

Waterford City & County Council

Annual Report 2014



Comhairle Cathrach & Contae Phort Láirge
Waterford City & County Council

Message from the Mayor and Chief Executive of the City and County Council

This is a historic annual report in so far as it is the first produced by the new local authority that is Waterford City and County Council. The amalgamation was provided for by the Local Government Reform Act 2014 and Waterford City Council and Waterford County Council became Waterford City and County Council on the 6th June 2014.

We are delighted to present this first Annual Report of the new Council whose Mission Statement *“Our mission is to make Waterford the best possible place for all its people and for those that wish to live, visit work or invest here”* concisely states our ambition and purpose.

The amalgamation presented a formidable challenge to both the elected members and the employees. The new entity with an elected membership of 32 and 900 employees is now amongst the biggest local authorities in the country. It is testament to the members and the employees that they worked so diligently with significantly reduced resources to smooth the changeover.

The Council’s area of operation across the county from east to west and from north to south represents a huge area of responsibility from high density urban areas, Waterford City, Dungarvan and Tramore to rugged panoramic scenic areas, Comeragh and Knockmealdown mountains to the unique coastline stretching from Passage East to Whiting Bay and the many towns and villages that form our County.

The challenge to maintain and improve the level of service, across the County and the readiness of the elected members and employees to embrace the new authority is indeed admirable.

The focus of the Council in its particular areas of operations is described on in this report. It is appropriate that we acknowledge the contributions made to Waterford over the years by the elected Members of Waterford City Council, Waterford County Council and the Town Councils of Dungarvan Lismore and Tramore which all ceased to be on 1st June 2014.

It is also important to acknowledge the continuing contribution of the employees of the Council who everyday continue to deliver a quality service to the citizens of Waterford north, south, east and west.

We will continue to drive on in spite of the obstacles we encounter from resources and cut backs to deliver the core services and the capital programme the people of Waterford are entitled to.



Mission Statement

Our mission is to make Waterford the best possible place for all its people and for those that wish to live, visit, work or invest here.

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Corporate Services & Planning



Corporate Services provides a support service to the 32 elected members, to council management and administers a number of functions directly to the public.

The Council

The Council is made up of 32 members who were elected at the local elections held on 23rd May 2014.

The Plenary Council is made up of all 32 members and meets on the second Thursday of each month.

Mayor of the City and County Council, Cllr James Tobin and Deputy Mayor, Cllr Jason Murphy.

The County contains 3 Districts, 2 Municipal Dungarvan/Lismore and Comeragh and 1 Metropolitan and are made up as follows:-

The **Metropolitan District** has 18 Members and meets on the third Monday of each month. Mayor of the Metropolitan District Cllr Lola O’Sullivan and Deputy Mayor Cllr John Carey.

Tramore / Waterford City West (6 Members)

- Joe Conway (Ind)
- Jim Griffin (SF)
- Joe Kelly (Ind)
- Lola O’Sullivan (FG)
- Blaise Hannigan (Ind)
- Eamon Quinlan (FF)

Waterford City South (6 Members)

- John Hearne (SF)
- Breda Brennan (SF)
- John Cummins (FG)
- Cha O’Neill (Ind)
- Sean Reinhardt (Ind)
- Jason Murphy (FF)

Waterford City East (6 Members)

- Pat Fitzgerald (SF)
- Davy Daniels (Ind)
- Mary Roche (Ind)
- Adam Gary Wyse (FF)
- John Carey (FG)
- Eddie Mulligan (FF)

The **Dungarvan-Lismore** District Council has 8 Members and meets on the second Monday of each month.

Cathaoirleach Cllr Damien Geoghegan and Leas Cathaoirleach - Damien Geoghegan

- Pat Nugent (FG)
- James Tobin (FF)
- Siobhán Whelan (SF)
- John Pratt (Lab)
- Tom Cronin (FF)
- Declan Doocey (FG)
- Seamus O'Donnell (Ind)

The **Comeragh** District Council has 6 Members and meets on the fourth Monday of each month.

- Michael J O’Ryan (FF)
- Liam Brazil (FG)
- Declan Clune (SF)
- John O’Leary (FF)
- Seanie Power (FG)
- Mary Butler (FF)

Each of the District Councils meets monthly (except for August). The Annual General meeting of the Plenary Council is held on the last Thursday in June at which the Mayor is elected. A public register of expenses and payments to Councillors under Section 142 & 143 of the 2001 Local Government Act is published on the Council’s website.

The conferences attended by Councillors in 2014 are listed below:

COUNCILLOR	TRAINING/CONFERENCE DETAILS	LOCATION	DATE
Mary Butler	AILG annual Conference	Cavan	30/10/2014
John Carey			
Joe Conway			
Thomas Cronin			
Damien Geoghegan			
Pat Nugent			
John O'Leary			
James Tobin			
Declan Doocey			
Cha O'Neill			
John Pratt			
Mary Butler	AILG Training - Finance	Carlow	16/09/2014
Declan Clune			
Joe Conway			
Thomas Cronin			

Jason Murphy			
John O'Leary			
Damien Geoghegan			
Eddie Mulligan			
John Pratt			
Mary Butler	AILG Training - Housing	Nenagh	16/10/2014
Joe Conway			
Thomas Cronin			
Pat Fitzgerald			
Jim Griffin			
John O'Leary			
Mary Butler	AILG Training - Induction	Cork	26/06/2014
Pat Fitzgerald			
Damien Geoghegan			
John Hearne			
Eddie Mulligan			
Jason Murphy			
Pat Nugent			
John Pratt			
John Carey	AILG Training - Planning	Wexford	06/11/2014
Joe Conway			
Thomas Cronin			
Damien Geoghegan			
Eddie Mulligan			
John O'Leary			
Cha O'Neill			
John Pratt			
Jason Murphy	AILG Training -Housing	Nenagh	16/10/2014
John Pratt			
Pat Nugent	Charities Regulation & Legislation	Cork	05/12/2014
Damien Geoghegan			
Thomas Cronin	Effect of Budget 2015 - Conference	Cork	28/11/2014
John O'Leary			
M.J.O'Ryan	Irish Water	Kilkenny	30/10/2014
Eddie Mulligan			
John O'Leary	LAMA - Autumn Training Seminar	Donegal	17/10/2014
John Carey			
Joe Conway			
Thomas Cronin			
Declan Doocey			
Cha O'Neill			
Seanie Power			
John Pratt			
Sean Reinhardt	Productivity & Time Management	Cork	17/10/2014
Liam Brazil	Titanic Conference	Belfast	09/11/2014

Corporate Policy Group (CPG)

The CPG consists of the Mayor together with the chairs of the Strategic Policy Committees and meets on a monthly basis with the Council executive to guide the agenda of the Plenary Council.

Register of Electors

Waterford City and County Council is the statutory authority responsible for producing and maintaining the Register of Electors. Following the amalgamation of both authorities a combined Register of Electors is now produced for the entire City and County of Waterford. The 2014/15 Register of Electors was published on 1st February 2014 and came into force on 15th February 2014.

Higher Education Grants

Under the Student Support Act 2011 Waterford City and County 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 97 students received grants under the Scheme during 2014.

School Attendance

The tradition of presenting school attendance certificates to primary school children who have full attendance during the school year in the former City area continued in 2014. Certificates were presented to over 700 children who achieved full attendance. This scheme will be extended to cover the full Metropolitan area in 2015.

School Meals Scheme

The Council continues to operate the School Meals Scheme and to pay a cash grant towards the cost of providing meals for pupils attending national schools in the former City area.

Protected Disclosures Act 2014

Corporate Services administers the terms of this Act, the primary purpose of which is to promote and encourage the development of a positive workplace culture in which raising concerns regarding potential wrong doing is valued and appropriate action is taken in response to such disclosures.

Regulation of Lobbying Act 2015

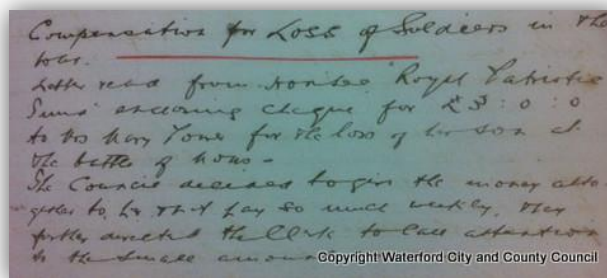
The Corporate Services administers elements of the above act in so far as they apply to local authorities; further details are contained on the Council's website www.waterfordcouncil.ie.

Archives

The website for Waterford City and County was updated and re-designed and the burial registers for St. Otteran's Burial Ground in Waterford; St. Declan's Burial Ground in Ardmore and St. Carthage's Burial Ground in Lismore were made available online. The 1764 Richards and Scale Map of Waterford City and 1830 Nicholas Sinnott map of Waterford City were made available online.

2014 was the 100th anniversary of the outbreak of the First World War and an online exhibition **Waterford and the First World War** was provided as part of the Archives Awareness Campaign.

<http://www.waterfordcouncil.ie/en/Resident/Archives/Exhibitions/Waterford,and,the,First,World,War/>



In 2014 Waterford County Archives received a grant under the Heritage Management Grant Scheme 2014 from the Heritage Council. This vital assistance from the Heritage Council provided the opportunity to carry out a conservation project for 3 maps requiring conservation. The maps were sent to the Paper Conservation Studio to a professional conservator for treatment. The project was documented online <http://www.waterfordcouncil.ie/en/Resident/Archives/Conservation/>

In continuance of the Canon Power Field Name Project the City and County Archive and Oifigeach Gaeilge Chontae Phort Láirge again worked together and worked with the National School in Newtown to investigate field names in their area. The result of their research was on display as part of an event in the school in June and will be made available online as part of the Canon Power Exhibition.

Records Management

The focus in 2014 was to work with departments on creating new file management schemes. Work on this project is ongoing. Additional shelving was sourced for the Records Centre in Carrickphierish and further boxes were transferred to the Records Centre.

Freedom of Information

The following Freedom of Information requests were received in 2014

Case B/F 2014	Personal	Non Personal	Granted	Part Granted	Refused	Live Requests end of year	Withdrawn or dealt with outside of FOI
0	10	14	18	6	3	1	1

Irish Language Development

The Official Languages Act 2003

Work continued in relation to the delivery of services through the Irish language under the Official Languages Act and other legislation and through Waterford Local Authorities' Irish Language Scheme. Following the amalgamation of Waterford City and County Councils in May, work began on the process of drafting and agreeing a new Irish Language Scheme for the newly-amalgamated authority with the Department of Arts, Heritage & the Gaeltacht. A total of four complaints by members of the public to the Office of the Language Commissioner were dealt with in 2014 and the Language Commissioner's Office also carried out an audit in relation to the Regulations on Recorded Oral Announcements in the authority.

The Irish Officer was one of the guest speakers at a day-long seminar organised by the Irish Officers' Association in the offices of the LGMA in Dublin in October on the theme *"Irish Language Services – Efficiency & Value for Money."*

Seachtain na Gaeilge

A number of events were organised to celebrate Seachtain na Gaeilge, in conjunction with the Library Service and the Waterford Childcare Committee.

Rith 2014

The national relay event **Rith 2014** was the highlight of Seachtain na Gaeilge celebrations in Waterford, as hundreds of people took part in this national relay run to raise awareness of the Irish language. Children and adults from local clubs and schools ran part of the race from An Sean Phobal in the Gaeltacht, east along the coast through Dungarvan and on as far as Tramore. Waterford Sports Partnership and youth group Comhairle na nÓg were also involved.

Schools' Field Names Project

The Irish Officer and County Archivist continued work on the Schools' Field Names Project. This project encourages primary school children to research local fieldnames and other place names in their area.

Tionól na nDéise

A total of four talks took place as part of the Irish Office's Tionól na nDéise lecture series in 2014. Mícheál de Mórdha from the Blasket Islands Heritage Centre gave a talk on the connections between the West Kerry and Waterford Gaeltacht areas at Tionól Niocláis Tóibín in An Rinn in February; Ciarán Ó Gealbháin from An Sean Phobal spoke about the place of food in the traditional songs of the people at the West Waterford Festival of Food in Dungarvan in April; and the life and works of local poet Robert Weldon was the topic discussed by Professor Pádraig Ó Macháin, head of the Department of Modern Irish in UCC in Kilrossanty in September for the official opening of the Comeraghs Wild Festival. The final Tionól of the year took place in Portlaw, where Mícheál Ó Drisleáin gave a talk on folklore collector and Portlaw native, Fr. Piaras Hennebry. Hundreds attended these Irish language talks in An Rinn, Dungarvan, Kilrossanty and Portlaw.

