

An aerial photograph of Galway City, Ireland, taken at sunset. The sun is low on the horizon, casting a warm orange glow over the city and the surrounding water. In the foreground, there are rows of colorful terraced houses along the waterfront. Further back, there are industrial buildings, a bridge, and a large body of water. The sky is filled with soft, colorful clouds.

2020

ANNUAL REPORT



Table of Contents

Foreword from the Mayor of the City of Galway, Councillor Mike Cubbard & Chief Executive, Mr. Brendan McGrath	vi
Galway City	ix
Galway City Council Elected Members.....	xi
Covid-19 in Galway City	1
Galway City Council Covid-19 Senior Response Team (SRT)	1
Galway City Covid-19 Community Response Forum	1
Galway City Covid-19 Community Call Helpline	2
#Keepwell Campaign	2
Community Resilience Fund to Local Authorities	2
Covid-19 supports to Business	2
Housing & Social Inclusion.....	4
Social Housing Support Programme.....	4
Homeless Services and Supports	6
Traveller Accommodation Programme and Supports	9
Housing Capital Construction and Supply Programme	11
Delivery of Homes by Approved Housing Bodies (AHB)	11
Housing Maintenance and Upgrade Programme.....	13
Post-Tenancy Support Programme and Housing Loans	14
Housing Grants – Adaptation, Mobility Aid & Housing Aid for Older People	15
Building Control and Minimum Standards.....	15
Social Inclusion Programme	16
Transportation & Infrastructure.....	19
Galway City Council Mobility Team	19
Cycle Parking	20
Public Lighting	20
Bus Shelter programme	21
Taking in Charge of Estates.....	21
Bridge Maintenance	21
N6 Galway City Ring Road	21
Urban Traffic Management Centre	22
Galway Bike Week	22
School Streets Pilot.....	22
Parking Enforcement.....	23
School Wardens.....	23
Roads Works Programme.....	23
Galway City Centre Pedestrian Area Rehabilitation	23
Traffic Surveys	24
Preparation for Royal Visit March 2020	24
Capital Projects	24
Water Services	28

Service Plan	28
Operations & Maintenance of Water Supply	28
Operation & Maintenance of Wastewater Services	29
Progress and Implement Irish Water's Capital Investment Plan.....	30
Galway Drainage Area Plan (DAP)	32
Galway Drainage Area Study.....	33
Ardaun MUHDS Site	33
Implementation of Irish Waters Transformation Plan under the SLA.....	33
Planning & Development.....	35
Development Plan and Policy	35
Strategic Projects	35
Development Contribution Scheme	35
Public Realm Strategy.....	36
Development Management.....	36
Strategic Housing Developments.....	37
Planning Enforcement.....	38
Development Contributions.....	38
Heritage.....	38
Building Control.....	39
Living Cities Initiative.....	39
Vacant Site Levy	39
Economic Development & Culture	41
Enterprise Space.....	41
fDi European Cities & Regions of the Future 2020/21 'Best Micro City for fDi Strategy'	41
Atlantic Economic Corridor (AEC).....	42
Smarter Cities Forum	42
Tourism Strategy	43
Local Enterprise Office (LEO)	44
Galway 2020	44
Leisureland.....	45
Galway City Museum	45
Town Hall Theatres	48
Galway City Arts Office	48
Galway City Council Creative Ireland Programme.....	52
Community Development.....	54
Covid-19 Community Response Forum	54
Mayor's Awards.....	56
Galway City Local Community Development Committee (LCDC)	57
The Public Sector Equality and Human Rights Duty	57
Social Inclusion and Community Activation Programme (SICAP) 2018-2022.....	58
Healthy Galway City	62
Galway City Joint Policing Committee	66

Galway Sports Partnership	68
Funding	68
Environment & Climate Change	74
Provision of Waste Management Services and Supports.....	74
Monitoring and Managing Waste Enforcement.....	75
Environmental Awareness Programme and Initiatives	76
Litter Management Services	79
Derelict Sites	80
Water Quality and Safety, Air and Noise Pollution	80
Lough Corrib Navigation Trustees	82
Climate Mitigation: Carbon Emissions and Energy Efficiency	82
Climate Adaptation Strategy 2019 – 2024	83
Galway City Flood Relief Scheme/CFRAMS	84
Automated Public Conveniences (APCs)	85
Provision of Dog Services	85
Fire and Library Services	85
Recreation & Amenity.....	88
Amenity and Community Capital Projects.....	88
Amenity Area Master Plans.....	88
Sports Capital Projects.....	89
Event Permits.....	90
Community Facilities and Projects	90
Parks, Woodlands & Estate Management	91
Playground Operations and Management	92
Beaches and Beach Management.....	93
Cemeteries Operations and Management	93
Bio-Diversity Plan and All-Ireland Pollinator Plan	93
Corporate Services	96
Freedom of Information Requests	96
Conferences & Seminars 2020	96
Cúrsaí Gaeilge	97
Special Events hosted by Galway City Council	98
Customer Service.....	98
Facilities	100
Protected Disclosures 2020	100
Safety, Health and Welfare at Work.....	101
Human Resources.....	104
Workforce 2020	104
Recruitment.....	104
Retirement and Service Awards 2020	104
Staff Welfare	106
Training	106

Performance Management and Development System	107
Superannuation	107
Internal Audit	108
Audit Committee.....	108
Information Communications Technology	109
Key ICT Achievements in 2020.....	109
Finance.....	111
Financial Review	111
Statement of Comprehensive Income (Income & Expenditure Account Statement) for Year Ending 31 st December 2020	113
Statement of Financial Position (Balance Sheet) at 31 st December 2020	114
Debt Management Unit Report	115
Corporate Policy Group (CPG) & Strategic Policy Committees (SPCs)	117
Corporate Policy Group (CPG)	117
Strategic Policy Committees (SPCs)	118
Performance Indicators: 01/01/2020 - 31/12/2020	121

Foreword from the Mayor of the City of Galway, Councillor Mike Cubbard & Chief Executive, Mr. Brendan McGrath



Is mór againn Tuarascáil Bhliantúil Chomhairle Cathrach na Gaillimhe 2020 a chur in bhur láthair, go háirithe i mbliana, an bhliain thar a bheith dúshlánach seo.

The 2020 Annual Report is a record of the activities of Galway City Council in delivering services to Galway City. The report also documents the achievements of Galway City Council in maintaining its levels of service and its delivery of service. It details Galway City Council's commitment to the continued maintenance and development of these service areas.

Without doubt, 2020 has been one of the most difficult and challenging years in our history. The onset of an unprecedented global health emergency will be remembered as a fearful and uncertain time by all. Adapting to the reality of living with the Covid-19 virus has been difficult for many, particularly the vulnerable members of our society. However, the resilience and positivity of our communities in such fear and uncertainty will also be remembered, as well as the speed and goodwill with which all our local and national agencies and communities mobilised to help and support those who were confined or made vulnerable by Covid-19. In March 2020, we established the Galway City Community Call Forum, with stakeholders from across the public, community and voluntary sectors. Since then, we have provided a helpline to co-ordinate a response to those in need of social or practical supports because of their circumstances during the pandemic. This has included the delivery of food, groceries and medicines and other services as well as support for those experiencing isolation as a result of the Covid-19 pandemic.

2020 was also an extremely difficult year for many businesses in our City. Galway City Council provided a range of supports to businesses to help keep them afloat during restrictions and reduced trade. Our Finance section administered €17.5m in Restart grants, to aid our local businesses in endeavouring to stay open and stay trading. Our Local Enterprise Office also offered trading online vouchers and business continuity vouchers. Galway City Council has also given a Commercial Rates waiver to eligible

businesses, including the vast majority of SMEs, in the months since the pandemic took hold, supported by a €900 million special funding allocation from Government.

As we begin to move towards a phased reopening of our society, enabling trade in a safe and responsible environment is also a priority for Galway City Council. We have worked closely with our local business community since the onset of the Covid-19 pandemic to re-imagine and design our City, so that citizens feel comfortable and safe whilst shopping and going about their business. We have three main areas of focus:

- Providing safer public spaces for business and communities
- Helping businesses to trade by facilitating click-and-collect areas, 'pick-up and delivery' services, permitting increased opening hours and waiving licence fees for on-street furniture
- Collaboration with the arts sector to enliven our public spaces.

The already strong relationship with our local businesses has been deepened on the back of these adverse circumstances.

Despite the major disruption caused by the pandemic, significant progress was made on a vast number of capital projects during 2020. The Salmon Weir Pedestrian and Cycle Bridge, the Cycle Network Stage 1 & Stage 2, BusConnects Galway and the Kirwan Roundabout and Martin Junction upgrades have all been advanced. We look forward to the completion of these projects, not least because of the amelioration of the quality of life for the people of Galway City as a result of these projects.

Galway City Council has continued to provide a range of housing supports during this challenging period. Among the initiatives advanced by the Council's Housing section was our involvement in a pilot for a modular housing project, to meet the needs of homeless families. Construction of the facility at Westside was completed in May 2020. The service provides 15 units of accommodation for homeless families with supports to assist families to move on to social housing supported tenancies.

Since the beginning of the pandemic, our staff have adapted to new ways of working, whilst continuing to provide the wide range of services to our citizens and communities without interruption, such as our parks services, road maintenance, litter management and many others. After the initial reduction of services in March 2020, our staff responded strongly, with dedication, diligence and commitment, to restore as many services as possible, within the confines of a disrupted working environment. We would both like to express our heartfelt thanks for the effort, and quality of effort they make in diligently delivering services to the people of Galway City.

We would like to express our continued support and gratitude to all City Councillors; our Councillors have worked hard with different sectors to explore solutions and supports for this unprecedented period. Their careful scrutiny of options has led to measured decisions. As with our staff, they too have had to adapt their work practices to ensure that Galway City communities were served diligently.

Gura fada buan sibh ar fad.

Finally, we recall the pride and excitement we all had at the beginning of 2020, when we were given the opportunity to showcase our City and region to the world as the European Capital of Culture 2020. Unfortunately and disappointingly, Covid-19 dented that opportunity significantly. The people of Galway City have always shown resilience, energy and positivity in the face of adversity, however. We have little doubt that our collective pride at the beginning of 2020 will manifest itself in the years ahead, as we deliver what will be necessary for Galway, to grow our City to become the regional capital and the economic driver on the west coast of Ireland that we all wish Galway to be. 2021 will undoubtedly bring many challenges, but it will also bring new opportunities for the Council to work with businesses, organisations and communities to find new ways to protect our citizens and local economy, for the times we are in, and beyond.

Le gach dea-ghuí,

Councillor **Mike Cubbard**, Mayor of the City of Galway
Mr. **Brendan McGrath**, Chief Executive, Galway City Council.

Galway City

Galway City's reputation precedes it as a culturally diverse, vibrant, youthful city, surrounded by the breath-taking vistas of Connemara to the west, Lough Corrib to the north and the wildness of the Atlantic Ocean rearing at the south of the City. Many factors contribute to make Galway City a unique place to live, work and visit, not least the relics of its medieval commercial heritage, its traditional close ties to the Irish language and the multicultural, bohemian diversity of its inhabitants.

Nestled on the shores of the Atlantic at the very edge of Europe, Galway is an area of unparalleled natural beauty, with a ripe land and rich marine environment. Our region stretches from the small green fields and stone walls at the north of the county, east to the rich farmlands of the Shannon River basin, south to the unique karst landscape of the Burren and into the west to the vibrant Galway City, the trout fishing capital of Europe, Lough Corrib, and the hills of Connemara, and along 689 kilometres of wild, rugged Atlantic coast to our renowned off-shore islands. Culturally diverse with a young population, the county is also home to the largest Gaeltacht community in the country. Galwegians are proud of our reputation as a place that people fall in love with.

The population of the city has continued to grow. This growth not only reflects a national and international trend of increased urbanisation but more specifically reflects the attractiveness of Galway as a city to study in, to work in, to visit and to live in. Throughout recent years, from the 1990s through to the last number of years, employment in the city has increased with areas such as bio-technology, medical devices, information technology and peripherals combining with strong commercial, retail, health, education and public service sectors bolstering employment figures. Galway is a young, vibrant, learning city with pupils and students in primary, secondary, further and third-level schools and colleges across the city. The challenge of securing the resources and infrastructure required for a learning city is one that Galway City Council is rising to, in both the identification of locations for educational and training development and providing the networks for broadband, a basic requirement for the knowledge economy.

Galway is a vibrant, diverse, multicultural city and the opportunity exists to integrate people from various ethnic and national origins in a sustainable intercultural way into the life of the City. The challenge is to build communities, acknowledge diversity and at the same time work together in a peaceful, effective and cohesive manner. These challenges impact on many aspects of the work of Galway City Council including the areas of housing, community development and social inclusion.

Over the years, our City's reputation in Ireland and overseas has been enhanced by the presence of world leaders in the arts, such as Druid Theatre Company and Galway International Arts Festival and the annual Galway Races, amongst other events. Locally-based visual artists, writers, musicians, film makers, actors, producers and

directors all contribute to the collective gaiety, creative atmosphere, economic mix and cultural identity of the city.

The City Council recognises that Galway is a City that is constantly changing and evolving to meet the needs of the current generation, while also respecting the historical legacy of the past. Working in close association with business, tourism, cultural and community interests, Galway City Council has led the way in infrastructure development, urban generation, service provision enhancements, development of amenities and in creating an environment from which the City can plan into the future.

The challenges set by the recent economic pattern of the economy has been to provide both the immediate supports required by unemployed citizens and also to have in place the mechanisms for retraining, for further and higher education, for personal development and for nurturing local enterprise. Galway City Council is working with its colleagues on Galway City Development Board and with other stakeholders in the city to ensure that these supports are in place and that the economy and workforce of the city is ready to take advantage of the recent economic and indeed, social, recovery. The commercial and retail sectors of Galway have learned resilience over the years. The joint challenge for both Galway City Council and the business community will be to provide a sustainable and ultimately thriving local economy.

The role of the local authority continues to change and develop. The centrality and leadership that City Council brings to all aspects of life in Galway City is growing even stronger. The historic commitment of Galway City Council to infrastructural and service provision is not diminished, however, the lead roles that we now take in sustainable economic development, social inclusion and community development will be further enhanced by a more cohesive, integrated and co-ordinated approach to economic, social, cultural, political and environmental development that Galway City Council will drive with the stakeholders in Galway's future. At the same time, we will work to preserve and conserve the city's unique identity, its heritage and its ecology.

