCleane	Ian Fewer, Fewer Harrington & Partners, Maritana Gate Canada Street, Waterford.	Union nominee Position - Vacant	Union nominee Position - Vacant	Sports Partnership nominee Jacinta Burke c/o Cill Barra Community Sports Centre, Ballybeg Drive
Kevin Whelan, CMILT 27 Shanagarry, Collins Avenue, Dumore Road, Waterford.	Environmental pillar nominee John Stewart, Harbour Village, Dunmore East, Co. Waterford. stewartarch@ eircom.net	Environmental pillar nominee Finola Cronin Dobbyn & McCoy Solicitors Colbeck Street, Waterford City fcronin@ dobbynmc coy.com	Youth nominee Position - Vacant	Arts Forum nominee Christine Shanahan 55 Grange Heights
Environmental pillar nominee Stan Nangle, Doneraile Court, Tramore, Co. Waterford stan@voyager.ie				

APPENDIX 3 - MEMBERS REPRESENTATIONS AT CONFERENCES 2013

Date	Organising Body	Conference Title	Attended
11th -13th Jan 13	Esperanza Enterprises	Civil Liability Legislation & How it effects Local Authorities	Cllr. L. O'Neill Cllr. Pat Hayes
18-20 Jan 13	Clare Tourism		Cllr. D. Daniels
11th to 13th Jan		Budget 2012	Cllr. D. Roche
25th to 27th Jan		Debt Solutions	Cllr. D. Roche Cllr. Sean Reinhardt
8th, 9th, & 10th Feb		Tourism Seminar	Cllr. H. Quinlan Cllr. S. Reinhardt Cllr. T. Cunningham Cllr. D. Roche
8th, 9th Feb 22nd,23rd,24th Feb	Esperanza Enterprises Celtic Conference	Equal Status (amendment) Bill 2012 Public Health Seminar on HSE Tobacco Control Policy	Cllr. P. Hayes Cllr. H. Quinlan Cllr. Tom Cunningham
15th 16th Feb 2013	AMAI	Spring Seminar	Cllr. S. Ryan Cllr. J. Walsh
7 th & 8 th March 2013	ACCC	Spring Conference	Cllr. D. Daniels Cllr. H. Quinlan Cllr. J. Cummins Cllr. S. Ryan Cllr. L O'Neill Cllr. T. Cunningham
22 nd , 23 rd , 24 th March 2013	Celtic Conference	Drug & Alcohol Abuse Seminar	Cllr. H. Quinlan Cllr. L. O'Neill Cllr. T. Cunningham
5th & 6th April, 2013	Wexford Co. Co.	LAMA Spring Seminar	Cllr. L. O'Neill Cllr. D. Daniels Cllr. S. Ryan
18th & 19th April 2013	Cork City. Council	Opening Doors – my Life my home meeting the housing needs of people with disabilities	Cllr. L. O'Neill Cllr. S. Ryan
26th to 28th April, 2013	Celtic Conference	Meeting Management – Principles and best practice	Cllr. S. Reinhardt Cllr. D. Roche
10th to 12th May, 2013	Ace Training	Public Health Conference on HSE Tobacco Control Policy	Cllr. S. Reinhardt
12th to 14th April, 2013	Ace Training	Starting & Growing a chamber of commerce	Cllr. Dick Roche
31st May to 1st June	Esperanza Enterprises	The Nursing Home Support Scheme	Cllr. L. O'Neill Cllr. H. Quinlan
7TH, 8TH, 9TH June, 2013	Ace Training	European Legislation & local Authorities	Cllr. S. Reinhardt
26th & 27th July, 2013	Celtic Conference	Future is Food seminar on Employment Opportunities	Cllr. L. O'Neill Cllr. H. Quinlan Cllr. J. D'Arcy
2nd and 3rd Aug, 2013	Esperanza Enterprises	Tax for Business Sector	Cllr. H. Quinlan Cllr. L. O'Neill
11th – 16th Aug, 2013	Parnell Society	Parnell Summer School	Cllr. S. Ryan

12th, 13th & 14th Aug, 2013	Director	AMAI Annual Conference	Cllr. D. Daniels Cllr. L. O'Neill Cllr. S. Ryan
	Ace Training	Dignity at work – a guide to bullying & harassment in the workplace	Cllr. S. Reinhardt
6th, 7th & 8th Sept, 2013	Councillors Conference	Making Small Business work	Cllr. J. D'Arcy
27th to 29th Sept, 2013	Celtic Conference	Life & Times of Michael Collins	Cllr. H. Quinlan
11th to 12th Oct 2013	LAMA	LAMA Conference	Cllr. D. Daniels
4th to 6th Oct, 2013	Ace Training	New tendering requirements for local authorities	Cllr. H. Quinlan Cllr Sean Reinhardt
4th to 6th Oct 2013	Councillor conference	Internet Elections	Cllr. J. D'Arcy
22nd to 23rd Nov, 2013	Councillor Conference	Budget 2014	Cllr. S. Ryan
12th – 13th Nov 2013	Esperanza Enterprises	Preventing Disastrous Building Failures	Cllr. J. D'Arcy
13th, 14th & 15th Dec	Celtic Conferences	Tourism Technology & competitive strategies	Cllr. D. Roche Cllr. S. Reinhardt
20th, 21st & 22nd Dec	Celtic Conferences	Microsoft Excel training workshop	Cllr. S. Reinhardt
20th to 21st Dec, 2013	Esperanza Enterprises	Improving Road Safety – Traffic Mgt	Cllr. J. D'Arcy
13th to 14th Dec, 2013	Esperanza Enterprises	Housing Grants Scheme	Cllr. J. D'Arcy