Irish in the Community

The Irish Office supported a number of Irish language/bilingual events as part of different festivals throughout the county during the year, including the Waterford Festival of Food, Tionól Niocláis Tóibín and the Daonscoil na Mumhan summer school in Ring College. The Irish Officer was a guest speaker at a seminar organised by the Irish language development organisation, Comhdháil Náisiúnta na Gaeilge in Waterford Institute of Technology in February. The seminar looked at the employment opportunities and advantages available to those who have the Irish language.

The Gaeltacht

The Council's Irish Officer continued to work with Co. Waterford's Gaeltacht community during the year, by supporting events being organised by local community groups in the area, and also by sitting on the

board of local community development company, Comhlacht Forbartha na nDéise, working towards the development of community initiatives in An Rinn and An Sean Phobal.

Communications

A newly formed Communications Team set out a comprehensive Strategy for engagement with all of Waterford City & County Council stakeholders which detailed a strong vision, objectives and key messages for the provision of the best quality of customer service. Waterford City & County Council commits to ensuring all communications are prompt, clear, appropriate, consistent, honest, focussed and accessible.

Customer Services

Waterford City & County Council operates two Customer Services Desks located at Baileys New Street, Waterford and Civic Offices, Davitt Quay, Dungarvan, Co Waterford. All customer queries are dealt with at either centre by a team of skilled Customer Service staff. The CSD's deals with an average of 1,600 telephone calls per week and up to 1000 Customers attend the Customer Service desks in person each week.

DEVELOPMENT MANAGEMENT

Planning Applications

The development management process seeks to promote proper planning and sustainable development and not to merely control development. A total of 697 planning applications were received in 2014 (80 of these were requests for Extension of Duration of Planning Permission). 541 applications were granted planning permission while 44 applications were refused.

There were a total of 22 appeals to An Bord Pleanala. A total of 10 applications were determined by An Bord Pleanala. 8 decisions of the Planning Authority were upheld and 2 reversed.

The Planning Department also provides a formal pre-planning consultation service and issued 352 reports to customers in 2014.

Planning Enforcement

In 2014 a total of 202 complaints were received with regard to works being undertaken without planning permission or being carried out contrary to permission granted.

Complaints received	202
Number of cases closed during 2014	102
Number of cases dismissed	11
Number of cases resolved through negotiations	78
Number of cases closed due to enforcement proceedings	13

FORWARD PLANNING, CONSERVATION AND HERITAGE

Development Plans

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 made by Waterford City Council on 11th February 2013. The Waterford County Development Plan 2011 – 2017 was made by Waterford County Council on 14th February 2011. The Dungarvan Town Plan runs for the period 2012 – 2018. The Planning Authority is working on a review of (possible variation of) the City & County Plans, noting any significant differences to Policies, development standards, etc that may give rise to conflicts between City and County planning processes.

Local Area Plans set out the overall development strategy and framework for the proper planning and sustainable development of the relevant areas. The three Local Area Plans for Tramore, Lismore & Portlaw were reviewed, with new Plans prepared and adopted by Waterford County Council, on 10th February 2014, for the period 2014 – 2020.

A joint Development Contribution Scheme was prepared for the Amalgamated Council in 2014; the Draft Scheme was on public display from 23rd October – 8th December with final adoption in 2015.

A review of the policies of the City & County Plans was commenced in 2014 to ensure the merged policies, land zones, and development standards of the Development Plans are compatible and support the unified Council purposes.

Conservation of the Built Heritage

Waterford City and County Council's Record of Protected Structures contains 1,854 structures in total, of which 932 Protected Structures are located in the County area (including Dungarvan) and 922 are located in the City.

In 2014, under the Built Heritage Job Leverage Scheme, €234,000 was allocated to aid in the repair of 24 number Protected Structures located across the City and County.

Conservation of the Natural Heritage

A funding allocation of €25,000 was approved by the Heritage Council for 5 Heritage projects in 2014, the projects were as follows; River Suir Heritage Audit, Holy Wells in Waterford, Architectural Waterford, Care and Conservation of Historic Graveyards workshops and Heritage Events. All of the projects were successfully completed, with the results of the Holy Wells research to be illustrated and published in a book in 2015.

Development by the Council

The Part 8 procedure under the Planning & Development Regulations 2001, was used 7 times in 2014. This procedure applies to developments proposed to be carried out by Waterford City Council and included the commencement of the planning process for the construction of a residential development at Chairman's Arch, internal works to City Hall, Public Realm works within the Viking Triangle and Retention and Completion of Renovation Works at No.34 The Mall and at No.120/121 Parade Quay. Early in the year, the Part 8 procedure was also used for the development of an Anaerobic Digestion Facility at Kilbarry and for a Carpark and Access Bridge Works to the Gasworks site at Waterside.

Development Contribution Scheme

Development Contributions for both City and County amounted to €824,995 for 2014. The funds are ring fenced for capital projects, which would not otherwise be funded through Government Department grants. The contributions levied for water (foul drainage and water supply) has been transferred to IW since Jan 2014.

Work has progressed on merging the City & County (separate) systems for contributions under the new combined PDC system and work continues on the collection of outstanding (unpaid) development contributions.

TAKING INCHARGE/UHDS/DANGEROUS STRUCTURES/DERELICT SITES

Taking in charge of Estates

Waterford City and County Council has been progressing the Taking in Charge Process and a merged policy is currently in draft form. 18 No estates were taken in charge by the merged authority, Waterford City and County Council in the calendar year 2014. 7 No estates were Taken in Charge by Waterford County Council in the six months of 2014 leading up to the merger. Work to take in charge of as many Estates as possible will continue in 2015 but the TIC process is affected by and hindered by a combination of factors such as the difficulty to engage with developers to remedy defective work and omissions; significant delays in getting the financial institutions/banks/insurance/receivers, etc on board; engagement with IW as an external entity; legal issues in general such as easements, rights of way, etc which have to be overcome prior to completing the process of TIC.

Unfinished Housing Developments

The primary focus is to resolve any immediate public safety issues and then to address all serious defects in the identified unfinished housing developments. The Planning Authority is reliant on key stakeholders such as NAMA, Banks, Receivers, Liquidators, Security Providers and Bond Holders to work in a collaborative manner with the Planning Authority and contractors, developers and most importantly the residents to produce Site Resolution Plans to complete the Estate to acceptable standards for TIC purposes.

Compliance Checking Process

There are currently 29 estates in the Compliance Checking Process, which may require enforcement action to achieve completion and compliance.

Derelict Sites

The year 2014 was marked by many changes in how the Council dealt with the issue of Derelict Sites. Prior to June of 2014, derelict sites would have been dealt with by the Environment Section of the former County Council and by the Planning Section in the former City Council. The former Dungarvan Town Council dealt with any such issues arising in the urban area of Dungarvan. Since the merger, under the Waterford City & County Council, derelict sites are being dealt with exclusively by the Planning Section, based in Dungarvan.

As a consequence of the merger, one of the main priorities was the knitting together of the various data bases held by the three different authorities while at the same time reviewing individual files. At the same time, all complaints were followed-up and appropriate action was taken on existing cases, as required. A total of 17 warning letters and notices under the Derelict Sites Act, 1990 were issued in 2014.

Following an extensive trawl of files and data bases and subsequent pruning, a total of 32 properties remain on the Derelict Sites Register. The prospect of getting work done on these properties depends on the identification of the owner; the cost of the works; the ultimate value of the property; the solvency or otherwise of the owner. Note that there are many more properties that are brought to the attention of the Council that are resolved without recourse to placing them on the Register.

The merged Council prepared a revised list of areas to be prescribed as urban areas under the Derelict Sites Act in the last quarter of 2014.

PLANNING & ECONOMIC DEVELOPMENT

Dangerous Structures and Unfinished Housing Estates

Before the merger, dangerous structures (as regulated by the Local Government (Sanitary Services) Act 1964., was administered by the Housing Section in the County Council (including the Dungarvan Town Council) and by the Planning Section in the City Council.

Since the merger they are dealt with by the Planning Section, based in Dungarvan.

Dangerous structures are dealt with as they arise. Unsurprisingly, it is not uncommon for a derelict site to become a dangerous structure.

In 2014, a disused and derelict public house premises, at Old Kilmeaden, a building that had been on the derelict sites register for some time – the owners of which had left the jurisdiction and could not be located – began to collapse onto a public road. The Council had to step in and demolish the structure and clear the site. In addition, works were carried out on three unfinished housing estates to reduce risk to public safety (funding provided by the Department of the Environment).

The Planning Authority continues to work with financial institutions. NAMA, and any other consultative entity (where funding may be procured) to continue to resolve issues related to dereliction, dangerous structures and unfinished estates.

Outdoor Event Licences

Under the Planning Act a licence is required for the holding of large scale “outdoor events”. In 2012 Waterford City and County Council processed 3 No Event Licence applications including those for the St. Patrick’s Day Street Parade and the Spraoi Festival held in September.

Housing, Community & Culture



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 2014.

Newly refurbished units from existing stock	107
Succession of Tenancies	32
Houses assisted under Housing Aid Grant	169
Housing transfers	35

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 2014.

Housing Needs Assessment and New Applications

In 2014 691 households were assessed as qualified for social housing support in Waterford City and County.

The following planned maintenance was completed in 2014

Gas Boiler Maintenance/repairs	1010 units
Radon tests carried out 2013	75 units
Windows and Door Installations	55 units
Fireplaces replaced / repaired	66 units
Vacant House refurbishment	132 units
Insulation Improvements	645 units
Housing maintenance requests resolved	5819 units
After hours emergency calls response	84 units

Private Rented dwellings standards

The Housing department formally inspected 887 private rented properties to check and enforce compliance with the private rented standards regulations during 2014.

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 €8,000 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 2014 169 grants were processed and approved and 163 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.

Housing Disability and Adaptation Grants Schemes 2014

Grant Scheme 2014 <i>Maximum grant amount</i>	Number of applications received	Number of applications approved	Value of applications paid	Average spend per application	Number of applications paid
Housing Aid for Older People <i>Maximum €8,000</i>	93	59	€249,101.84	€4,700.00	53
Housing Adaptation for People with a Disability <i>Maximum €30,000</i>	53	25	€516,662.08	€20,666.00	25
Mobility Aids Scheme <i>Maximum €6,000</i>	117	85	€297,745.02	€3,503.00	85
Total	263	169	€1,063,508.94		163

Waterford City Council continued in its role of supporting communities and working with other agencies regarding local development in 2014. 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.

Preventing anti-social behaviour

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

In 2014 the unit dealt with 229 complaints of Anti Social behaviour.

Homeless Services

In 2014 Waterford City and County Council, as the Lead Authority for the management of Homeless Services in the South East region, administered a regional funding allocation of €1,787,498 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.

707 persons presented to the 17 services to access emergency accommodation, 673 persons accessed emergency accommodation throughout the region during 2014 and 421 departed emergency accommodation of which 161 persons were accommodated in long term tenancies.

707 persons presented to the services to access emergency accommodation in 2014.

673 persons accessed emergency accommodation throughout the region during 2014.

421 departed emergency accommodation in 2014

161 persons were accommodated in long term tenancies in 2014

Qtr 1	New	Repeat
Number of presentations in reporting period	113	75
Qtr 2	New	Repeat
Number of presentations in reporting period	104	71
Qtr 3	New	Repeat
Number of presentations in reporting period	106	105
Qtr 4	New	Repeat
Number of presentations in reporting period	78	55

COMMUNITY AND SPORT ANNUAL REPORT 2014

As part of the amalgamation process, in 2014 the Community Department section of Waterford County Council merged with the Community Services Department of Waterford City Council

Pride Of Place Awards

Waterford has a proud record over the years in the 32 County Pride of Place Competition and 2014 also saw deserved Waterford winners:

Population Category 250 – 750

Joint Winner: Ardmore, County Waterford

Community Health Category - Cities

Winner: Waterford Sports Partnership

The Awards were presented at the 12th Annual IPB Pride of Place Awards, in association with Co-operation Ireland, In Ennis in November 2014.