Galway City Council Elected Members

Galway City East

Cllr. Alan Cheevers (FF)
Cllr. Michael Crowe (FF)
Cllr. Owen Hanley (SD)
Cllr. Declan McDonnell (NP)
Cllr. Noel Larkin (NP)
Cllr. Terry O'Flaherty (NP)

Galway City Central

Cllr. Eddie Hoare (FG)
Cllr. Martina O'Connor (GP)
Cllr. Ollie Crowe (FF)*
Cllr. Mike Cubbard (NP)
Cllr. Frank Fahy (FG)
Cllr. Colette Connolly (NP)
Cllr. Imelda Byrne (FF)*

Galway City West

Cllr. Peter Keane (FF)
Cllr. Donal Lyons (NP)
Cllr. Niall McNelis (Lab)
Cllr. Clodagh Higgins (FG)
Cllr. John Connolly (FF)
Cllr. Pauline O'Reilly (GP)*
Cllr. Niall Murphy (GP)*



*Cllrs. Ollie Crowe and Pauline O'Reilly were elected to Seanad Éireann in March 2020. Cllrs. Imelda Byrne and Niall Murphy were co-opted in their stead.



Covid-19 in Galway City

Galway City, along with the rest of Ireland, and the globe, was impacted by the Covid-19 pandemic in 2020. While the initial fear and panic of Covid-19 made uncertain the actions that could be taken to support the communities of Galway City, Galway City Council, along with multiple other agencies, responded to the pandemic swiftly, effectively and professionally, with many dedicated and committed staff members working in a new, unfamiliar and challenging environment, often remotely. We endeavoured to deliver the same high level of services that were previously reflective of the Council, as well as enhanced services, focusing on our most vulnerable in the City's communities. At the onset of the pandemic, plenary meetings of Galway City Council moved in March at short notice out of City Hall to ensure social distancing. Elected Members were kept up-to-date through the media of teleconferencing initially and online video conferencing, as well as meeting in a socially distanced set-up in the hall at Leisureland when Government restriction levels allowed.

Galway City Council Covid-19 Senior Response Team (SRT)

The Chief Executive established an internal high-level Covid-19 Senior Response Team under the chairmanship of a Director of Services, and comprising senior staff from Corporate & Communications, Transport, Housing, Finance, Human Resources and IT to coordinate Council's response to the pandemic. This group looked to the impacts of the pandemic internally and externally for Galway City Council. The Chief Executive reiterated throughout the year that Galway City Council's response to Coronavirus Covid-19 would be calm, measured and determined. The two key priorities of the SRT was to ensure the protection of Galway City Council staff and the maintenance of essential services to the people and City of Galway. The SRT met frequently (at times daily) throughout the early stages of the pandemic and continued meeting on a weekly basis throughout 2020. The team considered issues arising each day as they affected staff and the delivery of services and modified and adapted Galway City Council's response to the Covid-19 outbreak as needed, including the preparation of contingency plans and modified operational plans.

Galway City Covid-19 Community Response Forum

The Covid-19 Community Response Forum, established on 30th March 2020 by Galway City Council, continued to meet fortnightly to lead the co-ordination of Covid-19 community supports and resilience. The Forum continued to ensure an ongoing co-ordinated community response, enabling all the voluntary and statutory agencies to collaborate in support of our communities and particularly our most vulnerable members. A number of issues and items of concern were raised and discussed for further action, in particular with members of the Covid-19 NGO group, and these have focused on significant increases and rise in demand for front-line services, education and issues in relation to educational disadvantage, access to equipment and issues of connectivity and support to use equipment; and more recently, restart supports for

later in the year, particularly for smaller groups and organisations who will find it difficult to return to any level of activity when restrictions allow.

Galway City Covid-19 Community Call Helpline

The Covid-19 Community Call Helpline, which is being led and coordinated by Galway City Council, continues to provide a dedicated community response helpline to ensure that all vulnerable members of our community are appropriately supported as we move through the response to Covid-19. The Helpline is operational from 9am-5pm, Monday to Friday, by calling Freephone 1800 400 150, or emailing covidsupport@galwaycity.ie. Outside normal working hours, including weekends, calls and requests will automatically route to our out-of-hours call service and are dealt with accordingly. A key purpose of the Helpline is to ensure that older people and those who are vulnerable in our community have access to very practical supports, such as groceries, meals on wheels, medication collection and social supports and engagement. The Helpline has dealt with over 1,050 requests to date and the importance of a local response in this regard is essential.

#Keepwell Campaign

The 'Keep Well' campaign is a cross-Government wellness campaign launched by An Taoiseach at the end of October 2020. The aim of this campaign is resilience in the months ahead, as we look towards living with Covid-19. This campaign, funded by Sláintecare and led on by Healthy Ireland, involves a wide range of supports for this time, across sports, creativity, connectedness, eating and community outreach. Visit www.gov.ie/healthyireland and www.galwaycity.ie/wellbeing for more information and resources. New initiatives will be rolled out under the 'Keep Well' campaign over the coming months.

Community Resilience Fund to Local Authorities

The Department of Health, through the support of Sláintecare, approved an allocation of funding for specific actions for each local authority under the Community Resilience Fund. The allocation under this fund for Galway City is €67,225, to support the delivery of initiatives under a number of the themes, in line with the national 'Keep Well' campaign. Galway City Council, with key partners, is delivering on a programme of activity under these themes for the November 2020 – June 2021 period. Some examples of activity include collaboration with Galway Sports Partnership on initiatives, and work is progressing on mapping the green and blue walking routes the City has to offer. Once complete, a booklet and video will be produced to encourage people to explore the routes in their locality.

Covid-19 supports to Business

Covid-19 Commercial Rates

As part of the Covid-19 2020 Government Stimulus Package, a 100% waiver of commercial rates was granted for the 9 month period from 27th March to 27th

December 2020 to most of our ratepayers. The total waiver for the 9 months equates to €20.7 million.

Covid-19 Business Restart Grant Schemes

The Business Restart Grant Scheme was launched on 22nd May 2020. By mid-July, Galway City Council had processed over 1,200 applications for Restart Grants. Later in the year, Government introduced an enhanced Restart Grant Plus Scheme in July, with higher grant levels than the initial Restart Grant Scheme. Under the Restart Grant Plus scheme, support was provided for enterprises that could not access the original grant scheme.

Further details on the above are in the Debt Management Unit Section of the Annual Report on pages 115-6.

Housing & Social Inclusion

The objective of the Housing & Social Inclusion section is to accelerate the delivery of good quality social and affordable housing in an equitable manner and in appropriate locations, in order to develop sustainable balanced communities.

Social Housing Support Programme

A range of options for housing applicants include standard Local Authority housing, the Rental Accommodation Scheme (RAS), Housing Assistance Payment (HAP), Long Term Leasing (LTL), Voluntary housing and Traveller-specific accommodation. Galway City Council continued to experience a lack of supply in 2020 of new and second-hand housing units, which impacted on the delivery of housing options to applicants on the housing waiting list.

Social Housing Needs Assessment 2020

Basis of Need	Galway City
Dependent on rent supplement	126
Unsuitable accommodation – household circumstances	488
Require separate accommodation	210
Institution, emergency accommodation or hostel	184
Disability – physical	61
Disability – sensory	8
Disability – mental health	57
Disability – other	1
Disability – intellectual	50
Exceptional medical needs or compassionate grounds	3
Overcrowded accommodation	39
Unfit accommodation	8
Unsustainable mortgage	8
Total	1,243

The purpose of the Social Housing Needs Assessment 2020 was to capture the total number of households qualified for social housing support, whose need for support was not being met, as at 2nd November 2020. This total is also referred to as the 'Net Need' because it does not include, for example, those households that are already in receipt of social housing support, e.g., HAP or RAS and any household that has applied for a transfer from an existing form of social housing support.

The 2020 Assessment involved the assessment of all housing applications that had not been reviewed since 10th April 2019, which equated to approximately 1,262 households. This Assessment was completed before the statutory deadline date of 7th December 2020 and preliminary analysis indicated that the total number of households qualified for social housing support (Net Need) from Galway City Council stood at

1,243. As part of the Assessment, 301 households were removed from the housing waiting list for a variety of reasons, with the primary reason being failure to respond to the Assessment (179 households) and applications withdrawn (54 households). The main reason some households (39) were deemed not to qualify for social housing support was due to their income exceeding the eligibility limit for same.

Social Housing Allocations

207 tenancies were allocated to housing applicants on the waiting list in 2020, comprising 123 Council-owned properties and 84 AHB-owned properties. There were 53 refusals of offers in 2020. 25 transfers were approved for social housing tenants and 6 transfers approved for RAS/LTL tenants in 2020.

Choice Based Letting

Choice Based Letting (CBL) is a method of allocation whereby approved housing applicants may register an interest in available social housing stock in their preferred area of preference in accordance with their housing needs. CBL allows households qualified for social housing supports to exercise greater choice and involvement in selecting a new home. It is also a means of reducing refusals of tenancy offers.

Work on the roll-out of Choice Based Letting continued during 2020, with Opensky appointed to develop an online system for Galway City Council. By year end, progress on project implementation was as follows: Scheme of Letting Priorities amended to allow inclusion of Approved Housing Body properties, user acceptance testing was nearing completion in advance of sign-off of the online system, video tutorials to assist applicants with logging into the system and expressing interest in properties were developed, a series of 'Frequently Asked Questions' for publication on the CBL portal and issuing to applicants, promotional plan developed and a letter was issued to relevant housing applicants regarding roll-out of CBL in early 2021.

Housing Assistance Payment (HAP)

The HAP Scheme commenced in Galway City Council in 2016 and is part of the social housing options offered to those seeking accommodation. HAP enables Galway City Council to provide housing assistance for households who live in the private rented sector who qualify for social housing support. There are four main cohorts of households eligible for HAP as follows: new social housing applicants who require social housing support; existing households on the housing waiting list who wish to avail of HAP; long term rent supplement recipients – these are being transferred to HAP on a phased and agreed basis with the Department of Social Protection, and Rent Supplement recipients changing tenancies.

486 HAP tenancies were established in 2020, which included the transfer of 42 households on long term rent supplement. Overall, some 2,547 households have been accommodated under HAP since its inception in Galway City Council in 2016. The HAP Unit set up between 9 and 12 HAP tenancies on a weekly basis.

RAS & Short Term Leasing

The number of properties in the private rented sector under the Rental Accommodation Scheme (RAS) was 180, with a further 214 tenancies supported under RAS in the Voluntary Housing Sector in 2020. The number of properties on RAS type Availability Agreements (Short Term Leasing) was 88. A total of 22 properties exited RAS along with 12 short-term leasing properties. 5 new properties were set up on the Short-Term Leasing Scheme and one further property on RAS. A number of landlords under RAS have agreed to stay on the Scheme following recent allocations of social housing to their RAS tenants.

The private rented sector remains a significant and increasingly important form of tenure in Galway City. The Central Statistics Office report on Tenure and Households in Ireland 2016-2019 found that Galway City has the highest proportion of households who 'rent from a landlord' (this includes Approved Housing Bodies) in the country at 37.1% compared to the State at 19.2%. According to the Q3 2020 Daft Report, rents in Galway City rose by 4.9%, with the average rent listed as €1,443, which highlights the importance of increasing the supply of rental homes to bring about more affordable rents for the City's rental population.

The Covid-19 pandemic presented significant challenges for both landlords and tenants in the private rented sector and the HAP Unit dealt with a high volume of enquiries about applying for HAP, and also from existing HAP tenants seeking assistance to maintain their HAP tenancies. As a substantial portion of the City's renters are employed in the retail and hospitality sectors, which have been particularly adversely impacted by the current public health restrictions, it is anticipated that demand for social rental supports, such as HAP & RAS, will remain strong for the foreseeable future.

Homeless Services and Supports

The Housing section continued to work closely with various agencies in the City in the provision of homeless services throughout 2020. Particular and significant challenges posed by Covid-19 were addressed.

Families continued to present for homeless services, which resulted in service providers having to source alternative temporary private emergency homeless accommodation throughout the City. Presentations were as a result of notices to quit in the private rented market; landlords retaining properties for their own use, selling up and leaving the private rented market; increases in rents pushing affordable homes beyond the reach of many, rent caps not matching current market rates, the unavailability of private rented accommodation within the City and landlords not availing of for RAS/LTL schemes. Other factors are family breakdown and complex issues which lead families into homelessness. Section 10 Homeless Expenditure in 2020 for the West Region amounted to circa €9.5m.

At the end of 2020, there were 182 persons availing of homeless services provided for and on behalf of Galway City Council.

Hostels

Osterley Lodge, which has provision for up to 13 bedrooms (including 2 family rooms) was consistently full throughout 2020. The Fairgreen Hostel, which has a total of 26 bed spaces was also at full capacity during 2020.

Cold Weather Response

The Homeless Cold Weather Response (CWR) 2020/2021 commenced in early November 2020 and will operate until April 2021. Operating from the Glen Oaks Lodge, the service provides up to 35 beds. Homeless Service providers, COPE Galway and Galway Simon Community continue to engage with clients in seeking a long-term solution to their housing needs. Additional supports are provided to rough sleepers including day services, warm meals, access to laundry facilities and access to a GP and other health professionals who hold weekly clinics onsite. Around 30 people were supported during CWR 2019/2020. Harm Minimisation Packs were provided to those homeless persons, who for a number of reasons, did not avail of the service.

Homeless Accommodation

Corrib Haven Family Hub commenced operations in mid-2019 and is operated by COPE Galway, providing up to 12 family units. Galway City was selected as a pilot for a modular housing project to meet the needs of homeless families. Construction of the facility at Westside was completed in May 2020. Peter McVerry Trust were appointed by the Department of Housing, Local Government & Heritage to manage and operate the project. The service provides 15 units of accommodation for homeless families with supports to assist families move-on to social housing supported tenancies. Right: Westside Modular Homes – completed and operational May 2020.



Housing First

Galway City Housing First commenced in June 2019. Housing supports are provided by Galway Simon Community and COPE Galway with a target of 30 individuals housed and supported over a three year period. The aim of the project is to work with the single cohort who are deemed long term homeless with complex mental health needs. In addition, Galway City Council continues to work with single homeless people on a housing led approach, who have a requirement for wraparound supports, but are not identified as having the complex mental health needs as opposed to those targeted

under Housing First. 16 Housing First tenancies were created in 2020.