Comhairle na nÓg

2014 was another year of significant development for Waterford Comhairle na nÓg. Major projects for 2014 included the “What is Beauty” SPHE resource pack for schools and youth groups based on the topic of body image.

This year also saw the amalgamation of City and County Comhairlí. A significant re-launch and AGM of the new structure was held in October 2014 at which over 300 young people from across City and County attended. At this, a consultation for the Children and Young People’s Services Committee 3 year Action Plan was undertaken and this formed the basis of a Comhairle input to the Local Economic and Community Plan.

82% (115) of local schools and youth groups were involved in the local Youth Council / Comhairle na nÓg scheme in 2014 – one of the highest in Ireland.

Comhairle became actively involved in the Public Participation Network and the Local Community Development Committee in late 2014. Comhairle members also continued to support local community initiatives and festivals through volunteering.

Waterford City and County Council was awarded the Chambers Ireland Excellence in Local Government Award for Best Practice in Citizen Engagement for the development of youth participation through Waterford Comhairle na nÓg.

Community Forum / Public Participation Network

The first meeting of the Waterford Public Participation Network (PPN) Plenary was held in the main WIT Campus on 29th September.

Set up by the Government under the “Putting People First” initiative, the PPN is the main link through which Waterford City and County Council connects with the community, voluntary and environmental sectors.

The PPN Plenary meeting followed on from Municipal District PPN meetings held in Kilmacthomas, Dungarvan and Tramore.

Community Grants

The Waterford City Council Community Grants Scheme had 139 applications in 2014 and these were processed over the course of the year. A new “Supporting Waterford Communities Fund 2015” was in the process of being set up at year end.

Community Plan

Preparatory work in relation to a Community Plan for Waterford City and County began in 2014. This Plan will form a critical element of a 6-year *Local Economic and Community Plan* (LECP) for Waterford.

Local Community Development Committee

A Waterford *Local Community Development Committee (LCDC)*, established by Council, began preparing the Community element of the LECP which will provide the basis for a more coherent, streamlined and co-ordinated approach to local and community development programmes. The LCDC has primary responsibility for planning and oversight of local development spend. Local government, state agencies, local community and development and social, community and economic interests are represented on the LCDC.

Community Support Officers

A Community Support Officer was designated for each Municipal District / Metro Electoral Area. CSOs supported the setting up of new residents associations and community councils. The process of setting up Outreach Offices commenced

Social Inclusion

Work commenced on implementing the Social Inclusion Community Activation Programme (SICAP) for Waterford in late 2014.

Work progressed on various initiatives including traveller inclusion, new communities and ageing well.

National Bike Week

The Council, in conjunction with Waterford Sports Partnership, various communities, schools and clubs, organised an interesting and varied programme for the week, held in June.

National Recreation Week/National Play Day

Events happened in both City and County for National Recreation Week and National Play day, supported by Waterford Sports Partnership and Waterford Childcare Committee. This designated week provided opportunities for young people to try new activities they may not have tried before while also increasing public awareness of the importance of recreation for teenagers.

Waterford Sports Partnership

Waterford Sports Partnership and Waterford City & County Council partnered successfully on a number of projects during the year including the Sean Kelly Tour of Waterford and National Bike Week .

Regional Sports Centre

The RSC Waterford continued to improve its overall facility in 2014 with performance gym and athletics equipment being delivered through SportNation funding and an application for an astro-playing surface was allocated €300,000 from the DTTS Sports Capital Programme.

Dungarvan Sports Centre

The Sports Centre in Dungarvan received refurbishment attention in 2014 with a new sports floor installed through SportNation funding. Improvements continue to be made in the sports facility.

Williamstown Golf Course

Bookings and rounds played increased greatly in 2014 – this was due to continued improvements to the 6,700 yard, Par 72 golf course and an aggressive marketing campaign with attractive price offerings.

Library Service

All services at Waterford City and County Libraries were enhanced and/or developed during 2014.

Merging of 2 Library Services

With the merger, the Library branch network expanded to cover a total of eleven locations at Central Library, Ardkeen Brown's Road, Dungarvan, Tramore, Lismore, Portlaw, Cappoquin, Kilmacthomas, Dunmore East and Tallow with Library HQ for City and County based in Carrickphierish Depot.

Sod Turning of Carrickphierish Library

On Monday, 3rd February, Mayor of Waterford Cllr. John Cummins turned the sod at a ceremony to mark the commencement of an innovative project on a 5 acre site in Carrickphierish, combining a new 650 sq meter public library, a multi-purpose hall and community facilities with two sixteen classroom primary schools.

Service Development

Lifelong Learning

Waterford City and County Libraries worked with over 50 different groups in the city and county involved in lifelong learning and literacy during 2014. Events and festivals celebrated during 2014 include AONTAS, Bealtaine, Summer Sessions at Ardkeen Library, Literacy Awareness Week, Positive Ageing Week and Library Ireland Week.

Bealtaine Festival

2014's Bealtaine Festival theme was **"And catch the heart off guard"** taken from Seamus Heaney's poem *Postscript*. In 2014 approximately 1200 people took part in 83 events across Waterford City & County Libraries.

Business, Enterprise and Employment Services

European Jobs and Advice Fair - In 2014 the Department of Social Protection and Central Library organised a Regional/National and European Jobs and Advice Fair on the 15th and 16th of May. **Europe Direct Centre** – In 2014 over 3,000 personal contacts were made with the general public including over 400 emails and telephone calls. The number of visits to the Waterford section of www.europedirect.ie exceeded 900 and events held included “Thank You Ireland” Polish photographic exhibition and a Post-Troika event featuring former Minister Mary O’Rourke.

Waterford Writers’ Weekend

Waterford Writers Weekend ran from 20th to 23rd March 2014. Over **1,300** people attended events during the Festival. The Festival programme included 9 workshops and 23 events including the Sean Dunne Young Writers’ Awards and a session with Fiona Doyle, author of “Too Many Tears” in conversation with Dave Kenny.

Local Studies

In 2014 the Local Studies Department of Waterford City & County Council Library Service was involved in the following; **The Great War Roadshow** - To mark the 100 year anniversary of the Great War, Central Library hosted The Great War Road Show on Saturday 17th May 2014. **National Heritage week** - In August as part of National Heritage Week the following events took place in Central Library; **Viking Women’s Work Exhibition** - a display of craft skills and clothing of Viking women from when they settled in Waterford. **Memorials of the Dead in County Waterford** - a talk by local historian Julian Walton. **Ireland in 1914: Liberty, Loyalty, Living and Longing** - a talk by Diarmaid Ferriter. In 2014 the Local Studies Dept in Central Library dealt with 2479 queries, 9 Tours and 243 attendees at launches/workshops/lectures.

Schools, Children and Teenagers

The library service issued 16,610 items on long term loan to 60 pre-school, primary & secondary schools. Other initiatives include: **Blaa Blaa Secondary School Book Club** - 1,318 teenage pupils used this through their schools in 2014. **DEIS Literacy and Numeracy Summer Camp Project 2014** - As part of the DEIS Literacy and Numeracy Summer Camp Project 2014, two hour library camps were developed & implemented by library staff. **Primary School Class Tours; Children’s Book Festival** - In 2014, 3,364 children attended 59 events across the county and **Summer Reading Challenge 2014** - 1,300 children participated in the Summer Reading Challenge 2014.

Technology

A number of services provided by the City were extended to the County; **Extension of Overdrive**, the ebook and eaudiobook service, **Extension of Newspaper archive service**, **Extension of Family History** online resource.

Service Indicators 2014: Waterford City and County Council Library Service

L1: Library Public Opening Hours

- Average Number of opening hours per week for full-time libraries: 36.4¹
- Average Number of opening hours per week for part-time libraries: 15.9²
- Number of full-time libraries that have lunch time opening: 3/5 (60% of full time Libraries)
- Number of full-time libraries that have evening opening: 4/5 (80% of full time Libraries)
- Number of full-time libraries that have Saturday opening: 3/5 (60% of full time Libraries)

L2: Library visits

Total Number of visits to full time libraries: 445,350³

Number of visits to full-time libraries per 1,000 population = 3,913.6⁴

L3: Library Stock

Annual expenditure on Stock per head of population: €1.71

Number of items issued per head of population for books: 3.26

Number of items issued per head of population for other items: 1.21

Annual expenditure on stock: €195,000

Total number of books issued: 371,504

Total Number of other items issued: 138,411

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

Central Library 2305.5 hours of opening + Ardkeen Library 2313 hours of opening + Dvan 1830.5 + Tram 1526.5 + Lism 1490 divided by 52 divided by the number of branches = $9465.5/52=182/5=36.4$.

² **Average Number of Opening hours for part -time libraries** calculated as follows : Browns Road Library 985.5 hours of opening + Capp 885 + Kilm 915 + Dune 500 + Port 860 = 4145.5 divided by 52= $79.72/5 = 15.9$.

³ **Total number of visits to full-time libraries** : the door counts taken at Central Library, Ardkeen library , Dvan, Tram, Lism = Central Library 3255 visits and Ardkeen 2049 visits , Dvan 1974, Tram 1088, Lism 541 a total of 8907 visits x 50 = 445350 visits.

⁴ **Number of visits to full time libraries per 1000 population** calculated by dividing the number of visits recorded by the population as recorded in Census2011: $445350/113.795 = 3,913.6$.

L4: Internet Access through libraries

Total number of Internet sessions provided: 66,172⁵

No of sessions provided per 1,000 population: 581.50

⁵ **Total sessions taken by customers in each branch** = Central Library 32787, Ardkeen 9546, Browns Road 719, Dvan 9376, Tram 6414, Lism 2955, Port 2457, Capp 1323, Kilm 535, Dune 60 = 66172.

ARTS SERVICE

During 2014, the Arts Service operated two separate strands of service provision up to June and following that merged to form the **City and County Arts Service**

During 2014, a wide range of artforms were supported.

- Arts in Education facilitated various residencies, including the Architect in Residence Scheme in partnership with the Waterford Festival of Architecture and 'Artifice' a visual arts project in partnership with Lismore Castle Arts. Schools outreach programme initiated across Greyfriars, Soma Contemporary Gallery, Southpaw Gallery/Studio and Hive Emerging Gallery
- Artlinks supported the professional development of artists in both City and County through bursaries and clinic mentoring for all art forms.
- Arts projects in a Community context included music tuition at Riverstown Music Club, Tramore and a musical instruments bank for Comhlucht Forbartha na nDéise.
- Other community projects included:

A Community Quilting project in Tallow; a music celebrating creativity in older age during Bealtaine; a music project for clients with mental health conditions with Waterford Healing Arts and an artist worked with a Travellers Support Group in West Waterford on an arts project for women. Film & dance artist Mary Keane, An Rinn was supported to develop 'Static' a filmetic dance exploration filmed at the Old Cork Airport terminal. A Seaside Artist in Residence, engaged with Coastal Communities in a creative manner.

The established Molly Keane Creative Writing Award and creative writing workshops continued, promoting new Irish short story writing.

Bursaries offered to artists based in both the City and County included:

Tyrone Guthrie Regional Arts Award; O' Regan Arts Bursary, Irish Youth Choir Summer School; Irish Youth Orchestra Summer School, Drama League of Ireland Summer School, Writing Bursaries, Laban Dance Training Summer School and the Blas Traditional Arts Bursary. New Street Gardens, Waterford Youth Drama's Crucible, directed by Jim Nolan, Rosemary Dulsons Tea Party installation and "Hooked" a new play by Gillian Gratton.

In total €90,000 was paid out directly in arts grants with a further €145,000 being paid towards venues and additional being allocated to different projects through the Arts Development Programme.

The Old Market House Arts Centre, Dungarvan provided a year round exhibitions programme with local, touring and national exhibitions. Tramore Development Trust continued to operate the Coastguard Station Cultural Centre, Tramore.

The Soma Gallery was rebranded as Soma Contemporary Gallery (SCG) and had eight exhibitions. Hive Emerging Gallery also had eight exhibitions and allowed its community space be utilized by the New Street Garden's group. Greyfriars Municipal Gallery had six exhibitions

Greyfriars supported the Winterval programme with a Will Sliney exhibition upstairs and a festive selection from the Municipal Gallery downstairs.

Over 20 artists were facilitated with studio and working spaces in 2014, most were situated around the Lombard Street area in the City. A further nine artists were part of the Skapari Gallery. January saw the establishment of SEMS (South East Maker Space) in the Munster Express former print store warehouse.

The Town Hall Theatre in Dungarvan is to be renovated during 2015. In September it was announced that Red Kettle Theatre Co was closing. The Council purchased the rights to keep the name of the company

During 2014, the annual City and County wide arts programme received support from the Arts Council/An Chomhairle Ealaíon.

Roads, Human Resources & Emergency Services



Road Transportation & Safety

Waterford City & County Council currently maintains 2845 km of public roads classified as National Primary, National Secondary, Regional and Local. The budgets are presented separately for City and County as they were adopted separately prior to the amalgamation. Expenditure on the maintenance and improvement of these roads in 2014 was as follows:

	City	County
National Roads	-	€3,497,526
Non National Roads	€616,442	€12,121,435*
Local roads	€995,984	€3,040,611

*including additional funding for Storm Damage and Community Involvement Scheme

Road grants were reduced substantially in 2014. Notwithstanding the reduction the works programme was completed satisfactorily and on budget.

National Roads – N25 & N72

There were no major pavement works on national roads in 2014. Improvements to the N72 at Cappoquin were carried out in 2014 with an expenditure of €719,116.

Non National Roads

A full programme of strengthening and surface dressing was completed in 2014, in accordance with the adopted Road Works Programme. Such a programme needs to be extended when resources become available and continued on an ongoing basis to return the non-national road network to 2009 conditions.

Accident Counter Measures

The Council continued its programme, funded by the Department of Transport, Tourism & Sport, of treating high accident locations in the County. The total allocation was €180,800. Improvements were carried out at:

Location	Allocation
Callaghane Bridge	€25,000

Fairybush Cross	€75,000
Mayfield Footpaths	€29,000
Pouldrew	€22,000
Roberts Cross	€29,800

Community Involvement schemes

A separate allocation was received from the Depart of Transport, Tourism and Sport for Community Involvement schemes at three locations as follows:

Location	Allocation
Colligan	€14,172
Knockaniske East	€51,635
Pouldrew	€22,953
Glendalough	€28,637
Kilmacomma	€39,647
Ballylaneen	€45,222

Grant Assistance for Storm Damage

Additional funding was received from the Department of Environment, Community and Local Government in 2014 for damage as a result of storms in February 2014. An allocation of €3.878m was received for roads. A further €320,000 was received for the initial cleanup works in the aftermath of the storms.

Grant assistance was also received from the Department of Environment, Community and Local Government in 2014 for the repair of tourism infrastructure damaged during the storms in February 2014. A total of €1,920,049 was received to repair damage to various locations in Tramore, Newtown & Guilamine, Dunmore East, Annestown and Passage East.

Grant assistance was received from the Department of Agriculture, Food and Marine for repair of storm damage for works at Boatstrand Pier, Dunmore East Stormwall and Tramore Seawall. An allocation of €468,000 was received.

Grant assistance was received from the Office of Public Works for repair of storm damage and sea defence works at The Cunnigar, Dungarvan, Backstrand Tramore, and Dunmore East Seawall. An allocation of €650,000 was received.

Department Of Agriculture, Food and Marine

In addition to the storm funding the Department of Agriculture, Food and Marine provided funding under the Fishery Harbour and Coastal Infrastructure Development Programme for improvement works to Passage East Harbour and Tramore Pier. An allocation of €300,000 was received.

Office of Public Works

The Office of Public Works provided funding for works at Woodstown Beach under the Coastal Protection Programme. An allocation of €12,150 was received.

Sustainable Transport Section

Smarter Travel Projects-Go Dungarvan

2014 was the third of a five year Smarter Travel Area funding programme running from 2012 to 2016 for Dungarvan and the surrounding area. Under the Smarter Travel Area funding Waterford City and County Council has received grant aid to the value of €7.2 million in order to help bring about infrastructural and behavioural change measures which will enhance travel choice and encourage sustainable transport in the Dungarvan area.

Infrastructure Measures

Some of the main Go Dungarvan infrastructure projects which were realised in 2014 include the completion of the Barnawee pedestrian and cycle bridge link, a new section of cycle lane at Duckspool to increase safety for cyclists at the roundabout and the Go Dungarvan changing facilities and bike parking at The Courthouse, Dungarvan. Work also commenced on projects including the Youghal Road Improvement Scheme and the N25 Cycle Link between the Coolagh Road Roundabout and Fr. Twomeys Walkway. Both of these schemes will greatly enhance safety for vulnerable road users in these areas.

Dungarvan Town Centre Improvement Scheme was approved at Part VIII stage in 2014. Work on the detailed design and preparation of tender documentation also got underway late in the year.

2014 saw the commencement of the 'Safe Cycling Project' which is a collaboration between Waterford City and County Council and Waterford Institute of Technology's Telecommunications and Software Group. The project will develop a low cost Intelligent Road Signage System (IRSS) which has the potential to dramatically improve safety for cyclists across Ireland.

Behavioural Change

2014 saw the development of many of the behavioural change programmes which had begun in 2012 and 2013. Through the behavioural change programme the Go Dungarvan team are actively engaging with the community in an effort to encourage those living and working in Dungarvan and environs to choose sustainable transport, particularly walking and cycling wherever possible.

The programmes work in a number of ways whereby they try to remove real or perceived barriers to the adoption of Smarter Travel, as well as raising awareness of alternative modes to single occupant car journeys.

The council works with a number of different agencies including Waterford Sports Partnership, An Taisce and the NTA in rolling out its behavioural change programmes.

The main elements of the Behavioural Change Programme include:

- Schools Travel Planning with the nine local schools
- Workplace Travel Planning
- Pre-School Travel planning in conjunction with Waterford Childcare Committee
- Promotion of Smarter Travel at local events and festivals
- Go Dungarvan 'Champions Initiative'
- Promotion of sustainable transport initiatives such as Walk to School Week, National Bike Week and European Mobility Week
- Promotion of Smarter Travel and Go Dungarvan through a dedicated website, social media and a quarterly newsletter which is delivered to 6000 households in Dungarvan STA every three months



Official opening of Barnawee pedestrian and cycle bridge in March 2014.



Participants assembled before the start of the Dawn Cycle during National Bike Week 2014.

Waterford Greenway

The Waterford Greenway progressed through the Part 8 Planning Process and was approved by Waterford City and County Council during 2014.

This allowed us to advance the detailed design and agree accommodation works with adjacent landowners, to facilitate a construction start in early 2015.

Traffic Management

The council continued with improvements to traffic infrastructure within the city and county with the final phase of the South Quay Green Route in Waterford being commenced, including the roundabout at Gladstone Street.

New Pedestrian crossings were installed at the RSC on the Cork Road in Waterford and at St Declan's Community College in Kilmacthomas. The traffic lights at Summerhill in Tramore were also modified to facilitate the opening of the new Ard Na Mara Secondary School.

Traffic calming by reducing the corner radii at junctions, designed in accordance the Design Manual for Urban Roads and Streets were also constructed at the junctions of Johns Hill and Ballytruckle Road, Johns Hill and Passage Road and the junction of Marian Park and Cleaboy Road, all in Waterford.

Parking Enforcement

Parking management and enforcement continued to be a busy section for the council, with the purchase of over 1.2 million pay and display parking discs in 2014. The very small minority of parkers, who do not park legally, were issued with a total of 12,697 parking fines in 2014.

The section also managed an appeals process against tickets issued with 1,589 appeals received in 2014, with 1,187 of those appeals granted.

WATERFORD 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 135 persons are employed in the Service, comprising Officers, fulltime and part-time fire-fighters, administration support and a brigade mechanic. The service operates from 10 fire stations under the control of the Chief Fire Officer.

Operations

Brigades attended 1289 incidents in 2014. The following is a schedule of incident types.

Fire Calls	803
Special Services	420
False Alarms	42
Bogus Calls	20
Ambulance assist	4
TOTAL	1289

Special service incidents are wide ranging but include road traffic accidents, road hazards, chemical incidents, flooding, river rescue, river body recovery and the provision of fire cover for Coast Guard helicopter landings in the City.

Fire Safety

225 inspections of existing buildings were carried out in 2014 and advice given to building owners where upgraded fire precautions were required.

60 Fire Safety Certificate Applications were received and processed in 2014. The application process is now administered entirely in Emergency Services providing a more efficient process for applicants and their agents.

New functions associated with the Building Control Regulations, introduced on 1st March 2014 are being delivered within Emergency Services. This included the processing of 239 Commencement Notices, 5 Completion Certificates and 55 Disability Access Certificates.

Advice was given to the Planning Authority on 424 planning applications referred to the Fire Authority and Building Control Authority.

183 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 Fire Service provided assistance to the organising committees of the following festivals – Winterval, SPRAOI, St. Patricks Day, Lismore Music Festival, Campire International Horse Trials, Harvest Festival, Waterford Festival of Food and Dungarvan A Glow.

Community Fire Safety

Fire Crews and Senior Officers delivered a number of community fire safety projects through the year to highlight the dangers of fire, fire prevention measures and procedures in the event of fire outbreak. These included the Third Class Primary School Project, National Fire Safety Week, Council pre-tenancy courses, community group talks, ad campaigns and fire safety management training to voluntary organisations.

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 GP Training Program in November.

New Fire Stations

Construction continued on Portlaw Fire Station and the Fire Service Headquarters building at Kilbarry Road, Waterford through 2014.

Human Resources

Public Service Agreement

Due to the continued moratorium on recruitment, retirements, and non-renewal of temporary contracts, staff numbers in the organisation have significantly reduced in the past few years. Under the Public Service Stability Agreement 2013 – 2016 (also known as the Haddington Road Agreement) further sustainable reform measures are being implemented in the following areas:

- Redeployment
- Performance management
- Flexible working arrangements
- Work-sharing arrangements
- Workforce restructuring.

Further measures are required to underpin the delivery of a more integrated, efficient and effective public service and Waterford Council is implementing the Agreement accordingly.

Public Sector Recruitment Embargo

During the course of the year, the Council continued to implement the Public Sector Recruitment embargo, in order to comply with national policy, our workforce plan and in order to operate within the Council's budget for 2014. Ten retiring staff members (including those availing of the Voluntary Redundancy Scheme) and twelve others availing of forms of special leave were not replaced. It is acknowledged that restrictions in this area have impacted on existing staff who have continued to support and co-operate with colleagues and management in the continued effective delivery of services to the public during trying times. The challenge will be to continue this quality service delivery in the face of ever reducing staff numbers.

Amalgamation

The amalgamation of the former Waterford County Council, Waterford City Council and Dungarvan Town Council posed the biggest challenge to human resources in 2014. In essence the amalgamation entailed the restructuring of all sections in the council which necessitated the holding of 180 internal staff interviews, the transfer of over 140 staff between sections and the relocation of virtually all staff within the existing buildings in order to efficiently accommodate the new restructured sections. The enormous change was effected without any discernible reduction in customer service levels which was a great credit to the staff involved.

Employment Activation Measures

The HR Department worked closely with FÁS on a number of schemes rolled out as part of the Government's jobs initiative. In 2014 the Council facilitated 13 new placements under the JobBridge programme bringing the total participation to 70 overall. During a 9 month placement, approved by the Department of Social Protection, participants gained real, meaningful experience in the workplace which should enhance their employment potential.

During 2014 Waterford City and County Council obtained 80 placements under the National Gateway Scheme (Labour Activation Scheme). This Scheme is aimed at getting those on long term unemployment benefits trained and up-skilled through work experience over a 22 month period.

CORE HR

During 2014 roll out of the CORE HR system continued. This fully integrated HR/Payroll system includes Time & Attendance, Employee Self Service, Pension and Recruitment, and Training modules. Phase 2 of the project will include PMDS & Health & Safety modules. Both of these modules will be implemented during 2014. The system has greatly enhanced the quality of management information and assisted with workforce planning, attendance management and budgeting processes.

Training & Development

Despite reduced budgets there is a continued emphasis on a good quality training programme in 2014. Health and Safety training is always a priority; it enables us to meet our legislative requirements and to provide for the safety and welfare of all staff.

Workplace Partnership

The Workplace Partnership mechanism continues to be used as a tool for consultation and information sharing between management, staff and Unions.

Industrial Relations

The Council works in partnership with unions and employee representatives to achieve harmonious working relationships and improved working conditions with effective and efficient work practices.