HAP Homeless Placefinder

HAP Homeless Placefinder Service was established in 2018. 272 Homeless HAP tenancies have been created since the service was introduced. 107 Homeless HAP tenancies were created in 2020. 53 of these households were families and the remaining 54 were singles/couples.

Covid-19 Response

Covid-19 poses a unique threat and challenge to homeless people, and in response, a significant range of necessary and appropriate measures were put in place from March 2020, as part of the Housing section's response. Response measures were put in place for the most critical areas identified by the Department of Housing, Local Government & Heritage.

In March, the Corrib Haven Family Hub was decanted of families who were subsequently placed in private emergency accommodation. The Hub was put into use as a self-isolation facility for single people. Furthermore, clients availing of the Cold Weather Response at Seamus Quirke Road were relocated to Bunk Hostel, Forster Street, which was procured by Galway City Council for approximately 6 months. Bunk Hostel provided single ensuite rooms, which was a requirement, rather than shared dormitory-style accommodation, as part of the measures rolled out to reduce transmission of Covid-19. Additional transitional units were made available for the duration of Covid-19 to cater for those who were medically vulnerable and had to cocoon/self-isolate. An audit of services was carried out by the service providers and measures put in place to respond to situations as they arose.

A number of families in PEA were moved to own-door self-catering accommodation and operating procedures put in place by service providers in the event of a suspected/confirmed case. Following a procurement process, the services operating from Bunk Hostel transferred to the Glenoaks Hotel from September and with the add-on operation of the Cold Weather Response from November 2020 to April 2021.

In line with HSE guidance on Covid-19, the accommodation provision for rough sleepers is single bedroom occupancy with ensuite facilities. Corrib Haven was re-activated as emergency accommodation for families having regard to Covid-19 restrictions on numbers availing of the service in September 2020. The management of homeless services during Covid-19 was extremely challenging. At the end of 2020 there were no confirmed cases of Covid-19 among the homeless population in the City. The crisis and response to Covid-19 saw a fall in the number of homeless individuals in the City, with 254 adults homeless in March 2020 and 182 in December 2020, which represented a 28% reduction in numbers.

Traveller Accommodation Programme and Supports

25 housing allocations to Traveller families were made in 2020, comprising local authority, AHB, and Traveller-specific accommodation including halting sites. In addition, 10 families secured accommodation through Homeless HAP. The Annual Count of Traveller Families and their Accommodation position was submitted to the Department through eReturns. This Annual Count, which was undertaken on the 3rd December 2020, is a snapshot of the Annual Count of Travellers on that date. The number of Traveller families returned was 613. The most notable increase was in the area of families sharing and those in emergency homeless services.

The current Traveller Accommodation Programme was adopted by Galway City Council in July 2019, covering the period from 2019 to 2024. A one-year progress report was presented to the Local Traveller Accommodation Consultative Committee in October, highlighting progress to date since its adoption, in line with the requirements of the Housing (Traveller Accommodation) Act 1998. This report also included the Covid-19 response, as it constituted a significant piece of work from all stakeholders from March 2020.

Local Traveller Accommodation Consultative Committee

Equality & Diversity Training was provided to LTACC members in December 2019 and January 2020. In January 2020, the first meeting of the newly constituted LTACC convened. An independent Chair was appointed by agreement of all members. The LTACC held three meetings in 2020. The meeting scheduled for April was cancelled due to the emerging Covid-19 emergency situation. Two subgroups were proposed and established by the LTACC, an Estate Management Subgroup and an Operational Subgroup. Both groups comprise of elected members, officials and Traveller reps.

Annual Target Analysis

The targets below refer to the period from July 2019 to June 2020.

Accommodation type	2020 target	Total achieved
Standard Local Authority (including transfers)	10	31 (including 6 transfers)
AHB standard housing	10	10 (1 Housing First-supported tenancy)
Extensions to Standard Local Authority	1	(3 completed in 2019, relating to the previous plan)
Group Housing Scheme (LA and AHB)	0	0
Culturally Specific Traveller Accommodation	5 (1 scheme)	0
Permanent Residential Halting Site	2	5
Rental Accommodation Scheme (RAS)	1	0
Long-Term Leasing Scheme	1	0
Housing Assistance Payment	20	14
Total	50	60

TAP Capital Programme

The following table provides an overview of progress in relation to the capital schemes noted in TAP 2019-2024.

Scheme	Location	Update	Lead
8 Culturally Specific Traveller Units	Keeraun	Stage 1 approval received. Part 8 Q2 2021. Onsite Q4 2021	GCC €3,794,980 approved at Stage 1
4 Culturally Specific Traveller Units	Doughiska	CAS/CALF Funding approved. Part 8 publication Q2 2021.	Respond (AHB) €1,278,376 approved at Stage 1
5 Culturally Specific Traveller Units	Circular Road (redesign of existing halting site)	Stage 1 approval received. Design team appointed. Part 8 Q2 2021.	GCC in partnership with CENA (AHB) €1,340,000 approved at Stage 1
4 Culturally Specific Traveller Units	Headford Road	Stage 1 approval received. Part 8 Q2 2021. Onsite Q3 2021	GCC
8 Culturally Specific Traveller Units	Merlin Lands	Prelim design stage. Stage 1 application pending.	GCC
8 Unit Group Scheme	Fána Glas	No progress. Wider housing proposal for the area being considered.	GCC

Further to a mechanical and electrical consultant report in relation to the service units in Carrowbrowne 20 bay site, a schedule of replacement of the heating units was agreed with works to commence in 2021. Welfare units at the Carrowbrowne 13 Bay Site were replaced with funding of €284,000 received from the TAU of the Department of Housing. 2 Traveller-specific property acquisitions were approved and funded through the TAU of the Department of Housing. 2 mobile homes were acquired for families on an emergency basis.

Traveller Covid-19 Response

A Galway City Covid-19 Traveller Response Forum was established in March. This interagency working group comprised HSE Public Health, HSE Traveller Health Unit, Galway City Council and Galway Traveller Movement. This group met weekly and developed robust collaborative working relationships in order to effectively support an appropriate response to the needs of Traveller households during Covid-19. Galway City Council and the Traveller Health Unit both put in place mitigation plans as appropriate. Enhanced working relationship with the Galway Traveller Movement and Galway City Council to problem-solve particular cases occurred alongside the provision of €6,000 funding to the Galway Traveller Movement from the Covid-19 Community Response Fund to provide wraparound supports for families, where needed.

Targeted interventions were put in place to support families in caravans with no access to facilities, access to emergency accommodation and specifically 3 housing voids were provided to COPE for families, for the purposes of enhancing their access to sanitation. Portaloos were provided to young family formations across all sites, as

required. 2 mobile homes were purchased, through Covid-19 funding, to support two households over 65 to cocoon. Expenditure on Traveller supports under Covid-19 measures exceeded €150,000.

Housing Capital Construction and Supply Programme

Galway Social Housing Taskforce

The Galway Social Housing Taskforce met on 5 occasions in 2020 with the primary focus at all meetings on Galway City and County Council's social housing delivery programmes, with particular emphasis on new build housing schemes. At each meeting of the Taskforce, both Galway local authorities provided updates on the status of their build, acquisition and leasing programmes, delivery pipelines and targets set under Rebuilding Ireland. Towards the latter half of the year, the Taskforce assessed the impact of Covid-19 related delays on the build programme and the construction sector generally, for the remainder of the year and the delivery pipelines post-2020.

Addressing homelessness in Galway is a key component of the Taskforce's Terms of Reference and this was discussed at each meeting of the Taskforce during the year. A roundtable discussion on Homelessness was hosted by the Taskforce as part of its first meeting of the year in January 2020. All the main homeless service providers attended this forum which focused on the key issues and priority measures required to combat homelessness in Galway.

The Taskforce also received presentations from the Land Development Agency and the Housing Agency in addition to detailed updates on the New Programme for Government and the Housing Budget 2021 from the Department of Housing, Local Government & Heritage at its meetings in 2020.

Ard Cré Phase 2, Ballymoneen Road

This scheme comprises 78 units of social housing. Construction continued through 2020. Completion was delayed owing to Covid-19 suspension



and subsequent disruption, and current projection is that units will be completed and handed over in April 2021.

Ballyburke PPP Scheme

This site in Ballyburke is included in Social Housing Bundle 2 – a national bundle of 8 sites being developed through a PPP under the project management of the NDFA. The Ballyburke scheme consists of 74 units. Works commenced onsite in December 2019. Completion of the Ballyburke site and tenanting of units was projected for quarter 2 2021, however there is likely to be some slippage on this, owing to the impact of Covid-19.

Garraí Beag, Ballybane

This scheme will provide 58 social housing units. The contractor was appointed in March 2020 and works commenced onsite in June 2020, following the lifting of initial Covid-19 restrictions. The contract construction duration allowed is 15 months. There will be an associated delay to project completion due to Covid-19, with handover of units now projected for quarter 1 2022.

Keeraun, Ballymoneen Road

CWMF Stage 1 approval for this scheme was secured in June 2020. A design team was appointed with a brief to take the project through design, planning, procurement, construction and handover. Design development is underway. There will be an element of Traveller-specific accommodation within the scheme. It is projected that a completed development will be delivered by the end of 2022, subject to planning.

Headford Road Lands

CWMF Stage 1 approval has been granted for a development on these lands. A designer was appointed and the scheme design is being progressed in consultation with Galway City Council Planning section and the DHPLG. Part 8 publication is anticipated in quarter 2 2021. The development proposes the inclusion of 3 units of culturally appropriate Traveller-specific accommodation.

An Cliathán, Monivea Road

A scheme to provide 15 units for older people and families with disability needs has been designed for this site. Stage 2 approval under the Capital Works



Management Framework (CWMF) was secured in August 2020 and this was followed by Part 8 approval at the December Ordinary Council Meeting. Contractor procurement is underway, and it is anticipated that construction will commence in quarter 2 2021, with completion in quarter 4 2022.

Merlin Woods Scheme

DHPLG approval was secured for a combined affordable/social housing scheme at lands adjacent to Coillte Mhuirlinne estate. The scheme proposes approximately 100 units, with 80% of these being for affordable purchase. Service Sites Funding approval was secured in respect of this site which will provide sufficient funding to facilitate affordable sale. It is intended to publish a Part 8 in respect of this proposed development in quarter 2 2021.

Turnkey Schemes

A development of 54 units on the Monivea Road (Radharc na Gréine) was acquired as a turnkey purchase in 2018. The scheme is being delivered on a phased basis with 22 units completed in 2019, 28 completed in 2020, and the remaining 4 units by quarter 1 2021. Approval was also received to acquire a development of 53 units on the Merlin/Coast Road (Garraí Caol) with delivery of these units to complete in 2 separate phases projected for 2022.

Acquisitions and Part V

32 house acquisitions were completed in 2020. Of these, 25 were acquired directly by Galway City Council. The remaining units acquired comprised 4 Housing Agency acquisitions, 2 Traveller-specific acquisitions and 1 Buy & Renew. 23 other properties were inspected by Galway City Council and were not progressed for various reasons as part of the required due diligence process. Part V activity further increased and the Housing section entered discussions regarding a number of Part Vs for various proposed sites and schemes. Negotiations with developers have indicated another 100+ Part V units scheduled for delivery 2021-2023, that have planning permission approval. Formal agreements were signed for 30 units in 2020.

Delivery of Homes by Approved Housing Bodies (AHB)

Homes were delivered by AHBs, in partnership with Galway City Council in 2020, at a variety of locations across the City. The main streams of funding available are the Capital Assistance Scheme (CAS) and Capital Advance Leasing Facility (CALF).

Capital Assistance Scheme (CAS)

The table below shows CAS Projects initiated, in progress or completed in 2020.

AHB	Location	Tenant Category	Construction/ Acquisition	No. of units	Status
Peter Triest Housing Association	Cúl Garraí, Ragoon	Disability	Construction	6	Stage 4 approval (to commence in 2021)
Galway Simon Community	Rian Luachra	Homeless	Acquisition	1	Completed
Galway Simon Community	An Cimín Mór	Homeless	Acquisition	1	Completed
Galway Simon Community	Gleann na Trá	Homeless	Acquisition	1	Completed
Galway Simon Community	Cill Ard	Homeless	Acquisition	1	Completed
Galway Simon Community	Túr Uisce	Homeless	Acquisition	1	Completed
Galway Simon Community	Garraí Coirce	Homeless	Acquisition	1	Completed
Galway Simon Community	Drom Ard	Homeless	Acquisition	1	Completed
Galway Simon Community	Bridgewater Court	Homeless	Acquisition	1	Completed
COPE Galway	Rosán Glas	Homeless	Acquisition	1	Completed
Peter McVerry Trust	Túr Uisce	Homeless	Acquisition	1	Completed
Peter McVerry Trust	Túr Uisce	Homeless	Acquisition	1	Completed

Capital Advance Leasing Facility (CALF)

The Capital Advance Leasing Facility (CALF) involves an AHB securing a minimum of 70% private funding for the acquisition of units for the provision of social housing, with the Department of Housing providing up to 30% of the remaining funding requirement as a Capital Advance through the local authority. The local authority enters into a long-term Payment & Availability Agreement with the AHB as approved by the Department and has 100% nomination rights on the tenancies of the units. The table below shows CALF agreements completed in 2020.

Location	No. of units	AHB	Total cost of units	Capital Advanced (%)	Payment & availability period	Status
Castlegar, Galway	81	Respond Housing Association	€22,037,634	€6,611,290	30 years	<ul style="list-style-type: none"> • 10 completed in 2019 • 71 substantially completed in 2020 – allocation pending in quarter 1 2021
Castlegar, Galway	15	Respond Housing Association	€4,820,359	1,397,904	27 years	<ul style="list-style-type: none"> • 7 completed in 2019 • Balance of 8 units completed in 2020
Galway City East	19	Clúid Housing Association	€6,900,000	€1,656,000	30 years	<ul style="list-style-type: none"> • 9 substantially completed in 2020 – allocation pending quarter 1 2021 • Balance of units due in quarter 1 2021
Galway City East	11	Tuath Housing Association	€2,585,000	€180,950	25 years	<ul style="list-style-type: none"> • Units completed in quarter 4 2020

Housing Maintenance and Upgrade Programme

Returning Vacant Properties

85 vacant units were returned in 2020, including a number of long-term voids. Around 43 vacant units of overall stock (excluding long-term voids) were not returned, representing a vacancy rate of just under 1.5%. There remain a further 10 long-term voids for which specific work programmes are planned in 2021. It is the aim that this vacancy rate will be maintained at or below 1.5%, on an ongoing basis. Change of tenancy works continued through the changing Covid-19 restrictions, in conformity with public health protocols in place.