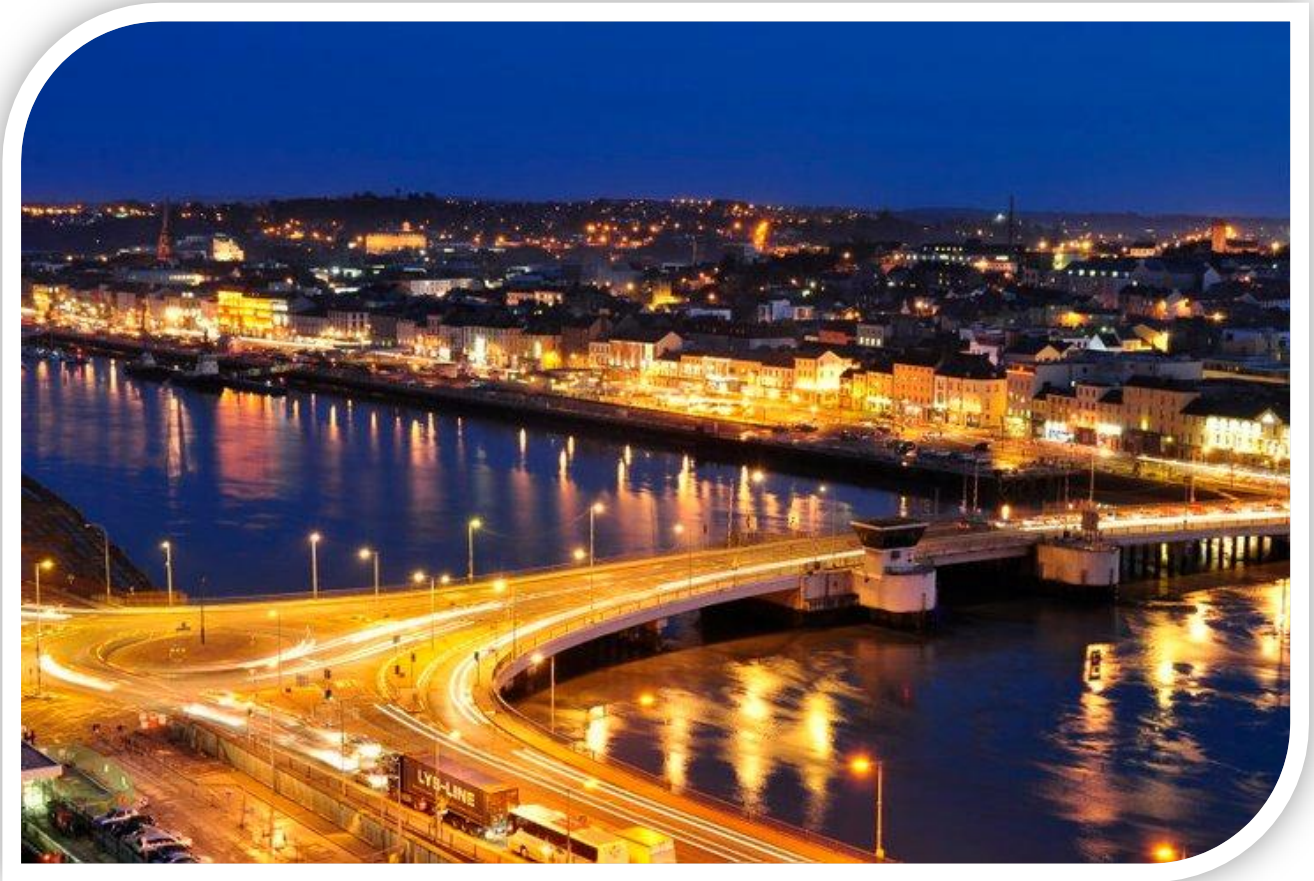
Employee Welfare

Waterford County Council actively promotes and implements the use of various family friendly policies including Work-Sharing, Parental Leave, and Term-Time Leave. The council engaged outside services to provide an employee assistance programme in 2014 which will build into a comprehensive service in 2015.

Superannuation

Superannuation is concerned with the rights of employees to pension entitlements. The HR Department administers the Local Government Superannuation Scheme and associated Spouse's & Children's Scheme and Widows and Orphans Pension Schemes for all grades.

Economic Development



Economic Development

Waterford City and County Council plays a pivotal role in providing strong leadership for Waterford and the region. In partnership with various stakeholders the Council continues to support a coordinated approach to economic development in Waterford. The Economic Development Department of the Council promotes economic development, both directly and indirectly and acts as a facilitator, co-ordinator and an enabler of actions to promote economic development. It also promotes job creation by working in partnership with local businesses, chambers of commerce IDA and Enterprise Ireland.

The services provided by the economic development department include:

- First-stop-shop for enterprise, with the Local Enterprise Office providing support for small businesses;
- Tourism development and promotion;
- Coordinating economic festivals and events and business seminars;
- Support the development of indigenous enterprise, through the expansion and development of Community Enterprise Centres, liaison with Enterprise Ireland and other agencies;
- Facilitate investment by operating as the Business Support Unit, providing advice to businesses and investors on all of the Council's services, including planning, environment, roads, water etc.;
- Economic planning for local communities;
- Town centre management; and Implementation of the Waterford Food Strategy.

Economic Development and Enterprise Strategic Policy Committee

The Economic Development and Enterprise Strategic Policy Committee dealt with presentations and discussions on a range of issues including:

- Social Inclusion Community Activation Programme (SICAP)
- Rural Development Programme (RDP).
- Overview of the draft socio economic framework which will inform the development of the Local Economic and Community Plan (LECP).
- Local Enterprise Office (LEO)

Local Community Development Committee

The Local Government Reform Act 2014 gave legislative effect to the establishment of a Local Community Development Committee, as a sub-committee of the City and County Council, and the preparation of a six year Local Economic & Community Plan by Waterford City & County Council.

Membership Waterford Local Community Development Committee (LCDC) is comprised of Local Government, State Agencies, Local & Community Development, Social, Economic & Community Interest. The committee has 17 members and was ratified by Waterford City and County Council in July 2014.

City Centre Management

Funding provided by Council to assist in the City in Bloom project. Staff member in Economic Development department assigned to act as City Centre Liaison officer.

Funding received from the Department of the Environment, Community and Local Government for a paint scheme on Baileys New St and Michael St. with 25% matching funding provided by City and County Council.

Application made for Purple Flag accreditation for the City and assessment took place in December. Purple Flag accreditation is for night-time economies that are clean, safe, vibrant and welcoming and aims to raise the standard and broaden the appeal of night-time destinations.

Tourism

In 2014, Waterford City and County Council worked with many partners in promoting, marketing and selling Waterford, including Fáilte Ireland and Tourism Ireland. Sales and marketing missions were undertaken to the USA and Germany in collaboration with the Irish Hotels Federation, Fáilte Ireland, Kilkenny County Council and Waterford County Council. A national radio campaign promoting Waterford was broadcast in July / August, along with several social media promotions on Facebook. Waterford was promoted at several consumer events, including the Over 50's Shows in Dublin, Cork and Galway and Holiday World in Dublin.

During the year, the Council continued to promote festival and events geared towards capitalising on Waterford's uniqueness and showcasing assets. Established events such as Spraoi, Waterford Festival of Food, Winterval, Harvest and The Sean Kelly Tour enjoyed increased visitor / participant numbers contributing approximately €3.4m to the local economy. These initiatives and other events such as the Comeraghs Wild Festival and Imagine Arts Festival provided a significant boost to Waterford's economy.

In addition, a number of projects/initiatives were progressed:

Programme of work to highlight the county as a walking destination.

The Tourist Information Office in Dungarvan relocated to a new premise on Lower Main St. This new development was as a result of a partnership between Dungarvan Chamber of Commerce, Waterford City & County Council, CMT Community Services LTM and Garvey's Supervalu.

The Tourist Information Office in Waterford City relocated to new premises on the Quay in the Viking Triangle. This new development was as a result of a partnership between Waterford City & County Council and Fáilte Ireland.

New tourism brochures to promote Waterford City, Dungarvan and West Waterford were produced and widely promoted

The Waterford Community Tourism Diaspora Fund was administered by Waterford City and County Council. This was very successful with 22 events taking place in the county.

The Greenway Project between Dungarvan and Waterford City was progressed in 2014. This will bring enormous economic and community benefit to the county when developed.

Further public realm work was undertaken in the Viking Triangle area, including the installation of the John Condon Memorial and the Strongbow and Aoife Sculpture. The Viking Longboat was put on permanent display outside Reginald's Tower.

The annual Waterford Garden Trail Festival was held in May - August 2014 highlighting the magnificent houses and gardens of Waterford.

Work commenced on developing a new Waterford Destination Brand and website for the amalgamated City and County Councils.

Destination training was provided for front of house hotel and bar staff in the city. The training was organised by Destination Waterford and delivered by Fáilte Ireland.

Tramore

Waterford City & County Council in association with Tramore Tourism with support from Waterford Leader Partnership completed work on the Inclusive Adventure Play Park and Obstacle Course within the Town Park at the Promenade, Tramore, Co. Waterford.

The development of this Inclusive Adventure Play Park and Obstacle Course will enable disabled children to interact with able-bodied children which will positively impact on minimising social isolation and help reduce barriers of discrimination

The proposal to transform the grounds of Tramore House into a memorial garden to honour the Irish Japanese literary figure, Patrick Lafcadio Hearn who spent his boyhood summers in Tramore commenced with the official sod turning ceremony on 27 June, 2014. The Japanese Ambassador was guest of honour.

The work being carried out by a Community Employment scheme, with support from Waterford City and County Council and Tramore Development Trust.

Work commenced on a National Lifeguard Training Centre on the Lower Promenade in Tramore, the first of its kind in Ireland, the centre has been developed through a unique partnership between Tramore Surf Lifesaving Club, Irish Water Safety and Waterford City & County Council with support from Waterford Leader Partnership. The three-storey building will have an ocean-themed design reflecting its seafront location.

Dungarvan

A stimulus package for Dungarvan was agreed between the Council and Dungarvan & West Waterford Chamber of Commerce this allowed for a number of key projects to be implemented, the key projects include:

Dungarvan Painting Scheme: Funding provided for businesses in Grattan Square, St Mary's Street, Lower Main Street and O'Connell Street. A total of 52 applications were received for the Painting Scheme.

Dungarvan Retailing Mentoring Programme: This programme was delivered by Retail Excellence Ireland and was supported by Waterford City and County Council and Dungarvan and West Waterford Chamber of Commerce.

Dungarvan Aglow: The Council worked with various stakeholders on the expansion and improvement of the Christmas experience in Dungarvan.

Waterford 1100

Waterford 1100 was an initiative of Waterford City Council that celebrated the foundation of the city in 914 A.D. A number of high profile public events were staged throughout the year, along with several smaller initiatives aimed at community / school involvement.

Big Birthday Bash

On the 31st of December 2013, City Hall opened its doors to 600 people for a New Year's Eve event entitled the 'Big Birthday Bash'. Mayor of Waterford Cllr J Cummins welcomed 2014 and looked forward to the year ahead.



Vadrarfjodr!

On the 4th of January, Waterford 1100 staged an open air pyrotechnic spectacle entitled Vadrarfjodr (the Viking name for Waterford) on the quays of Waterford, symbolically burning three Viking Boats, followed by a fireworks display. The event was attended by over 12,000 people. The event was staged by local company Spraoi, with the help of Viking re-enactor groups.

The Class of 2014

Over 7,000 primary school children in Waterford City were photographed by a team of local photographers. The photographs were then placed in to a Time Capsule by representatives from each

school at a ceremony in the Medieval Museum. Also placed in the time capsule were newspapers of the day which were placed in to the capsule by representatives from the newspapers, books about Waterford, and a piece of Waterford Crystal. The time capsule was then sealed by the Mayor of Waterford, Cllr. J Cummins. The time capsule was then placed in to the undercrofts of the Medieval Museum and will be opened in the year 2064.

WIKID Festival

Waterford 1100 staged 'WIKID' – a history themed festival aimed specifically at families and children. The programme included a full scale Viking Village set up in the grounds of the Court House, along with street entertainment all around the streets of Waterford.

Window Display Competition

Approximately 40 entries from businesses in the City, took part in the Waterford 1100 Window Display competition, supported by Waterford Chamber of Commerce and Waterford Business Group which encouraged businesses to create a window display to “celebrate Waterford.” The overall winner was Muse.