Combined funding of approximately €1.1m was approved in 2020 under two separate schemes: €122,757 under a special Covid-19 package provided for works to make units available for self-isolation purposes, and €978,500 under the July Stimulus Programme. A total of €964,607 was drawn down by year end 2020. The additional funding was beneficial in accelerating the reduction of void numbers to the long-term target of less than 1.5%.

Energy Efficiency Programme

Phase 1 Energy Efficiency works on Council properties are required on approximately 250 properties, with 100 properties completed in 2020, and with all works projected to be complete by quarter 2 2021, subject to Covid-19 restrictions. A funding proposal for €291,000 was submitted to the DHPLG in July 2020. This level of funding is sufficient to cover the Phase 1 works including cavity wall insulation, attic insulation and ventilation. Heat, smoke and carbon monoxide alarms and window safety restrictors have also been provided as part of the package, although not funded through the Energy Efficiency programme.

Phase 2 Energy Efficiency works will commence in 2021, following a procurement process to engage suitable contractors. The Department of Housing approved funding of €2,455,500 for all phases of Energy Retrofit works in 2021. Phase 2 Energy Efficiency programme includes external insulation to properties with mass concrete walls (generally pre-1950 units), replacement of single glazing windows and doors, replacement of existing boilers and associated heating systems, in particular circumstances and deep retrofit of limited numbers of units.

The proposal submitted by Galway City Council for approval was based on an assessment of need across the entire housing stock with all priority areas included. All of the qualifying works identified above are included across a number of different locations throughout the functional area.

Post-Tenancy Support Programme and Housing Loans

Estate Management

Galway City Council is the main provider of social housing support in Galway City. The Council is responsible for the management of over 2,400 tenancies located throughout 160+ estates the City. Proper management of these tenancies and their associated housing estates is a key aim of the Housing section.

3 Housing Estate Liaison Officers (HELOs) are employed by Galway City Council and provide a high-profile presence on the estates. They are engaged with estate management, antisocial behaviour and tenancy enforcement and work towards ensuring that local authority estates are better places to live. Specific functions include tenancy advice and training, support to residents associations and investigation of complaints relating to breach of tenancy and/or antisocial behaviour. Throughout 2020, the Estate Management Team worked in partnership with other sections in Galway City Council and with other groups and agencies in the City, including An Garda Síochána. Community development projects were limited in 2020, due to Covid-19 restrictions, however, the team continued to engage with residents' groups and older and more vulnerable tenants, offering support, assistance and advice.

Antisocial Behaviour

Antisocial behaviour and breaches of tenancy are dealt with as per Galway City Council's Antisocial Behaviour Policy. In most instances, issues are resolved through verbal warnings, multi-agency co-operation and/or mediation. In cases of serious tenancy breaches, statutory tenancy warnings are issued, followed by legal proceedings for a possession order. In 2020, the Housing section actively participated in the Joint Policing Sub-Committee on Antisocial Behaviour and worked with community Gardaí on crime prevention and antisocial behaviour reduction in Council housing estates.

Tenant (Incremental) Purchase Scheme

241 applications have been received by Galway City Council under the Tenant (Incremental) Purchase Scheme 2016. Of these, 106 were deemed eligible to proceed to letter of offer. By year end 2020, 34 properties had been sold by Galway City Council under the Tenant (Incremental) Purchase Scheme 2016.

Housing Loans

The Rebuilding Ireland Home Loan (RIHL) is a Government-backed mortgage scheme available nationwide from all local authorities. Galway City Council offers first-time buyers mortgages of 90% LTV up to a maximum property value of €320,000 in Galway. In 2020, Galway City Council was allocated funding of €3,090,319 for new lending approvals under the scheme. 46 loan applications were received in 2020, of which 16 were approved. The total value of the approved mortgages was €2,794,300. 5

applicants progressed to mortgage drawdown in 2020. 196 applications have been received under the RIHL Scheme since its launch in February 2018.

74 loan applications have been approved, to a total value of €12,973,786. 14 of these related to the Tenant Purchase Scheme, where tenants were approved funding to buy the property they were renting from Galway City Council. 37 approved loans have been drawn down by the applicants, to a total value of €5,529,186.

Housing Rents and Transfers

Galway City Council continued to manage and maintain the rent accounts of over 2,300 tenancies in the City. Rents were recalculated to reflect changes in household composition or household income, as per the Council's Differential Rent Scheme 2019.

Housing Grants – Adaptation, Mobility Aid & Housing Aid for Older People

186 housing adaptation grants were completed under the Housing Adaptation, Mobility Aids and Housing Aid for Older People grant schemes in 2020. The total expenditure on grant schemes was €1,087,189.

Grant	Total completed	Total payments
Housing Adaptation Grant (HAG)	65	€495,106.65
Housing Aid for Older Persons (HOP)	101	€524,776.43
Mobility Aids Grant (MAG)	20	€67,306.09
Total	186	€1,087,189.17

In addition to private grants, adaptation works were completed to a further 29 local authority properties at a total spend of €228,132.

HGD Local Authority stock	Total completed	Total payments
(HGD LA)	29	€228,132

Building Control and Minimum Standards

The Building Control programme includes for the review and examination of new and existing buildings having regard for the Building Regulations. The review and examination includes Fire Safety Certificate Applications, Commencement Notices, Disability Access Certificate applications and Certificate of Compliance on Completion applications issued under the Building Control Management System. Total numbers of notices, certificates and inspections for 2020 are summarised in the table below:

Notices, applications, certificates & inspections	No.
Valid Commencement Notices	184
Valid Fire Safety Certificate applications	186
Valid Disability Access Certificates	96
Valid Certificate of Compliance on Completion applications	86
Building Control inspections	25

Minimum Standards Inspections

The focus of minimum standards inspections in 2020 was almost entirely on properties receiving payments under the HAP scheme. It is a requirement that all such properties are inspected for compliance within a prescribed time period from the commencement of the tenancy. Inspections of properties in the wider private rented sector are carried out in response to specific complaints. Covid-19 restrictions severely impacted on the ability to conduct physical inspections of rented accommodation. Under level 4 & 5 of the Government Plan for Living with Covid-19, no visitors were allowed in private homes.

Inspections, compliant properties, letters & notices issued	No.
Inspections conducted	411
Properties fully compliant with standards	12
Improvement Letters issued	540
Improvement Notices issued	52

Social Inclusion Programme

The Social Inclusion Officer role encompasses that of Access Officer for Galway City Council. The promotion of access issues across the City is a key function of the role and the co-ordination of the Access for All Group is central. Access for All Galway is a group comprising of representatives and advocates from across the disability sector in Galway. Monthly meetings are attended by the Social Inclusion Officer who liaises with relevant section within Galway City Council on actions to be progressed.

The Housing Agency issued guidelines in relation to the 'Housing Assessment and Allocations Process for People with a Disability'. The purpose of these guidelines is to assist frontline staff in local authorities with the assessment and allocation process. They also provide an overview of the issues that specifically affect the day-to-day work of individuals within LAs who deal with assessing social housing support application forms, managing waiting lists and allocation of properties.



#MakeWayDay took place in September. Galway City Council co-hosted with Access for All, Galway City Partnership, Galway City Community Network and Disability Federation of Ireland an online event that listened to the lived experiences of people with disabilities in relation to accessibility issues in the City. Galway City Council produced a short video highlighting how unexpected obstacles, such as parked cars on footpaths, can have a significant impact on the day of people living with a disability. This video was launched at the Make Way Galway online event and was extensively promoted by all organisations involved in the initiative and through various social media platforms.



Transportation & Infrastructure

The objective of the Transportation & Infrastructure section is to provide, manage and maintain, a safe and effective, roads and transportation network and work in partnership with public transport providers and other agencies in developing integrated and sustainable transportation policies.

Galway City Council Mobility Team

In March 2020, life as we knew it changed literally overnight. The Covid-19 pandemic affected all our lives, specifically, the way in which we worked, socialised and interacted with each other. It had an enormous impact on our transport system, leading to radically reduced travel levels and altered patterns of movement. To facilitate these new patterns of travel and social distancing requirements, some reallocation of road, footpath and amenity space was introduced within the City.

To address these challenges and meet the needs of all stakeholders in a fair, integrated and co-ordinated way, Galway City Council established an inter-departmental City Mobility Team, led by the Transport section. The role of the GCCMT was to consider and agree short and medium-term practical mobility interventions in the City,



having listened to and proactively consulted with all stakeholders. Over 1,400 submissions were received in summer 2020. Galway City Council applied for and received approval for projects to a value of over €4.4million, through Covid-19 and Stimulus funding from the National Transport Authority to deliver dynamic, temporary measures to support active travel and social distancing. Initiatives progressed by the GCCMT included:

- Bus stops, taxi ranks, and loading bay in Eyre Square – paving removed and replaced with printed asphalt and line marking renewal.
- Replacement of 7.2km of cycle lanes from Ballybane Junction on N6 to Browne Roundabout.
- Touchless push buttons on pedestrian crossings in Eyre Square.
- Resurfacing of City junctions to improve surface quality and safety for cyclists.

- Dominic Street Upper footpath replacement.
- Resurfacing of High Street and Quay Street.
- Public lighting at locations including Southpark, Blackrock, the Plots, Woodquay, Westbrook Housing Estate to Ballymoneen Road, Monksfield to Oakland Laneway (Salthill), and Dougishka to Coast Road laneway
- Pedestrianisation of Cross Street.
- Park and Stride accessible path through Barna Woods, linking Cappagh Park and Silverstrand beach.
- Galway Mobility Dashboard.
- On-street cycle parking.
- Bus shelters.
- Introduction of a temporary Tables and Chairs license for the hospitality sector.
- Design of bespoke parklets and cycle parking.
- Park and Stride was relaunched to coincide with the return to school of children in Galway City. Over 420 permits were issued in August and September alone. Parents and guardians can register through www.galwaycity.ie/parkandstride.
- Commencement of work on the Wolfe Tone and Clifden Railway Pedestrian and Cycle Bridges, and
- Development of guidelines for queuing for businesses reopening in summer 2020.

Cycle Parking

In 2020, Galway City Council installed 296 new on-street cycle parking spaces – an increase of 28% year on year in 2020. In excess of 95% of all cycle parking provided are Sheffield stands. Single stands are also provided by Galway City Council where space is limited, and a demand for cycle parking has been identified, e.g., on the footpath in front of University Hospital Galway.

Public Lighting

Right: Coolagh Roundabout Upgrade

Public lighting for the administrative area of Galway City is provided and maintained by Galway City Council. The approximate total number of public lights under control of Galway City Council is **9,500**. Electric Skyline Ltd. have been procured by Galway City Council to carry out the routine maintenance of public lighting, along with the implementation of an LED upgrade programme which results in over 50%



reduction of CO₂ emissions, energy cost and maintenance requirements of the public lighting infrastructure.

Galway City Council has been very proactive and shown its commitment to achieving better energy & environmental outcomes by investing in energy efficient LED Lighting & engaging Electric Skyline Ltd. to upgrade existing Public Lighting Lanterns to LED technology in various locations throughout the City. During 2020, Galway City Council has upgraded over 2000 lamp heads to energy efficiency LED lamp heads, resulting in savings of 300 tonne of CO₂ per year.

Bus Shelter programme

18 bus shelters were completed in 2020. The provision of accessible public transport is a key priority for Galway City Council. The project benefits include:

- Provision of much improved wheelchair accessibility
- Improving the passenger experience and comfort
- The potential for the provision of the installation for Real Time Passenger Information (RTPI) boards
- Keeps passengers dry while waiting for the bus – It rains on average 232 days a year in Galway.



Taking in Charge of Estates

In 2020, Galway City Council took in charge Ard na Coille housing development and are progressing the Taking in Charge of a number of estates throughout the City. We are continuing to liaise with developers and insurance bond holders to implement required standards in order to take in charge these housing estates.

Bridge Maintenance

A programme of bridge maintenance was ongoing during 2020. De-vegetation works were carried out at a number of City centre bridges and included the Salmon Weir Bridge.

N6 Galway City Ring Road

Galway County Council, as the lead authority, applied to An Bord Pleanála for approval in relation to the proposed Ring Road. The proposed road development comprises approximately 18km of road infrastructure from a new junction with the R336 at the western side of Bearna to tie in to the existing N6 to the east of Galway City at Coolagh,



Briarhill. Notices were also served on the homeowners and property owners from whom it is intended to acquire lands for the purpose of constructing the N6 Galway City Ring Road. The Oral Hearing was completed in 2020.

Urban Traffic Management Centre

Ongoing maintenance of the UTM Centre and traffic signalling equipment, including CCTV, Variable Message Signs (VMS) and Parking Guidance System continued in 2020. Galway City Council entered into a new 4 year contract with Elmore Group to maintain the UTM Centre and traffic signalling.

Galway Bike Week

Due to Covid-19 restrictions, National Bike Week was postponed in June 2020, but was rescheduled from the 19th to 27th September 2020. This year's events proceeded within the confines of the restrictions that were in force at that time following the introduction of new Covid-19 measures. The City Council welcomed all new groups that came up with new ideas to continue with Bike Week, which this year also coincides with Mobility Week. These events were innovative and welcomed and included for the first time a number of virtual events which included the following Tri Talking Sport, NUI Galway and UHG Cycling Working Group, to name just a few.



School Streets Pilot

School children and parents in Scoil Iognáid in Galway City took to the streets on Monday 30th November 2020, in celebration of Galway's first 'School Streets' pilot project. A 'School Street' is a road outside a school with a temporary restriction on motorised traffic at school drop off and pick up times – creating a safer, calmer space for children, parents and residents to walk, scoot or cycle. The pilot was launched by Mayor of the City of Galway, Councillor Mike Cubbard, and Deputy Hildegard Naughton of the Department of Transport, with hundreds of families joining to create the first City centre School Streets project in Ireland. This project is funded by the National Transport Authority, and delivered with the support of the Green-Schools Travel programme, An Garda Síochána, and the wider school community. As part of the pilot project, Palmyra Row, Palmyra Avenue and Raleigh Row are pedestrianised from Monday 30th November during the school pick up and drop off times (Monday to Friday, 8.15am to 9.15am and 1.15pm to 2.45pm, during school term times only). Residents will



still have access to their homes during these times, as will cyclists or 'blue badge' holders accessing the school. The pilot project will continue into 2021.

Parking Enforcement

During 2020, the Community Wardens continued to comply with Government guidelines in relation to Covid-19, when parking enforcement continued to be deemed an essential service. During this time, the Wardens concentrated on illegally parked vehicles, which included illegal parking in loading bays, double yellow lines, footpaths, clearways and disabled bays. The number of fixed penalty notices issued in 2020 was 15,543, in comparison to 19,459 in 2019.

School Wardens

The School Warden service is provided to a total of 14 primary schools in the City, at a number of designated locations. The service provided assists with the safety of school children while they cross busy thoroughfares, on their route to school. In order to carry out their duties effectively, they require the co-operation of all road users. Galway City Council employed 21 full time School Wardens and 1 standby school warden in 2020. The School Wardens worked in 2020 in compliance with government guidelines and Covid-19 restrictions.

Roads Works Programme

Galway City Council continued with their programme of maintenance and upkeep of the City road network. Over 14km of the City's road network has been resurfaced in 2020. These include some of the most highly trafficked routes such as the N6 Bóthar na dTreabh, Quincentenary Bridge, N59 Clifden Road and R338 Dublin Road and R446 from the Martin roundabout to the County border, in addition to 9.6km of cycle lanes that have been replaced between Ballybane Junction and the Browne Roundabout. Road resurfacing works continued with our programme of footpath repairs and replacements with many areas across the City having had footpath repairs undertaken. The Operations Crews have also had a dedicated drainage and gully maintenance crew working across the City to ensure that water ponding and flooding during heavy rainfall events was limited. In addition to maintenance, a number of locations were identified that need further works to clear drain blockages such as tree roots, pipe failure and blocked soak pits.

Galway City Centre Pedestrian Area Rehabilitation

Phase 3 Street Rehabilitation and Drainage upgrade works were completed in May 2020 (The Four Corners to Brown Thomas) Pedestrianised Zone – Automated Bollard Replacement contract complete at 8 locations. Bollards are now in operation at entry and exit of the Pedestrian Zone. Next phase of the City Centre Pedestrian Area Rehabilitation will commence in 2021.

Traffic Surveys

Annual traffic surveys were undertaken at a number of locations in November 2020. Traffic surveys include junction turning counts, link counts, queue length surveys and journey time surveys. The annual surveys are used for input into capital projects being progressed in the City. This year, the results of the traffic surveys will reflect the restrictions in place due to Covid-19 and the effects of these restrictions on traffic movements in the City.

Preparation for Royal Visit March 2020

Pavement repairs were undertaken to Mainguard St and Churchyard Street, in preparation for the visit by the Duke and Duchess of Cambridge, as part of Galway European Capital of Culture celebrations in March 2020. Bricks were removed and replaced with temporary asphalt surface to address issues with ponding and potential trips in the vicinity of the proposed visit.

Capital Projects

Salmon Weir Pedestrian and Cycle Bridge

Following non-statutory public consultation in summer 2020, an application for consent was submitted to An Bord Pleanála for the Salmon Weir Pedestrian and Cycle Bridge in November 2020. The tender for Detailed Design & Tender for Construction was advertised in December 2020.

Cycle Network Stage 1 & Stage 2

Throughout 2020, consultants for Cycle Network Stage 1 & 2 progressed Constraints and Options Reports, and topographical and environmental surveys for both schemes. Stage 1 encompasses the following routes: Ballyloughane Road; Ballybane Road; Castlepark Road; Monivea Road; Doughiska Road North and South. Stage 2 encompasses the following routes: Clybaun Road; Bóthar Stiofáin; Threadneedle Road/ Bishop O'Donnell Road; Dr. Mannix Road/ Devon Park; Salthill Road Upper & Lower; Eglington Canal

Kirwan Roundabout

The Advance Works contract for Kirwan Roundabout Upgrade, which consisted of preloading, fencing, watermain diversion, accommodation works and utility diversions, was completed in quarter 4 2020. The procurement process for the main works contract has been completed, and assessment of tenders and tender recommendation has been made. The construction of a revised access from the Seán Mulvoy Road serving the Galway Shopping Centre and Galway Hibernians A.F.C. is also included in this contract.

Martin Junction Upgrade

Preliminary Design documents for the replacement of the Martin Roundabout with a signalised junction were approved by the NTA, with the scheme moving to the detailed

design stage in 2020. A consultant was appointed in quarter 4 2020 to undertake the detailed design and tender process stage for the Martin Junction upgrade.

BusConnects Galway: Dublin Road; and Cross-City Link (University Road to Dublin Road)

Non-statutory public consultation on BusConnects Galway: Dublin Road, and Cross City Link (University Road to Dublin Road) commenced on the 8th and 20th of October 2020 respectively. Virtual information rooms, accessible through www.busconnectsgalway.ie were prepared and made available to the public to inform them about the schemes while Covid-19 restrictions were in place.

Landowner meetings for both projects were ongoing throughout quarter 4 2020, with Stakeholder Meetings also taking place. Over 130 stakeholders were invited to 5 virtual 'sectoral' briefings, as part of the non-statutory public consultation. Invited stakeholders included public transport operators, community groups, emergency services, businesses, taxis operators, car park operators, educational institutions, transport consultancies, and cycling groups. 36 stakeholders attended the two meetings in 2020. Feedback on both projects will be reviewed by the Design Teams, with queries grouped by topic, and responses prepared for publication on project websites.

Parkmore Area Strategic Transport framework

The National Transport Authority Parkmore Area Strategic Transport Framework intends to put in place a Transport Framework for the Parkmore area that enables the efficient movement of people and goods. The focus of the Transport Framework is on enabling the optimal proportion of trips by sustainable modes.

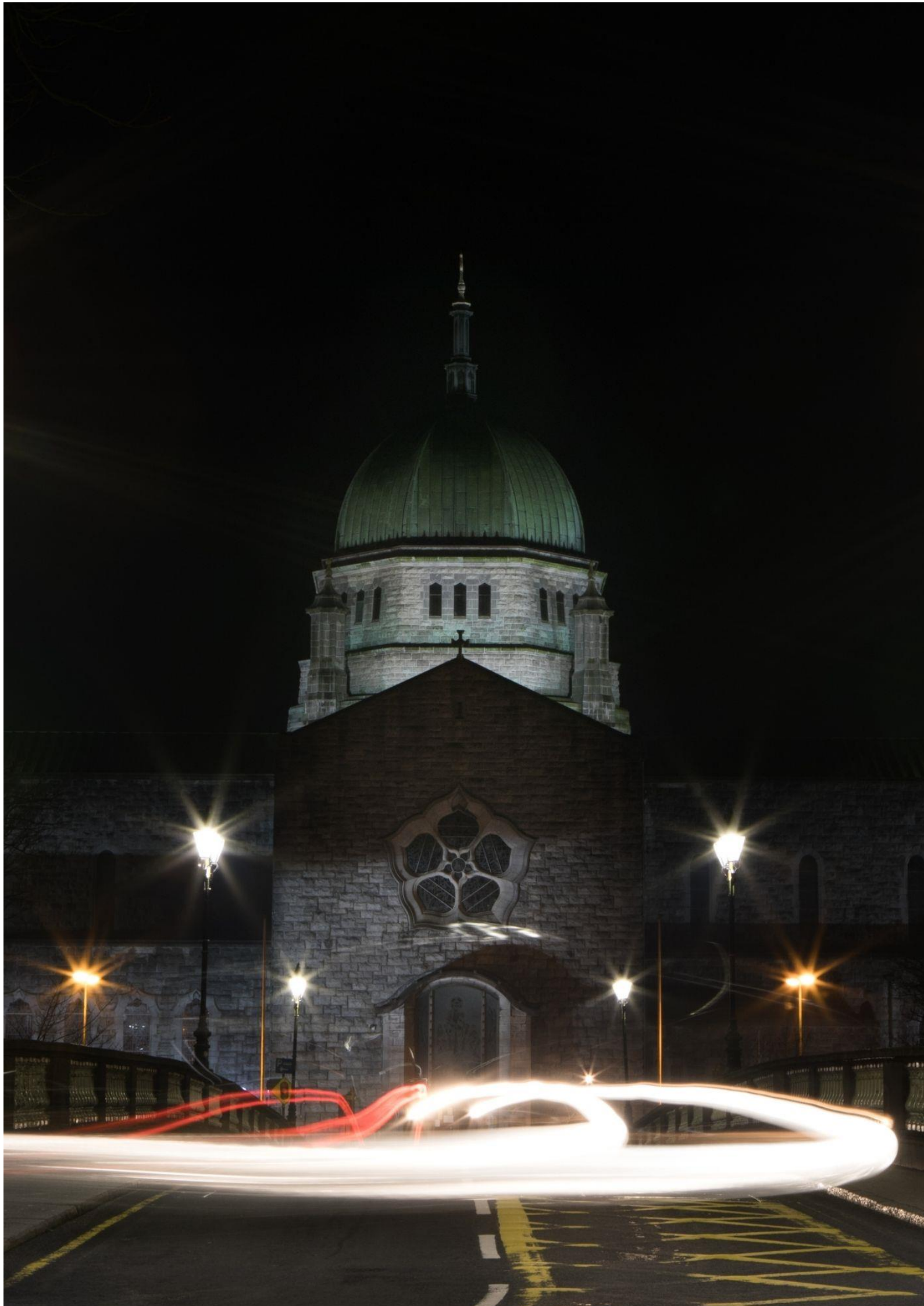
Clifden Railway Pedestrian & Cycle Bridge

Site surveys and ground condition investigations have commenced in relation to the proposal to provide a new pedestrian and cycle bridge along the line of the former Clifden railway line. Arup Consulting Engineers have been appointed to carry out Conditions assessment and Structural Competence assessments on the existing piers and abutments to assess their suitability for this new river crossing. A new bridge at this location will link the existing walking route along the River Corrib to Dangan, creating a potential active travel route along the banks of the River Corrib, while providing inbound cyclists and pedestrians improved linkage into the City centre. The bridge will also link over 18,000 NUI Galway students and staff to the Dyke Road and Headford Road area.

URDF Applications

In January 2020, the Department of Housing, Planning and Local Government opened a second call for proposals under the Urban Regeneration and Development Fund (URDF), announced as part of Project Ireland 2040, to support the compact growth and sustainable development of Ireland's five cities and other large urban centres. Five projects were submitted by Galway City Council to the Department of Housing,

Planning and Local Government for consideration for funding, with one project focusing specifically on Transport Connectivity. This project related to Ceannt Station; Galway City Cycle Network; Ardaun Access Phase 2; and the Clifden Railway Pedestrian and Cycle Bridge. The project was also aligned to the other four projects submitted for consideration for URDF funding, which would enhance the public realm, facilities and liveability of Galway City.



Water Services

The objective of the Water Services section is to collaborate with Irish Water in providing and maintaining, in a sustainable manner, a water treatment and supply system and a drainage collection system, capable of meeting the needs of all domestic, commercial & industrial consumers in Galway City & environs.

Service Plan

Galway City Council is operating under a 12 year Service Level Agreement (SLA) with Irish Water, and working in partnership with Irish Water to continue to provide water services in the City. The Annual Service Plan between Irish Water & Galway City Council commits both parties to deliver specific objectives and standards of performance against a budget covering headcount, goods and services plus future investment.

The Service Plan outlines the specific objectives and standards of performance that take into account the Overall Performance Assessment (OPA) proposed by the Commission for Regulation of Utilities (CRU) the requirements of the Environmental Protection Agency (EPA) and the objectives of the Irish Water Business Plan. The Service Plan sets out the Performance Targets for the year to reflect the standards required in the delivery of the service by Galway City Council in the context of the available funding, customer service and regulatory requirements and anticipated LA activities in the year.

Local Authority performance is measured against Performance Targets relating to the areas of Customer, Compliance, Financial and Learning & Growth. Actual performance is presented and compared against the relevant target in monthly and quarterly reports. This management tool is intended to track the progress of each performance area and ensure that targets are achieved. Galway City Council is one of the top scoring local authorities in the country for 2020.

Operations & Maintenance of Water Supply

The principal service is to provide and maintain in a sustainable manner the water supply network capable of meeting the needs of the domestic, commercial and industrial consumers in Galway City and its environs. This involves the management and operations of the water network and adherence to all statutory & regulatory requirements as set out by Irish Water, the EPA, CRU & other relevant statutory bodies. Terryland Waterworks continues to produce drinking water to the highest standard and treated on average 34,437m³ per day in 2021, down from 39,642m³ per day in 2019. The quality of drinking water is monitored and analysed to ensure compliance with all the requirements of the European Communities (Drinking Water) (No.2) Regulations 2014. All drinking water monitoring results are uploaded to the EPA Eden website.

A Filter Valve and Air Supply Replacement Contract commenced in the summer of 2020 at Terryland Water Treatment Plant. This contract saw the replacement of 6 filter



inlet and outlet valves, 6 filter backwash control valves and 6 filter air scour control valves. All valves are automated and controlled via our SCADA system. The contract was completed in December 2020. Above: New Filter and Clarifier Valves at Terryland WTP

Operation & Maintenance of Wastewater Services

The principal service is to provide and maintain in a sustainable manner the drainage network capable of meeting the needs of the domestic, commercial and industrial consumers in Galway City and its environs and to ensure adequate treatment capacity for the future needs of the city in partnership with Irish Water. The Sewer Rehabilitation Programme is continuing, with a number of CCTV surveys of problematic sewers in the City Centre (Bridge Street, Lombard Street and Church Yard Street), which will require the replacement and/or relining of sewers that have been subject to complaints from business owners in recent years. A contractor has also been requested to submit a proposal for the inspection of the Long Walk Chamber, which has been subject to a number of complaints in the past six months. It is envisaged that any remedial works identified as required will be carried out in advance of the completion of the Drainage Area Plan.

Separately, as part of the current Wastewater below Ground Telemetry Project, three CSOs (Combined Sewer Overflows) had Event Monitors installed at Beach Avenue, Grattan Road and Michael Collins Road. These 3 sites were included as part of this project, as they are CSOs with the potential to discharge to surface water sewers that discharge to the bathing waters at Ballyloughane Beach and Grattan Beach. The data is monitored monthly and no spill events have been recorded since the bathing season commenced on 1st June 2020.