Waterford 1100 Talks

A series on monthly talks took place with a variety of notable speakers, including Robert Fisk, HE Daniel Mulhall, Justice Catherine McGuinness, Mary O'Rourke, Dr. Patrick Wallace, Alfie Hale, Chief Justice Denham, Professor Roy Foster and Damien Tiernan.

I Build Myself a Boat

A team of boat builders from the Sunnhordland Museum in Norway were based in the Medieval Museum for one week and gave workshops to local 5th and 6th class school children in how to build a half scale Viking Longboat. This was supported by the Norwegian Embassy.

Bite Size Culture

Waterford Treasures Museums staged a free talk every Wednesday in the Medieval Museum, putting a weekly spotlight on a great treasure of Waterford.

The Invader – a new Irish opera

Waterford 1100 supported the production of a major new Irish opera 'The Invader' which was created by

Waterford composer Eric Sweeney and poet Mark Roper and which received a world premiere at the Theatre Royal in May of 2014.

A Painting for Waterford

A priority for Waterford 1100 was to provide a significant cultural legacy from 2014 for future generations. In 1736, Waterford Corporation, as it was then known, commissioned a painting of the city from a Dutch painter William Van der Hagen for the sum of £20. This painting still hangs today in the Bishop's Palace, and is considered to be a painting of national importance.

Waterford 1100 set in motion the commissioning of a new painting which will serve as a companion piece to the Van der Hagen and which will hang in a prominent public space in Waterford City for future generations to enjoy.

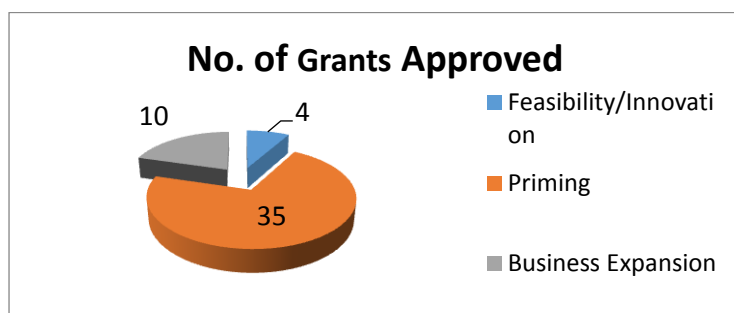
The painting will be funded through the Per Cent for Art Scheme relating to the Flood Relief Scheme and will be administered and managed by the OPW's Art Department. The painting will remain the property of the National Collection, while remaining on permanent display in Waterford City.

Waterford Local Enterprise Office (LEO)

Waterford Local Enterprise Office (LEO) was launched in April 2014 following the dissolution of the Enterprise Boards in both Waterford City and Waterford County and as part of the Government's *Action Plans for Jobs*. Waterford LEO is established on the basis of a Service Level Agreement (SLA) between Enterprise Ireland and Waterford City and County Council. This SLA gives significant leadership, communication, developmental and service delivery roles to Waterford LEO in the following functional areas:

- Business Information and advisory services,
- Enterprise support services,
- Local enterprise development services,
- Entrepreneurship support services,

Performance 2014



Value of Grants approved: Feasibility/Innovation: €35,950

Priming: €442,695

Business Expansion: €136,000

Training: 89 training courses undertaken involving 410 participants

Mentoring: 132 clients provided with a mentoring service involving some 311 individual participants

Student enterprise: 619 students participated in schools enterprise programmes

Waterford Local Community Development Committee

The membership and structure of Waterford Local Community Development Committee (LCDC) was agreed at the July 10th meeting of Waterford City & County Council.

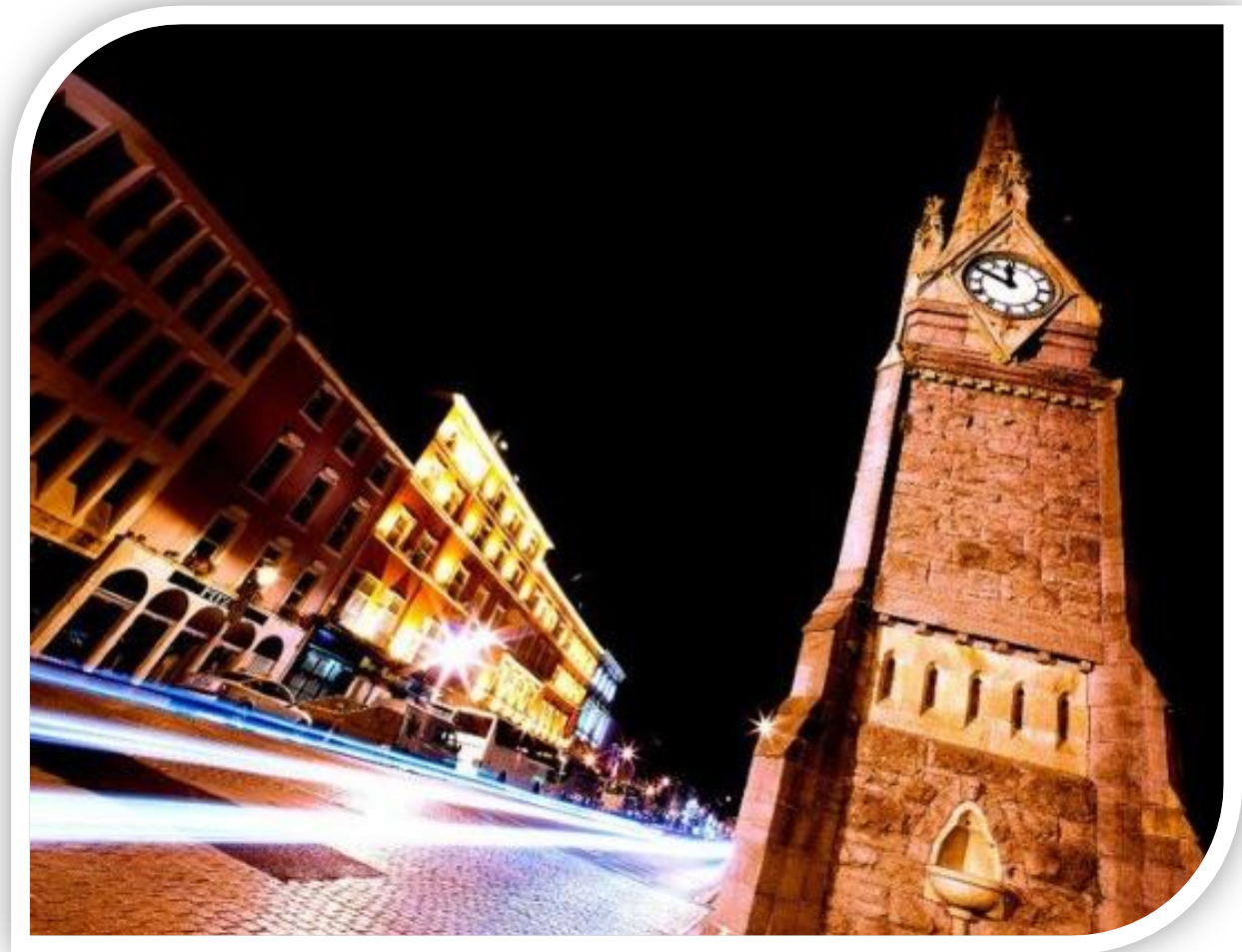
Two meetings of the LCDC were held in 2014 on August 8th and October 16th. Cllr James Tobin was elected as Chair and Councillor Lola O'Sullivan was elected a Vice Chair.

The LCDC commenced the tender process for the new Social Inclusion Community Activation Programme (SICAP) which will be completed in early 2015.

It was proposed that the LCDC is the Local Action Group (LAG) which will apply for funding under the Rural Development Programme 2015-2020. The LCDC agreed that an Expression of Interest would be prepared by Waterford LEADER Partnership (WLP) in consultation and on behalf of the LCDC and that WLP will be the implementer of the RDP on behalf of the LCDC.

Work commenced on the preparation of the Local Economic & Community Plan for Waterford for the six year period 2015 to 2020. The draft Socio Economic Framework was agreed which will facilitate the public consultation.

ICT, Finance & Cost Management



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 2014

Summary of Revenue Account:

	2014 €millio n	2013 €millio n
Opening Balance at 1st January	-8.9	-8.5
Expenditure for Year	120.3	126.3
Transfers to Reserves	7.7	3.8
	<u>128.0</u>	<u>130.1</u>
Income for Year		
State Grants	51.2	55.7
Goods and Services	43.7	41.8
Commercial Rates	33.3	32.2
	<u>128.2</u>	<u>129.7</u>
Surplus/(Deficit) for Year	0.2	-0.4
Closing Balance at 31st December	<u>-8.7</u>	<u>-8.9</u>

Summary of Balance Sheet

Fixed Assets	2,131.0	2,441.8
Work in Progress	20.9	37.5
Long Term Debtors	79.4	77.4
Current Assets	62.1	42.2
Current Liabilities	<u>-65.1</u>	<u>-60.4</u>
	2,228.3	2,538.5
Long Term Creditors	<u>131.9</u>	<u>137.7</u>
Net Assets/(Liabilities)	<u>2,096.4</u>	<u>2,400.8</u>

Represented by:

Capitalisation Account	2,131.0	2,441.8
Work in Progress	20.0	36.7
Specific Revenue Reserve	0.5	1.1
	-	
General Revenue Reserve	8.7	-8.9
	-	
Other Balances	<u>46.4</u>	<u>-69.9</u>
Total Reserves	<u>2,096.4</u>	<u>2,400.8</u>

IT Systems

It became clear in the early planning of the amalgamation that many of our services, financial, planning, housing, library, mapping etc are supported by ICT backend servers and a network and telephony infrastructure.

Most major systems were duplicated in city and county and for the new council it was necessary to merge these in each case into a single system for day one of the new council on the 25th June. In fact the first phase of merging the financial system was completed 6 months earlier to coincide with the start of the financial year on the 1st January 2014.

The project teams that were setup for amalgamation of the main services included a representative from IT and external consultants were used where specialist systems knowledge was needed.

The restructuring of work departments and functional teams in city and county created a large volume of work for IT in the re-configuring and re-location of IT equipment and telephony

The amalgamation work represented a major challenge for our IT team but was completed successfully on time without any significant effect on the continuing provision and support of IT services. We are planning to have the merger of IT systems fully completed in 2015.

The following paragraphs will outline our 2014 achievements in more detail;

Local Area Network

We operate an extensive local area network in Waterford City and County which comprises of wireless, fibre, broadband, leased lines, VPN and DSL connections. Our network administration department gives support and advice to 700+ users based in fifty locations around the City and County, from Fire Stations and Council Depots to Libraries/Heritage Centre and Sport Centres/Golf Course to name but a few.

The majority of work carried out by the team was in the area of merging network systems, telephony systems, managed print services implementation, expansion of WIFI and planning for new Fire Station and Library builds.

Planning and merging network systems such as active directory, email and antivirus involved site visits to each user and a large volume of work at the back end. As a result Waterford City and County Council staff are now working from one system, with one account for access to all services.

2014 also saw the implementation of a managed print service to all locations. The purpose of the project is to have a centralised system which generates a cost saving for the organisation.

Planning has also commenced for a new Fire Station at Ballybeg and Library at Carrickphierish in Waterford City. We are involved from the planning stage to ensure that the communications and network infrastructure meet industry standards. The projects will be completed in 2015 and the team will be involved same.

Infrastructure

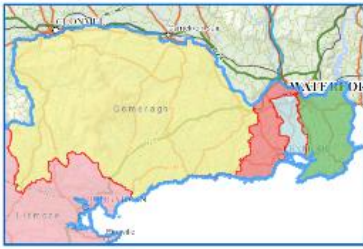
Continuous improvement and development of internal communications remained a priority for the ICT department in 2014. The improvement of network speeds through the upgrading of equipment enhanced communication between satellite Offices and Libraries with central offices.

Mapping

The amalgamation presented a huge challenge for the Geographical Information System (GIS) staff. As not only did systems have to be unified but so did all the spatial information data that is edited and viewed within. This meant that we had to work with all sections to identify all the map based data that they use to carry out their work and look at how this could be aligned. In the end over 200 datasets were audited, cleaned, updated and merged.

As part of the amalgamation a new GIS framework was implemented to ensure all staff could access and edit one source of definitive mapping. As part of this implementation an easy to use web browser application called WatMaps was launched. The application brings together all the different sets of spatial information needed by Waterford City and County Council staff to carry out their duties.