Irish Water have also engaged the services of Jacobs Engineering, who are carrying out a visual inspection of all SWOs (Storm Water Overflows) and CSOs (Combined Sewer Overflow) and a number of secondary discharges in the Galway City Agglomeration. All information will be relayed back to the Drainage Area Plan for consideration by Irish Water.

Progress and Implement Irish Water's Capital Investment Plan

Galway West Water Supply Scheme

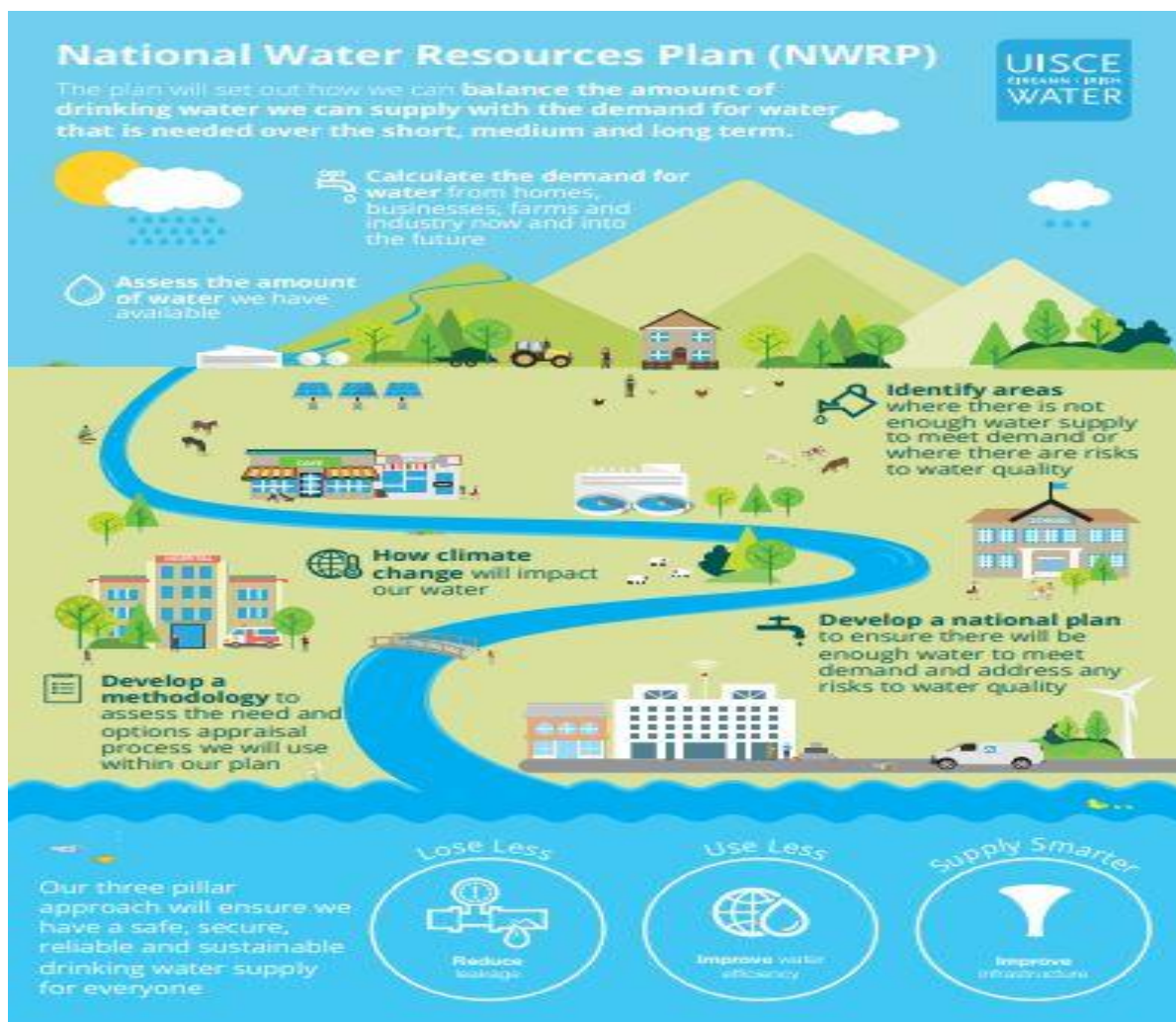
The long-term strategy for the Terryland WTP upgrade involved examining Galway City and its environs water network and treatment requirements over a 20 year time horizon. In 2020, this project has progressed through the Phase 1b Planning Stage and planning permission for the new intake was granted on 15th January 2020. Wayleave and land acquisitions negotiations are ongoing. The tender competition to procure a service provider to design and build the new intake and rising main has been undertaken and tenders were received on 7th November 2019. Funding for this project has recently been deferred until the 2024 – 2029 Irish Water Capital Investment period.

National Water Resources Plan (NWRP)

The Irish Water National Water Resource Plan (NWRP) is a 25 year strategy to ensure a sustainable, secure and reliable drinking water supply for all. The NWRP will outline how Irish Water intends to maintain the balance between our supply from water sources around the country and demand for drinking water over the short, medium and long-term. This will allow preparation for the future and ensure the provision of sufficient safe, clean drinking water to facilitate the social and economic growth of our country. The National Water Resources Plan is due to be published for public consultation early in 2021.

The existing raw water intake is unable to supply a year-round secure abstraction rate of 55MLD and is susceptible to drought scenarios. Until the new intake is constructed, there is a risk to the City water supply, in that during these drought scenarios, water would have to be pumped to the existing intake to maintain the supply to the City. The full options assessment stage of the NWRP is currently progressing in consultation with the Water Services section of Galway City Council. This will identify the preferred interim and long-term interventions required to ensure a sustainable water supply in Galway City, and nationally.

The Irish Water NWRP draft Framework Plan and associated SEA Environmental Report and Natura Impact Statement (NIS) went to public consultation for a fourteen-week statutory period on 8th December 2020.



Leakage Reduction Programme

Irish Water is currently in the Capital Investment Period of 2020–2025 and approximately €500 million has been provided to fund the National Leakage Reduction Programme over this 5-year period. Despite the challenges with Covid-19 in 2020, there has been excellent work undertaken by all Water Services staff involved in driving down leakage across the City.

In 2020, as with previous years, leakage reduction has continued to be a key focus for both Irish Water and Galway City Council. There are still significant challenges to be overcome during the year in order to meet our customers' expectations and achieve our leakage targets. Despite these challenges, excellent progress was made in 2020 in driving down leakage levels, therefore surpassing our overall targets for the year. For the first time at a national level, there is now a National Leakage Management System (LMS) in place, which calculates leakage figures in a consistent and logical way across all local authorities using the most up-to-date information.

In 2020, Galway City Council exceeded its leakage reduction levels by 3.95MLD and its distribution inflow by 0.8MLD. This reduction in leakage and distribution inflow was achieved by optimising the return from the various work streams including Find & Fix

(both operational and regional contractor), Pressure Management, Mains Rehabilitation, First Fix and Lead Replacements.

Under the rehabilitation programme, works have been completed at Tuam Road (rehabilitation of approximately 678m of asbestos cement watermain) and St. James' Crescent (rehabilitation of approximately 860m of old cast-iron watermain). Further rehabilitation will take place at New Mervue and Canal Road Lower. Our direct labour repair and detection crews, together with our regional contractor, will continue with leakage reduction activities throughout the City, to achieve leakage reduction targets as set out in the Leakage Reduction Programme.



Galway Drainage Area Plan (DAP)

A consultant was appointed by Irish Water to this project in quarter 4 2016. The Irish Water DAP covers hydraulic, environmental, structural, service and operational performance and risk within the Galway City and environs drainage area. Irish Water's DAP Stages are listed and explained below:

Stage 1: Desktop data collection & review, survey & study scoping was completed June 2017

Stage 2: Surveys and hydraulic model build is due for completion in quarter 4 2021

Stage 3: Risk assessment and needs identification for the current, short-term and long-term is due for completion in quarter 3 2022

Stage 4: Strategy, optioneering and future solutions design

In 2020, a contractor has continued to carry out the Stage 2 network surveys around the City. The network surveys, CCTV works and flow monitoring is complete and the

hydraulic model and verification process is underway with Stage 2 elements expected to be complete by quarter 4 2021. The work in Stage 2 will highlight the current weaknesses in the network that are causing issues with regular surcharging and frequent discharges in the City, primarily as a result of capacity issues in the network. In parallel with the DAP, a Network Development Plan is scheduled to be carried out for Galway City and suburbs in 2021. This is a high-level study that will help inform how undeveloped zoned sites within the City could be serviced.

Galway Drainage Area Study

The Mutton Island Wastewater Treatment Plant is now operated by Murphy International Limited on behalf of Irish Water, and has been fully compliant with its EPA Discharge Licence No. DOO50-01. A Drainage Area Study has been included in the Irish Water Investment Plan 2020-24. Irish Water intend to commence this study in 2021 to assess wastewater treatment needs against current growth, development and environmental pressures and ensure adequate capacity is in place to meet medium to long term demands. The need for a future new treatment plant for the Galway Agglomeration will be considered as part of the Galway Drainage Area Study. Presently, Irish Water and Galway City Council are investigating short-term solutions to free up capacity at Mutton Island. These are being pursued through the Galway Drainage Area Plan (DAP) and other Irish Water Programmes that are currently ongoing.

Ardaun MUHDS Site

The draft RSES includes the draft Galway Metropolitan Area Strategic Plan identifies Ardaun as a significant site of scale that has the opportunity and capacity to deliver the quantum of housing envisioned in the NPF, subject to the adequate provision of services. It is further noted that Ardaun will accommodate up to 25% of the residential growth anticipated for the city (RSES, pg. 71). Irish Water have appointed Atkins Ireland as Engineering Service Providers to undertake the design and construction delivery of the infrastructure required for each site in the national LIHAF and MUHDS programme, including Ardaun in Galway. A concept design has been completed for the water and wastewater infrastructure. Presently, the wastewater proposals are being advanced to detailed design stage. Currently, Irish Water have appointed a contractor to carry out a site investigation for the wastewater infrastructure. After this, the detailed design may be completed and a tender process may commence to procure a contractor to carry out the wastewater works.

Implementation of Irish Waters Transformation Plan under the SLA

The Water Services section of Galway City Council supports the strategic planning for Irish Water's transformation initiatives, in line with the Water Industry Operation Framework (WIOF). We continue to collaborate with Irish Water by participating in project development teams, workshops, pilots and other initiatives as required to implement the transformation in an effective and collaborative manner.



Planning & Development

The objective of the Planning section is to have in place a system of physical planning capable of meeting sustainable economic, environmental and social development objectives for Galway City.

Development Plan and Policy

During the course of the year, three variations to the Galway City Development Plan (GCDP) 2017-2023 were brought forward and adopted by the Members. Variation No. 5 was inserted as required under legislation, to ensure the City Plan is aligned with the National Planning Framework (NPF), Regional Spatial Economic Strategy (RSES) and Galway Metropolitan Area Strategic Plan (MASP) and to incorporate the Galway City Council Climate Adaptation Strategy. Proposed Variation No. 6 was inserted to provide for a Specific Development Objective on RA zoned lands at Cappagh Park, to allow for consideration of an Aquatic Sports and Fitness Centre. These were supported by the associated environmental reports. An additional variation to the Galway City Development Plan (GCDP) 2017-2023 was brought forward in November to amend the Land Use Zoning and Specific Objectives Map in order to extend the line of the existing Specific Objective – Bus Route (GTS) to provide for a link through RA zoned lands from College Road to Lough Atalia Road and to make marginal amendment to Section 3.10 Specific Objectives, to provide additional text for clarity that further supports the Galway Transport Strategy projects including public transport measures, the City Centre Access Network, the Cross City Link and the Cycle Network.

Draft City Development Plan 2023-29

The preliminary work on the review of the current Galway City Development Plan 2017-2023 and the preparation of the a new City Development Plan commenced with research in advance of the drafting and publication of the Issues Papers in January 2021. As public consultation is a significant part of the process to increase awareness and encourage engagement, and taking cognisance of the restrictions Covid-19 pandemic placed on face to face meetings, an online public consultation portal was examined and tendered for successfully. In addition, advanced tendering was also commissioned for the environmental assessment aspect of the review.

Strategic Projects

Planning staff were engaged in a number of key strategic projects at steering group level and at direct participatory level. This included the N6 GCRR project and Oral Hearing, the Galway City Flood Relief Scheme and were also represented on the Covid-19 City Mobility Team, led by the Transport section.

Development Contribution Scheme

A review of the Galway City Council Development Contribution Scheme 2012 was carried out in the context of Galway City Council's current programme for investment and in the context of new policies in the NPF. This resulted in the Draft Development

Contribution Scheme 2020-26, which went for public consultation in November until January 2021, as required under legislation and in advance of the required assessment and decision to adopt/not or amend by the Elected Members.

Public Realm Strategy

The implementation of the Public Realm Strategy is being advanced with an application for funding under the second round of the Urban Regeneration Development Fund (URDF). Five specific projects identified in the strategy have been prioritised for delivery by the City Council. They form part of a wider strategic development programme for the city to support long term compact growth. These projects will provide significant new and improved public realm in the city centre. The projects comprise new public spaces at Woodquay and the Galway Cathedral, rejuvenated space at Fishmarket and Eyre Square (North) and new public realm to support sustainable transport use and pedestrianisation of specific city centre streets.



Below: The Public Realm Strategy was the winner of the national Public Sector Project Design Award from the Irish Planning Institute (IPI) for 2019-2020.

Development Management

Planning Applications

In 2020, a total of 335 valid planning applications were lodged with Galway City Council. A breakdown of these applications is set out below. In addition to these, there were 8 planning applications received for the purposes of extending the duration of

planning permissions as provided for under the Planning and Development Act 2000 (as amended).