City and County



Explore the definitive set of administration boundaries along with the latest OSI Mapping and Aerial Photography. Zoom in to view all the properties and businesses in Waterford, open Google Street View and see the Councils Road Schedule. AutoCAD users can also turn on OSI Map Grids to assist them in identifying Map Sheets. [View map](#)

Planning



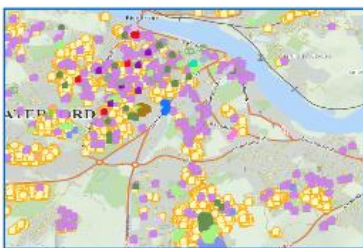
Access to all the essential data required for making a Planning Decision. Data available includes Development Plans, Local Area Plans, Planning Applications, Conservation Areas, Protected Structures and Habitat information. [View map](#)

Planning - Reports



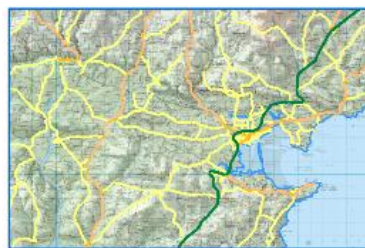
Map for undertaking detailed planning searches (legal/historic), using the new advanced search widget that allows you to export results to MS Excel. All planning applications are labeled for ease of use. [View map](#)

Housing



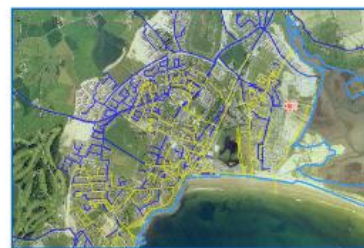
View the location of all the Local Authority Housing, Voluntary Housing Units and Rental Accommodation Scheme Properties. [View map](#)

Roads



View the extent of the Roads network taken in charge by the Council, turn on Garda Accidents, zoom into to view Car Parks, Bike Parking, Cycle and Bus Lanes. [View map](#)

Water



View the extent of the Water and Waste Water Network along with Scheme Boundaries and District Meter Areas. [View map](#)

The launch of WatMaps has proved hugely successful and the application is now used as part of standardised workflows to process such things as Planning Applications and Part V Exemptions.

Customer Relations Management (CRM)

While the city had developed its own in-house customer service tasklist, the county used Microsoft Dynamics CRM. As part of the merger process a decision was taken to extend MS CRM to the city and also expand its usage in the county. A new Customer Service Desk was created in the city and all relevant users were set up and trained in CRM. Towards the end of 2014 it was decided to engage a specialist CRM consultant to examine where organisational and technical improvements could be made in how CRM was deployed and used throughout the organisation. This was done following a procurement process and was ongoing as 2014 drew to a close.

Local Elections

A critical requirement for the merger and an absolute necessity for the local elections was the merging of the city and county Register of Elector databases. This had to be achieved well in advanced of both the merger “go-live” date and the local elections to enable re-alignment of electoral areas, printing of polling cards, etc. I.T. then played a critical role in the election count, configuring and running the count software and publishing the results in real time in an open data format on our website and via our social media channels.

Database and Systems integration

All the main city and county systems and databases had to be integrated prior to merger “go-live”. This involved “migrating” the application to a single new server, cleansing the individual databases and merging them into one single entity, ensuring that each record could be uniquely identified in the merged database. For example, with our planning system (iPlan) there were three discrete databases, for the city, county and Dungarvan town. Each of these databases used a similar numbering structure to identify planning files, so every record had to be re-numbered before the databases could be merged.

In some cases where different systems were used to manage the same function, a decision was taken to shelve one system, for example the city’s Traffic Management, Litter Fines and Housing Maintenance systems were chosen, while it was decided to use the county’s CRM module to manage Planning Enforcements.

Systems that were merged include the following...

- Finance – Agresso Financial Management System, Expenses Mgt System
- HR – Core Payroll and Time Management System
- Corporate – Register of Electors (iReg), Library Management System
- Planning – the main Planning system (iPlan), Planning Enforcements, Planning Development Contributions
- Housing - Housing Management System (iHouse), Housing Maintenance System
- Document Management System (iDocs)
- Fire Management System (Diamond Fire)
- Traffic Management System (ICPS)
- Litter Fines System

Motor Tax 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 & County Council, as their National Motor Tax Website. This Information Website would then be recognised as the official National Motor Tax Information Website.

The *Motor Tax TV Project* continued to flourish in 2014. 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. It is proposed to further develop this project in 2015 with the intention of making it a more vibrant, customer friendly facility.

Motor Taxation Statistics 2014

Vehicle Licences Issued:

Annual	18,183
Bi Annual	7,012
Quarterly	38,257
Duplicates	267
<i>Exempt</i>	405
<i>Cancelled</i>	155
<i>Free in Lieu</i>	154
TOTAL	64,433

Motor Tax Offices are no longer responsible for the issuing of Driving Licences and Certificates of Roadworthiness

Receipts: Total receipts from all Motor Taxation activities in 2014 amounted to €11,776,087.50

Environmental Services



Waste Collection Service

During 2014 Waterford City & County Council continued to provide a three- tier segregated household waste collection service for customers in the county area. The dry recyclable fraction of waste collected was processed at the Materials Recovery Facility in Dungarvan.

Following a review of the household waste collection service, Waterford City & County Council decided to cease operation of the service with effect from January 2015. The increased cost of waste disposal coupled with the increased regulatory role to be performed by Local Authorities meant that the operation of the service by the Council was no longer viable.

Landfill Remediation

Tramore Landfill

The Tramore Landfill site has been fully remediated and is being monitored and managed in accordance with EPA licence requirements. Leachate is being collected on site and treated at the adjacent waste water treatment plant. Landfill gasses are also being collected and are flared on a continuous basis. Monitoring of the receptors in the vicinity of the site, to include groundwater and surface water, is continuing and results to date indicate no environmental impact on the surrounding areas.

The flare unit and leachate extraction pumps continue to be powered by electricity generated on site by the 20m micro turbine which was erected in 2013. This has an annual output of approximately 30,000kw.

Following works that were carried out to facilitate public access to the facility the site has now become a popular destination for joggers and walkers.

Dungarvan Landfill

Remediation of this site was completed in 2012 with the commissioning of the leachate extraction and pumping system. All leachate being extracted is now being treated on site using the ICW's (Integrated Constructed Wetlands) for treatment. This innovative solution continues to return significant cost savings in the treatment of leachate. It also gives significant environmental benefits which include biodiversity development and carbon sequestration. Landfill gas is being collected and flared on a continuous basis. The receptors within the area continue to be monitored in accordance with EPA requirements.

In 2014 a 12 kW thirty metre high micro wind turbine was erected at Dungarvan Civic Amenity site. The installation of the wind turbine, which was grant assisted by the SEAI, will contribute towards attaining the

2020 targets set for local authorities of reducing CO₂ emissions by 33% and the gross electrical consumption from renewable sources target of 40% by 2020 as set out in government policy. All electrical installations on site including flare, leachate pumps, site office equipment etc. are now being powered by electricity harnessed from the turbine. The turbine installation will generate between 16,000 – 22,000 kWh per year.

The EPA granted a new license for the Dungarvan Facility in 2014, W0032-03. A rigorous monitoring program for the ICW leachate treatment system is required under the new license.

Kilbarry Landfill

This landfill was closed in September 2005 and all residual domestic waste from the City for landfill disposal is now being transported and sent to other authorised treatment facilities. Remediation of Kilbarry landfill 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.

Civic Amenity Sites

The Kilbarry and Dungarvan Civic Amenity facilities continue to accept all types of domestic waste.

Bring Centres

A network of Bring Centres around the city & county continued in 2014 to provide a facility for the public to dispose of glass & textiles.

Farm Hazardous Waste Collection

In 2014 Waterford City & County Council participated in a pilot initiative to facilitate the collection, recovery and disposal of hazardous waste from farms. The following table shows the quantities of farm hazardous waste collected at the Dungarvan site.

Centre	Waste type (kg)									
	Pesticides	Paint	Vet Meds	25&200L Drums	Oil Filters	Acids/bases	Other haz waste	Total	No. of farmers	Waste (kg) per farm
Waterford	2,238	1,056	848	1,791	836	2,143	460	23,653	152	156

Environmental Enforcement

Environmental Enforcement

During 2014, the Enforcement Team continued to monitor illegal waste activities throughout the county. The team consists of two engineers, four Environmental Inspectors, an Environmental Technician and administrative support. Enforcement Notices and Warning Letters were issued under Environmental Legislation (Waste, Air, & Litter Acts) where non-compliances were noted. Unauthorised waste activities such as littering, burning waste, illegal dumping, use of non permitted sites, non-compliances with waste permits or waste collection permits and air pollution offences were all addressed.

RMCEI Plan

Enforcement Inspections were carried out by the Environment Enforcement Team in 2014 in accordance with our RMCEI Plan (Recommended Minimum Criteria for Environmental Inspections Plan). This Plan provides a comprehensive list of proposed routine inspections, estimated non-routine inspections, responsible persons and allocated resources to carry out these inspections for the year. Scheduled inspections were undertaken in the areas of Waste Permitted Sites, Waste Collectors, End of Life Vehicles, WEEE and Batteries, Packaging, Tyres, Plastic Bag Levy, Food Waste, Air Licensed Sites, Solvent and Deco-Paint Regulations. A total of 830 scheduled inspections were completed in 2014 under the RMCEI Plan. 1789 unscheduled inspections were carried out during the year to investigate complaints and incidents brought to the attention of the Environment Section. The complaints were received from a number of sources including members of the public, area staff, illegal dumping line, EPA referrals and included:

- Investigations of fly-tipping
- Investigation of sites where waste was disposing in an unauthorised manner
- Investigation of sites holding waste in an unauthorised manner
- Investigation of complaints received in relation to permitted sites
- Investigations related to litter offences
- Investigations relating to Backyard Burning
- Investigations related to the contravention of Waterford County Councils byelaws for household waste
- Investigation of environmental complaints concerning odour, noise and nuisance

Litter Enforcement and Monitoring

The Enforcement Team continued to investigate and monitor littering, fly-tipping and illegal signage and issued litter fines where offences were detected. The Team also undertook the annual Litter Monitoring and Litter Quantification surveys as part of the National Litter Pollution Monitoring System. The results from these surveys allow the Enforcement Inspector to focus on “black spot” areas in the county and to deploy enforcement resources (litter patrols) to those areas.

Waste and Air Regulation

The Enforcement Section is also responsible for processing waste & air authorisation applications in Waterford and facilitates pre-application meetings with applicants who propose to apply for authorisation under the relevant waste and air legislation.

In 2014 the following applications were processed:

- Waste Permit & Certificate of Registrations
- Solvent Applications (Namely Dry Cleaners)
- Deco-Paint Applications (Crash Repair Operations)

Tidy Towns Awards

Waterford City and County Council continue to support the Tidy Towns and commend the brilliant work undertaken by volunteer’s year on year. This year 16 towns and Villages County wide and Waterford City participated in the competition. The winners were presented with their awards by Mr. Alan Kelly, T.D.

Minister for the Environment, Community and Local Government, Evelyn Moynihan SuperValu sponsors and Gary Breen from Fáilte Ireland.

The following were awarded Gold Silver and Bronze medals:

Gold Award: Lismore

Silver Award: Dungarvan, Ardmore, Stradbally, Waterford City

Bronze Award: Tramore

Tourism Town Awards: Lismore and Ardmore

Heritage Award: Lismore

Endeavour Award (achieved the greatest improvement in score in 2014) Dunmore East

IBAL Survey

In the 2014 Irish Business against Litter (IBAL) anti-litter survey both Tramore and Waterford city retained their litter-free status and were judged to be cleaner than European Norms. Tramore was placed in joint 3rd position and Waterford City was 7th out of 40 towns and cities surveyed. Waterford City achieved the highest ranking of all the cities surveyed.

€coMerit - Environmental Support, Certification and Cost Savings for Business

The €coMerit programme which has been designed specifically for SME's (Small and Medium size Enterprises) is provided by Econcertive Ltd, and is supported by the EPA (Environment Protection Agency) and partnered by 4 Local Authorities, Waterford County Council, Dun Laoghaire Rathdown County Council, Dublin City Council, and Cork County Council. To date, 107 businesses and organisations have received EcoMerit support and they have achieved average annual savings of €6,006 in their energy, water and waste bills. Waterford has more EcoMerit certified businesses than any other County (22 in total).