Valid Planning applications	
Domestic Extensions	120
Other Buildings	68
Dwellings	66
Developments not included in the above	52
Applications exempted from fees	10
Advertisement Structures	14
Plant, Machinery, Storage Tanks	2
Agricultural buildings	2
Caravans, Parking, Open Storage	1
Total	335

Outdoor Events Licences

In 2020, no events requiring event licences which were scheduled to take place proceeded as planned, due to the pandemic. In light of the circumstances then prevailing and in order to provide certainty to event promoters, the Department of Housing, Local Government and Heritage issued advice to planning authorities that all licence applications on-hand in respect of events which it was proposed would take place in 2020 could remain live and be rolled over to 2021, without requiring promoters to submit new event licence applications, subject to compliance with the requirements outlined in the advice note issued

Local Authority Development – Part VIII

There were two Part 8 developments approved by the City Council in 2020. A development to provide 8 lighting columns to facilitate the existing all-weather playing pitch at Knocknacarra Community Centre, Cappagh Park and a residential development of 15 units in the east of the City at Ballybaan More.

Planning Appeals to An Bord Pleanála

There were 30 decisions/determinations received from An Bord Pleanála in 2020. Of the decisions, 26 were upheld with 4 reversed.

Strategic Housing Developments

Following new legislation introduced as part of Rebuilding Ireland with a view to speeding up the Planning Application Process and accelerate the delivery of larger housing and student accommodation, developments for planning applications and housing developments of more than 100 residential units and 200 plus student bed spaces can now be made directly to An Bord Pleanála. During the course of 2020, 3 applications were granted and 2 refused under the process by An Bord Pleanála. At the end of December 2020, there were also 6 other development sites at Pre-Planning Application Consultation stage.

Declarations of Exemption

During 2020, a total of 20 applications for Declarations of Exempted Development were lodged with Galway City Council. Under Section 96 (Housing Strategy) a total of 29 Applications were received.

Planning Enforcement

Galway City Council continues to adopt a proactive approach to ensure compliance with planning controls and the prevention of unauthorised development. In this regard, the planning authority received 341 complaints that required investigation and inspections by the Planning Enforcement Officers. A total of 125 cases warranted Warning/Enforcement Notices and 15 cases subsequently required referral to the City Councils' Law Agent for legal proceedings.

Development Contributions

During 2020, the collection of development levies continued to be a priority for the Planning section. The monies collected will be used to assist in the provision of necessary public infrastructure and community facilities prioritised for the City. Approximately €2.02m was collected during the course of 2020.

Heritage

The Heritage Plan 2016-2022 sets out the framework for actions on Heritage for a 5 year period. Galway City Council Heritage Office, in conjunction with the Heritage Council's Grant Scheme, carried out the following projects in 2020:

- Galway's Heritage in Stone Volume 6: The Marriage Stones of Galway 1570 – 1680
- Bohermore Cemetery Recording Project and Publication
- Annual Galway City Field School
- Galway Within and Without the Walls – A Walking Trail and Guide to Galway's Medieval Fortifications

Galway City Council, in conjunction with the Department of Culture, Heritage and the Gaeltacht, also awarded 9 heritage grants under the Built Heritage Investment Scheme 2020:

- Presentation Convent
- St. Nicholas Collegiate Church
- Menlo Cottage
- Poor Clares Convent
- 14 High Street
- 17-18 High Street
- 22 High Street
- O'Connell's Bar, 8 Eyre Square
- 16 New Road

One grant was awarded under the Historic Structures Fund 2020:

- Thatch Cottage, Murrough, Renmore, Galway

The Annual Heritage Magazine 'Oidhreacht na Gaillimhe – Galway's Heritage 2020' was also published. Following the preparation of the Castle Conservation & Management Plan prepared in the Planning section, the Architects section, with support from the Heritage section, commissioned the associated conservation enabling and repair works for three castles. The initial stages were completed in 2020. Galway City Council was also successful in receiving a Community Heritage Grant which supports a geophysical study and heritage information awareness project.

Building Control

Galway City Council has a role in relation to the enforcement of the Building Control Acts and the Building Regulations.

Commencement Notices, Fire Safety Applications and Disability Access Certs	
Fire Safety Certificates	137
Disability Access Certificates	85
Commencement Notices	160

Living Cities Initiative

Parts of Galway City centre have been designated as a Special Regeneration Area under the Living City Initiative. The Living City Initiative focuses on the regeneration of retail and commercial districts and encouraging people to live in the historic urban centres. It offers tax relief for qualifying expenditure incurred on the refurbishment or conversion of certain buildings for residential and commercial use. The deadline for applying the scheme was extended from 4th May 2020 to the 31st December 2022. During 2020, 2 applications for tax relief for residential works were received by the City Council. (Commercial relief is dealt with directly to the Revenue Commissioners)

Vacant Site Levy

The Galway City Vacant Site Register was established in accordance with the Urban Housing and Regeneration Act 2015 in quarter 1 2019. Based on detailed analysis of residentially zoned lands throughout the City, a number of potential vacant sites were identified and assessed in accordance with the legislation and prioritised against a range of criteria consistent with proper planning and sustainable development principles set out in the core strategy and development policies and objectives of the City Development Plan. In total 6 sites were entered onto the register. Notices of Determination of Market Value were issued to all site owners in quarter 1 and quarter 2 2020 in accordance with Section 12(1) of the Urban Housing and Regeneration Act 2015. The total value of lands on the vacant site register is €4.2 million. Demands for payment of the vacant site levy will be issued in 2021.



Economic Development & Culture

The objective of the Economic Development & Culture section is to ensure that Galway has a strong economic base which will support a good quality of life for its citizens

Enterprise Space

Galway City Council manages 21 enterprise units at Sandy Road and 13 enterprise units at Westside Enterprise Centre. The units vary in size from 220-2500 sq. ft. Galway City Council are also represented on the Board of An Fhiontarlann Teo. An Fhiontarlann Teo manages a further 17 enterprise units in Westside, varying in size from 400-1000 sq. ft. The criterion used in allocating tenancy for all of the enterprise units is the creation of sustainable employment.

Social Enterprise & Circular Economy Feasibility Study – Grant Application under REDF 2017-2019

As part of Galway City Council's commitment to social enterprises and business' operating in the circular economy, a funding application was made successfully in quarter 3 2019 under the Regional Enterprise Development Fund, to carry out a feasibility study on social enterprise & circular economy space needs across the City. Despite Covid-19 delays, the feasibility study commenced in 2020 and it is expected to have the final report in early 2021. Subject to the report findings, it is envisaged that this research may identify a suitable project or projects to form a formal REDF funding application in 2021/22.

fDi European Cities & Regions of the Future 2020/21 'Best Micro City for fDi Strategy'

Galway City has been successful in the European Cities of the Future 2020/21 awards published in January 2020 edition of fDi Magazine. Following an entry submission made in September 2019 by the City Council's Economic Development Section, Galway City has received the award for 1st Place – Best Micro City for fDi Strategy. The City was also ranked 10th in 'Best Micro City for Economic Potential'. The European Cities of the Future 20120/21 awards received entries from some 505 locations in total, including 319 cities and 148 regions.

fDi Intelligence European Tech Cities of the Future - 9th in Europe for Innovation & Attractiveness

Following on from the success of being designated as the 'Best Micro City for fDi Strategy' in the fDi European Cities & Regions of the Future 2020/21, Galway City was placed in the top 10 European Cities for Innovation & Attractiveness. This ranking involves factors like local university prestige in engineering and computer science, registered patents, prominence of research institutions and connectivity, innovation and cybersecurity indices. fDi Intelligence is a specialist division from the Financial Times, providing industry leading insight and analysis on cross border expansion, Greenfield inward investment and foreign direct investment trends. Tech innovation is

clearly at the heart of any modern economy and society and this ranking is designed to celebrate the best-in-class of cities excelling in those fields throughout the continent.

Rank	City	Country
1.	London	UK
2.	Paris	France
3.	Munich	Germany
4.	Cambridge	UK
5.	Helsinki	Finland
6.	Berlin	Germany
7.	Zurich	Switzerland
8.	Rome	Italy
9.	Galway	Ireland
10.	Bristol	UK

This tremendous achievement for Galway City is a testament to the work of organisations like the City Council in promoting the jurisdiction to international investment and tech start-ups – among others – fDi Intelligence division of the Financial Times.

Atlantic Economic Corridor (AEC)

Galway City Council is part of the Atlantic Economic Corridor. The AEC is the term applied to the ‘linear’ region along the Western seaboard, stretching from Kerry to Donegal. The Atlantic Economic Corridor (AEC) project, as set out in Ireland 2040, seeks to build a region of scale in the next 20 years. To do that in a sustainable way, the key building block will be resilient communities. The 2020 AEC hubs project is targeted to bring employment opportunities and economic activity to the heart of cities, towns and villages along the AEC. 2020 saw, to that end:

- The mapping of 114 hubs along the AEC, soon to be highlighted through a national marketing campaign, to promote the benefits and uses of hubs and drive users to the facilities
- The development of a new classification system for hubs and the procurement of a hubs booking system, which will be delivered in early 2021
- 65 hubs, including 5 Galway City Hubs were funded in the network through Hub Outreach Scheme to help hubs reopen during Covid-19. Raising the standards of health and safety and technology in those facilities.
- The completion of a Hubs Strategy which will be launched in January 2021 and working with the DRCD and other stakeholders to grow the AEC network to a national network.

A number of additional AEC projects initiated in 2020 will be progressed into 2021. This include Digital and SMART technologies along with environmental and sustainability projects.

Smarter Cities Forum

Galway City Council is a key member of the All Ireland Smart Cities Forum, a community of practice focused on the advancement of cities in both the Republic of

Ireland and Northern Ireland through the deployment of, and value creation generated by smart city programmes. This collaborative initiative, supported by Maynooth University, sees the member cities work together to share insights, support collaborative research and advise stakeholders on collective city priorities. The cross border initiative includes local authority representation from Cork, Dublin, Limerick, Galway, Waterford, Belfast, Derry and Newry, who together will explore common challenges related to implementing smart city policies and projects. The All Ireland Smart Cities Forum 4th Annual Conference was held in October 2020. The theme of the event was:

- Building a Responsive and Resilient City in Post Crisis
- Reimagining the City
- Transforming Tourism
- Disrupting Mobility

Some other AISCF work programme areas are the new AISCF Strategy 2021, Nordic-Irish Partnership, German-Austria Partnership, Smart Cities Expo World Congress and Digital Strategy Development.

Tourism Strategy

Prior to the Covid-19 pandemic, an ambitious Tourism Strategy set out key actions to grow tourism in Galway to 2025. The strategy was developed with the key goal of working closer with the industry so that Galway City Council can support the sector through a collaborative approach to marketing, promotion and development of experiences and infrastructure in the City. While the visitor numbers set may be challenging in the short-term due to the pandemic, the structures, systems and ambitions established through the strategy will support the industry recover. A number of key projects such as the Galway Blueway, redevelopment of Leisureland, establishment of new activity tourism hubs, construction of the new Galway City Museum, and destination towns' infrastructure were all advanced further during the year and will help attract additional visitors, increase dwell time and spend of visitors and ultimately increase jobs in the sector.

Tourism Taskforce

Galway City Council established the Tourism Taskforce with representatives across the industry to help guide our actions and aid the recovery of the sector. The taskforce was made up of industry members from the accommodation, restaurant, visitor experience, retail, vintners and other representative groups, as well as staff from Galway City Council and Fáilte Ireland.

Tourism Recovery Fund

The Tourism Recovery Fund was established to support the industry and with the support of Elected Members, a fund of €485,000 was established. A number of initiatives were supported such as Dine in Galway, Shop Local Campaigns and a major national campaign called Make a Break for Galway. This provided opportunities to all accommodation providers to put their properties and staycation offers in front of

prospective consumers and help attract visitors back to Galway. A number of initiatives were developed with business organisations such as the Galway Chamber and local business groups to support footfall when restrictions permitted. The fund also supported a number of festivals and events that would draw people into the City. The fund also supported Christmas in Galway experience and fully funded the Christmas lights, including a new artistic light show in Eyre Square without a need for a contribution from businesses.

Destination Towns

Galway City Council secured funding to establish an outdoor experience along the City's waterways that will tell the story of how the waterways have shaped the Galway of today and the stories they have told. The project will be delivered by early 2022 and aims to be a major new outdoor experience for visitors and locals to enjoy, that will help spread visitors to other parts of the City.

Local Enterprise Office (LEO)

During 2020, Galway City Council continued to work closely with the Local Enterprise Office in Galway and supports their aims of developing an excellent and effective First Stop Shop for businesses in Galway and to encourage and promote enterprise and employment creation. Key initiatives included:

- Direct financial supports to micro businesses – businesses with 10 or less employees
- Business information, advisory services and enterprise support
- Delivery of high-quality training to meet the needs of business including Start Your Own Business, Managing Your Business, e.g., Marketing, Sales, Financial Management, Strategy and Business Planning
- Mentoring
- Advice on local authority regulations, planning, accessibility, environment, procurement and other issues affecting your business
- Covid-19 supports – Trading online Voucher Scheme & Covid-19 Business Loans.

Galway 2020

The cultural programme for Galway 2020 planned a year-long celebration of street spectacles, exhibitions, readings, classical concerts, dance, schools' projects, children's events, Irish language, musical performances, digital encounters, live art, theatre, circus, funambulism, public art, heritage, food, sports, sheep, folklore, our islands, our people, imagination and creativity. Due to COVID-19 restrictions, approval was given for the delivery of a revised cultural programme for Galway 2020, to ensure that projects from the original winning bid by Galway could take place. The delivery of the programme had to take account of changed circumstances and were subject to public health guidance. The programme involved a combination of physical performances in compliance with prevailing Covid-19 restrictions and online delivery.

Despite the negative impact of Covid-19 pandemic on the Capital of Culture Year, the City Council will progress the legacy of the Capital of Culture designation.

Galway 2020 has launched its reimagined programme which restarted in September. A number of events across theatre, exhibitions and installations as well as an extensive programme for Culture night 2020 were presented. The new programme was designed in line with the public health guidelines, events were presented at all times subject to compliance with the prevailing guidelines, including social distancing and limited attendance. Staying true to the original themes of Language, Landscape and Migration, the reimagined programme was reprogrammed to run until end of April 2021, and includes both live and digital components, offering audiences the possibility to attend events in person, or experience elements of the programme online from home. The reimagined programme comprises hundreds of events from 28 projects, as well as 30 Small Towns Big Ideas community-based projects.