In 2014 the following businesses received certification;

- Dungarvan Shopping Centre
- Elda Wild Irish Venison Dunhill Eco Park
- Comerford and Foley Accountants Dunhill Eco Park
- Audi Garage
- Lismore Castle

Audi Waterford who has been awarded EcoMerit environmental certification in recognition of the environmental performance of their state-of-the-art



Right to left Phil Walker EconCertive, Anne Sullivan Waterford County Council, Brendan Walsh General Manager Audi Waterford and Tom Cullen Director Society of the Irish Motor Industry

Lismore Castle is the first Castle in Ireland to be awarded the EcoMerit certification



Pictured above are Lord William Burlington, Denis Nevin of Lismore Castle, Phil Walker Econcertive and Anne Sullivan from Waterford City and County Council

Environmental Education & Awareness Initiatives

Each year Waterford City & County Council delivers an Educational and Awareness Programme to promote best environmental practice, increase awareness and enhance compliance with environmental laws.

- **Litter Action:** Waterford City and County Council provided year round support for community clean ups through the provision of materials and the collection and treatment of litter after the clean up.

The National Spring Clean was also actively supported by Waterford City and County Council through the provision of clean up materials to community groups, schools, etc and the removal of materials collected. In addition, the Council sponsored the Waterford Local Radio Streetsweeps and provided bags, gloves and

litter pickers for clean-ups. 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 around the city & county during 2014. A range of talks and workshops were given on litter, waste, recycling, energy, climate change, biodiversity and water conservation. Waterford Nature Park was approved as a Discover Primary Science and Maths centre and workshops for primary school groups were developed and carried out to accommodate this. The Council also took part in CALMAST’s festival of outdoor science once again. Litter themed workshops were also organized for both Primary and Secondary schools for both stop motion animation workshops and Leave No Trace workshops. Waste, litter, energy and biodiversity workshops were also held with schools



Green Schools Programme: Waterford City & County Council promotes the Green Schools

Programme through the delivery of seminars, school visits and telephone support for all schools participating in the programme. A Green Schools Seminar is held at the beginning of the school year to encourage, advise and inform schools about this environmental education programme. Schools visits, telephone support, etc supplement this seminar to help schools throughout the year. The following Waterford schools were awarded Green Flags in May 2014:

School	Location	Theme
Good Counsel School	Ferrybank	Biodiversity
Aglish N.S.	Aglish, Co Waterford	Biodiversity
Our Lady of Mercy and Holy Family Primary Schools	Military Road	Citizenship
Christchurch N.S.	Newtown Lower	Citizenship
Fenor N.S.	Fenor, Co Waterford	Citizenship
Knockmahon N.S.	Knockmahon, Bunmahon,	Citizenship
Portlaw N.S.	Portlaw, Co Waterford	Citizenship

St. Ann's N.S.	Seafield, Bunmahon,	Citizenship
St. Martin's Special School	Ballytruckle	Energy
Waterpark N.S.	Park Road	Energy
St. Declan's National School	Ardmore, Co Waterford	Energy
Villierstown National School	Villierstown, Co Waterford	Energy
Ballymacarbry Montessori School	Ballymacarbry	Litter & Waste
Mischief Makers	Dungarvan	Litter & Waste
Tigh Súgradh	Clonea Lower, Dungarvan	Litter & Waste
Tiny Tots Community Playgroup	Dunhill GAA Centre	Litter & Waste
Ballycurrane N.S.	Ballycurrane, Co Waterford	Litter and Waste
Kilbrien N.S.	Kilbrien, Co Waterford	Litter and Waste
Gaelscoil Na nDeise	Bothar Grasta De	Travel
St. Joseph's School	Parnell Street	Travel
St. John of God National School	Passage Road	Travel
Knockanore N.S.	Knockanore, co Waterford	Travel
Kilmacthomas Primary School	Kilmacthomas, Co Waterford	Travel
Ballyduff N.S.	Ballyduff Upper, Co Waterford	Travel
Newtown Junior School	Lower Newtown	Water
Scoil Lorcáin B.N.S.	St. John's Park	Water
Bunscoil Gleannsidheain	Cappoquin, Co Waterford	Water
St. John's Special School	Dungarvan	Water
Scoil Mhuire	Abbeyside, Dungarvan	Water

National Tree Week

To mark National Tree Week, Waterford City & County Council distributed 500 trees to schools, residential, community, youth & tidy towns groups for planting throughout the city & county.



St Declan's School mark National Tree Week 2014



Ardmore Tidy Towns mark National Tree Week 2014

Food Waste Prevention Programme 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 were invited to take part in food waste prevention workshops around the city & county. The 4 workshops in this food waste prevention programme teach participants what foods they waste, ways to shop store and cook to prevent this waste and also introduces them to composting any remaining waste.

Greening Festivals & Events



Waterford County Council through the Be Green programme encouraged all festivals to engage in a waste segregation and preventing initiative. The Council participated in the LAPN (Local Authority Prevention Network) Be Green Programme and was fortunate to receive funding to green the following events:

West Waterford Festival of Food

As part of the Greening of the Waterford Festival of Food 12 primary schools participated in “Make it yourself, Grow it yourself” Mobile Garden Competition. This project was collaboration between the West Waterford Festival of Food, GIY Dungarvan, Glanbia, Waterford County Council and Primary schools in the County.

The festival also saw the placement of a number of Waste Segregation stations on the street where a three tier bin system was implemented during the event. All bins were clearly marked Brown Bin for food waste, Grey Bin for general waste and White Bin for recycling. Council Staff and volunteers supervised the operation of the waste segregation stations

Waterford and Tramore Racecourse

This was the first time a racing festival was “Greened” and the initiative was highly commended by all involved in the event.

Before



After



The Sean Kelly Cycle Tour

The festival committee requested that the event Go green and all volunteers were trained in waste segregation and as a result all rubbish was diverted from landfill and recycled. Pictured below are some volunteers engaged in recycling at the event.



Camphire International Horse Trials and Country Fair

The Be Green Ambassadors engaged with all festival goers in assisting them in waste prevention on site.



Tackling Dog Fouling

Further awareness was undertaken which highlighted dog fouling as a litter offence and gave advice on how to be a responsible dog owner. Poop scoops were provided free of charge from on street dispensers in an effort to highlight the solution to this problem. Signs were also spray painted onto footpaths at problem locations. A public awareness campaign was also initiated, with releases issued to local newspapers, street theatre about the issue taking place in Waterford, etc. The Litter Wardens and Dog Warden carried out patrols to further educate dog owners. The Green Dog Walker campaign was signed up to on a regional basis, with an ad campaign and social media competition taking place on Beat FM to encourage dog owners to pledge to become a Green Dog Walker and clean up after their dog by using 'any bag, any bin'.

Southern Region Waste Management Plan

The public consultation for the draft waste management plan commenced in 2014. Submissions were encouraged by writing to community groups and tidy towns groups, providing fliers at public offices and presenting the draft plan at the December meeting of the Council. A number of regional waste prevention and waste management projects are planned for the lifetime of the plan under the Do One More Thing campaign and the new Food Waste Regulations.

Gum Litter

Waterford City & County Council took part in the National Gum Litter campaign to reduce the amount of gum litter on our streets through theatre workshops in a number of Secondary Schools around the city & county. Talks on the harmful effects of gum litter were also given in schools and to Scout groups, etc, information days were also held in urban centres where the “Bin It Your Way” message was delivered in colourful style.



The Gum Litter Taskforce Team in Dungarvan



The Gum Litter Taskforce Team in Waterford

Waterford Energy Bureau (WEB)

Annual Reporting on Energy Consumption

Waterford Energy Bureau reported on Waterford City and County Councils progress on achieving a 33% energy reduction target by 2020 based on 2009 consumption. The 2013 results highlight that total primary energy consumption for 2013 was 7.5% less than 2012 and a similar trend is expected for 2014, when the report will be published later in 2015.

Energy Management of Electrical & Gas Accounts

WEB continued energy management of WCCC gas and electrical accounts with tariff changes, de-energizing of redundant accounts and analysis of consumption patterns. WEB completed audits of sites and completion of reports on building upgrades.

Funding Schemes

The following community sustainable energy related projects were completed in 2014 with funding in excess of €1,000,000 from the Sustainable Energy Authority Ireland and Electric Ireland.

- ▶ Scoil na Leannai, Ring
- ▶ Ring College
- ▶ Kill Community Centre
- ▶ Kilmacthomas Community Centre
- ▶ Dunhill Squash Club
- ▶ Respond Housing Association 34 Apartments, Air-Air heat pumps installation and Window / door Upgrades
- ▶ U-Casadh (Social Inclusion Charity) Office and Enterprise Buildings Upgrades included Wall / Window Upgrades, Attic Insulation and Wall Insulation
- ▶ Wind Turbine Installation at Civic Amenity Site Dungarvan
- ▶ Public lighting dimming system on outer ring road Waterford.
- ▶ Housing upgrades including insulation measures, new windows / door upgrades and gas boiler heating controls upgrades to 45 houses at Military Barracks estate Waterford.
- ▶ Housing upgrades including insulation measures, new windows / door upgrades and external wall insulation to 61 houses at Cathal Brugha Estate Dungarvan.



Wind Turbine Installation at Dungarvan CAS



Housing Insulation Upgrade

VETERINARY SERVICES & FOOD SAFETY

The Council employs one wholetime Veterinary Officer and three part-time veterinary inspectors. The main services provided are approval and ongoing inspection and supervision of low throughput slaughterhouses, meat processing establishments, meat wholesale premises and independent meat transport vehicles in the Council area. As of end of December 2014, there are three slaughterhouses, seven meat premises and three independent meat transport vehicles under supervision.

1530 cattle, 11,108 sheep and 92 farmed deer were slaughtered in premises under Council supervision in 2014 and all were subjected to detailed ante-mortem and post-mortem veterinary inspection.

136 premises inspections took place in 2014 encompassing regular food safety surveillance inspections, slaughter and non-slaughter day audits, detailed meat processing premises audits, traceability and labelling audits.

Sampling activity comprised 15 water samples, 8 veterinary medicine residue samples, 3 suspect TB lesions, 20 food microbiological samples and 70 Scrapie (TSE = Transmissible Spongiform Encephalopathy) samples.

The wholetime Veterinary officer is a member of the South East Zoonosis Committee which brings together public health professionals from the veterinary, medical, environmental health and laboratory services in the region four times a year to discuss zoonosis i.e. diseases transmissible from animals to humans. Useful information leaflets and booklets have been produced by the Committee and these are

available to download from the Council website. The Committee also provided and manned stands at agricultural shows in the region during summer 2014 where there was good interaction with the public.

The wholetime Veterinary Officer in conjunction with the Council Dog Warden conducted inspections of dog breeding establishments under the Dog Breeding Establishments Act 2010 and to end of 2014, 5 hunt kennels have been registered under the Act.

The wholetime Veterinary Officer is also involved in dog control and horse control activities for which the Council is responsible under the Control of Dogs Act, 1986 and the Control of Horses Act, 1996 attending meetings, training events, advising and giving guidance in these areas.

Dog Control

Waterford City & County Council employs two full-time Dog Warden to enforce the provisions of the Control of Dogs Act 1986-1992 (as amended). Complaints in relation to dogs not being under proper control, straying, bite incidents etc. are investigated by the Dog Warden. The following table outlines the numbers of dogs collected, re-homed, reclaimed and euthanized from the county area during 2014.

Surrendered	Collected	Rehomed	Reclaimed	Transferred to Welfare Groups	Put to Sleep
290	295	138	138	185	124

In addition, Dog Wardens carry out regular door to door checks for dog licences. 5264 dog licences were issued in Waterford City & County during 2014. During the summer months, the Dog Warden enforces the ban on dogs on the main county beaches.

Flood Alleviation Scheme

Works are nearing completion on Phases 2/3 & 4. The contractor is Niall Barry Ltd who also completed phase 1 (glass wall on quay). By the beginning of May 2015 this section will be flood protected from the mouth of Johns River as far as the Tramore Road at the Kingfisher Leisure Club. This will complete the Flood Scheme as originally intended. There will however be an additional minor works contract to further strengthen some of the Phase 1 works.