Leisureland

Leisureland had a great 2018 and 2019, making an operational surplus in both years. 2020 started in a similar positive fashion, until the site was instructed to close on 12th March, due to Covid-19 Government guidance. This immediately stopped all income to the facility. Following this closedown, the facility was maintained in a fashion where staffing and energy consumption was at an absolute minimum. Management and staff arranged extensive organisation of a one-way walk system, along with new partitions for both gym and reception areas. All safety statements, risk assessments and work systems were reassessed and operated under new Covid-19 guidelines. The site reopened the pools under level 4 Covid-19 Government guidance on 7th July 2020. The venue was operating at a financial loss during this period of level 4, due to the numbers allowed to use the facility and other Covid-19 restrictions.

On 22nd October, Leisureland fully closed again due to Government guidance and reopened on 1st December 2020, closing again on 1st January 2021. For 2020, the Leisureland sites were fully closed for approximately 5 months and at a much reduced capacity for another approximately 4 months. Due to this, Leisureland operated at a loss and needed the financial support of Galway City Council to continue to be able to function.

Galway City Museum

The year 2020 at Galway City Museum was dominated by the arrival and endurance of the Covid-19 virus. In accordance with government guidelines, Galway City Museum shut its doors to the public on March 12th 2020. From this period on, the museum team were busy with compliance with and the implementation of Covid-19 related health and safety protocols in the building. All of the government guidelines were adhered to and sanitising stations, social distancing measures and augmented cleaning regimes were put into place throughout the building. Staff safety was foremost once the museum was closed, and all staff bar two began working from home (two were required on site to oversee the building environmental management systems). In advance of the museum re-opening to the public in July 2020, an

Eventbrite booking system was established so that all visitors to the museum had to book their places online. 4 time slots were created throughout the day, with a maximum of 30 places per slot. Every visitor to the museum had to provide full contact tracing details and on arrival onsite, had to sanitise and adhere to all of the protocols in place.

Monument Exhibition and Galway 2020

Work on the Monument exhibition, which began as part of the ECOC programme continued in 2020. The exhibition which was curated by Eithne Verling, Museum Director and Sybil Curley, together with the museum team, artists and makers, production and manufacturing and audio visual technicians, was installed from April to July in carefully planned Covid-19 compliant stages. When the museum re-opened to the public in July, Monument was given a soft launch and opened to the visitor. There was a very positive reaction to the exhibition with good press and social media buzz about it. Unfortunately, it only remained open until November when the museum closed again, apart from a few short weeks in December and the planned advertising and PR campaign was severely curtailed. It will re-open in 2021.

The Corrib: Myths, Legends and Folklore

This exhibition opened in July also. Curated by Brendan McGowan, Education and Outreach Officer with the museum, the exhibition explores some of the old myths associated with the river and bay and sets them in a broader European context. It has an accompanying Myths and Legends Walking Trail and brochure which visitors can use to visit each of the ten sites and stories described in the exhibition. It will also reopen in 2021.

Digital Platform: Museum Team and Creative Ireland 2020

Creative Ireland funding provided the museum with resources to develop a whole new suite of digital content for the pandemic affected visitor. Over the months during which the museum was closed to the public, online projects under the heading Explore from Home were developed. These included My Covid Creativity and Dear Diary, all of which reached out to those at home and offered participation in a range of initiatives. The museum team worked hard on developing and strengthening the social media platforms and website through creating and posting new and interesting content.

Decade of Commemorations

Since the summer of 2020, Brendan McGowan, Education and Outreach Officer researched and wrote a series of commemorative, illustrated articles on some of the key incidents and figures in the War of Independence in Galway. In doing so, he liaised with the relatives of those involved on both sides of the conflict and with local community groups, and unearthing some hitherto unseen photographs. On the centenary anniversaries of the events, the articles are posted on the Museum's website and Facebook page, and several have been published in the Connacht City Tribune and Connacht Tribune. The Museum was successful in applying for funding under the Decade of Centenaries Programme, in order to translate and publish the

articles in autumn 2021. The free-of-charge publication will be available in a limited-edition print format, which will be presented to local libraries, community groups and those who helped with the articles. It will also be made freely available as a downloadable PDF file from the Museum's website.

KEEPSAKES

Through the Keepsakes project, Galway City Museum, working with a facilitator, began engaging with 15 or so people seeking asylum and refuge in Ireland, and residing in Galway, in order to explore their stories through the keepsakes that they have brought from their homeland or objects significant to their identity that help them feel at home in Ireland. A migrant's journey is often an emotional one – uprooted, they leave part of themselves behind to start anew on foreign soil. Often, keepsakes from their old homeland can weigh heavy with meaning. The KEEPSAKES project will result in an illustrated booklet featuring the stories behind their chosen objects. This project is supported by the Department of Justice and Equality. The work, which began in 2020 was curtailed by Covid-19 restrictions, but will re-commence in 2021.

Museum Redevelopment and Extension

The museum redevelopment programme continued apace in 2020, with regular meeting with the Architects, Howley Hayes, and their design team and the exhibition and interpretive planners, Haley Sharpe Design. Fáilte Ireland were included in all of these design team meetings. In August 2020, Michael Curran was appointed as Senior Resident Engineer and Project Manager to the Museum Redevelopment programme.

Museum Environment Upgrade

The work of the Museum Environmental Upgrade Plan for the museum was completed with Leo Lynch Mechanical and Process Engineering Consultants working to the plan agreed with Kyne and Clyne Consulting Engineers who designed the mechanical and electrical plan for the improvements to the museum environment. This brings to a close an important project to improve and upgrade the museum building environment that was jointly funded to the value of €360,000 by Galway City Council and the Department of Arts Heritage and the Gaeltacht.

Museum Partnerships

The City Museum continued its partnership with the Marine Institute on the Sea Science Gallery on the top floor of the Museum. The Marine Institute funded graduate internship programme continued and the MI proposed to invest a further €50,000 in the Sea Science galleries. The City Museum, at the request of Cúram, the biomedical Science Institute in NUI Galway, which has become a global hub of research expertise in medical device technology, approached the museum about working with them on a Science Foundation Ireland funded exhibition programme.

The City Museum continued its relationship with Professor Elizabeth Fitzpatrick of the Archaeology Department at NUI Galway on the Gaelic Ireland exhibition that she co-

curated with the museum team in the Museum. This hugely popular exhibition is used as a teaching tool by Professor Fitzpatrick for her students.

Town Hall Theatres

The Town Hall Theatre (incorporating the 400-seat main auditorium and 52-seat Studio Space at Courthouse Square, and the multi-purpose Black Box at Dyke Road with capacity for up to 550 seated and 800 standing) was badly affected by the Covid-19 crisis. The Town Hall Theatre was particularly vulnerable to the crisis, given the organisation's dependency upon box office and bar sales for up to 80% of its income, its ineligibility for the Temporary Wage Subsidy Scheme, unlike many of its peers, and the fact that it is responsible for the operation of 2 buildings, incorporating 3 theatre spaces and office/studio spaces for several key local arts organisations.

Public performances ceased and part-time members of Town Hall Theatre staff with irregular hour contracts were temporarily made redundant when venues nationally had to close at the end of March. Running costs were drastically reduced and significant emergency funding to stabilise operations was sought and secured from the Arts Council. This support, and a series of Restart Grants, and other grants later in the year helped the facility cope with the significant losses of income, enabling it to remain within budget in 2020.

Throughout the crisis, the Town Hall Theatre endeavoured to support Galway artists and arts workers through every means at its disposal and to encourage and support creative development for local artists, producers and companies. It initiated a series of bursaries, commissions and pioneering outreach, including digital projects. It provided invaluable leadership in the sector's response to the pandemic and in the communication of the issues to the public and to Government. It reopened its doors to public performances when it was allowed to do so for a 6 week period in September and October, adhering to a comprehensive suite of measures of which it was instrumental in developing and which ensured the safety and comfort of audiences, performers and staff. Following the second lockdown in mid-October, Town Hall Theatre developed an exciting and eclectic programme of online events and instigated a number of measures to advance the development of new work, the live streaming of work and the filming of work for subsequent streaming to maintain engagement with its loyal audience. The Town Hall Theatre's public engagement strategy is now quite diverse and includes public performances (at Levels 1 & 2) to socially distanced, reduced audience numbers; blended performances (live streams of publicly attended events, at levels 1 & 2); streaming of recorded events (at Level 3 or higher); recording of performances by local artists for their independent subsequent streaming and recording of theatre shows and band videos for independent use.

Galway City Arts Office

The main focus of the year was the drafting of a new Strategic Arts Plan for Galway City. Consultations had commenced before the pandemic and continued remotely throughout the year. Through the mapping of arts organisations and the arts sector, undertaken as part of the preliminary Strategic Arts Review, the Arts Office developed

a strong, up-to-date understanding of the different dynamics, operating contexts and delivery models that exist across the arts in the City, to enable the evolution and sustainability of new ways of working, including through partnerships and collaboration. In February, the Arts Office issued invitations to initiate a process of dialogue and discussion within the Council, the arts sector – individual artists, arts organisations, venues and festivals, as well as key stakeholders and the wider public of Galway. 12 facilitated sectoral workshops were held and 32 key informant meetings with well over 100 individuals – representatives of organisations in the arts, education, community development, tourism, youth services, health, urban planning and other relevant sectors. There was also an opportunity for online submissions from the public to complete the Galway City Arts Online Survey and a written submission from Galway City Community Network offering their perspective on how Galway City Council should address its arts remit.

The year opened with a major art exhibition, a co-production by the City Arts Office and Galway Arts Centre. *'The Uncertainty of History: Remembering Eileen Quinn'* by Galway City artist Bernadette Burns, explored family memory as a valid addition to the canon of history, focusing on the centenary notorious murder of her grand-aunt by the Auxiliaries based in Lenaboy Castle. A curated programme of talks and events was incorporated into the project which ran at Galway Arts Centre, to full houses in January and February. Also in visual culture, the Arts Office's ground breaking partnership with Engage Studios and Winter Papers featured *'On Noise, Images, Performance, Life'*, an encounter between Vicky Langan and Atoosa Pour Hosseini, in a collaborative performance exploring relationships between materiality and the psyche. It concluded a very successful programme across art forms co-curated with award-winning author Kevin Barry.

The Arts Office's arts in community contexts collaboration with Cúram, NUI Galway and the Eastside neighbourhoods, culminated in February with a presentation by artist Karen Conway and a team of optical science researchers in the SCCUL Centre in Ballybane. This was reprised in November when 3 projection programmes at Westside Resource Centre, Ballybane and the old City Museum featured the artworks created through the last 2 years of the project in the City communities with artists Cleary+Connolly and Karen Conway. It was the latest project in a curated sequence of workshops, events and experiments in art and science across Galway communities, particularly involving young people.

The Arts Officer was involved in a substantial array of projects and presentations, including the Merlin Woods *NS Per Cent for Art Commission* and working with The Arts Council on a public Culture Night conference in Galway. The Arts Office, in partnership with GRETB, programmed two literature residencies in Galway City schools, featuring Luke Morgan in person in Merlin College and Darach Mac Con Iomaire online in Coláiste na Coiribe. The Arts Officer opened the first City Partnership exhibition by mentored participants, chaired at Galway City Library. The celebrated London publisher Picador's launch of a major new novel by Galway author Alan McMonagle participated in the formal ceremonies to mark the 700th anniversary of the

Collegiate Church of St Nicholas. Also in St. Nicholas, the Arts Officer introduced the world premiere of a powerful new work by Jane O'Leary for performance by ConTempo for the Galway Music Residency.

We continued our programme of literature plaques around the city with the unveiling of a glyptic stone dedicated to the wonderful Galway city novelist Eilís Dillon. Author of acclaimed novels of Galway in Irish and English and much loved in the City, Eilís Dillon was a particularly suitable choice for immortalisation in a long-running and celebrated series of plaques placed at significant locations around the City to offer residents and visitors the opportunity of encountering and engaging with great writing about the City in the works of our finest authors. The plaque was unveiled last October on Eilís's centenary by the Corrib walkway at Newtownsmith by the Mayor of the City of Galway, Councillor Mike Cubbard, together with Eilís's children, the Irish poet and Trinity College professor Eiléan Ní Chuilleanáin and her brother, Cormac Ó Cuilleánáin, retired Professor in Italian at Trinity College. The programme now features 24 plaques throughout the City and is presented in association with the Kenny Gallery. Our Covid-19-disrupted Bealtaine project with the Irish Museum of Modern Art, Age and Opportunity, and Clare and Roscommon County Councils was concluded with a presentation and seminar on the themes of hospitality as promulgated in the aesthetic writings of Martin Heidegger and Jacques Derrida in the context of the Eglinton direct provision centre in Salthill. Throughout the Covid-19 restrictions, the Arts Officer stayed in contact with sequestered artists and arts managers, assisting them in new and current applications and remote, online and virtual projects and content provision.

On September 18th Galway City joined with the rest of Ireland in presenting a thrilling and free creative programme for Culture Night 2020, the national showcase of creative arts and more. Despite the pandemic and the consequent funding issues, Galway City Arts Office was delighted to curate a very full programme of online and offline gems. Highlights included Bádóirí an Chladaigh in the Claddagh Basin with hookers, music and a mermaid, the BA Class of GMIT's art college showing in the Connacht Tribune Printworks for the first time their acclaimed graduate exhibition, Art in Mind's persuasive shows linking creativity and mental health in their Lios Bán gallery and studios, Philip Fogarty's powerful multi-media installation in the City Court House – which became a wonderful art venue for the night, and a fabulous outdoor community performance in Merlin Woods, all presented with full Covid-19 compliance. Online events featured Cúirt's celebration of leading Irish short story writers with the Kenny bookshop, Con Tempo playing for the Galway Music Residency and the French Honorary Consul linking with the Black Gate Cultural Centre in a night of French music and discussion. The autumn edition of Galway International Arts Festival was welcomed on board with its powerful Hughie O'Donoghue exhibition in An Post and John Gerrard's exceptional *Mirror Pavilion* at the Corrib Middle Arch, and Galway European Capital of Culture gave a lively programme at its beloved Middle Street hub, as well as a great array of street art and murals, and a collaboration with Galway City Museum in presenting the magnificent *Monument* display of art and archaeology.

Proving the essential nature of arts and creativity to the human spirit, the Culture Night programme was a remarkable testimony to Galway City's irrepressible spirit, even in the toughest of times.

Galway City Council voted in September to award grants to the City's arts organisations, in accordance with Section 12 of the Arts Act, 2003. Grants totalling €425,000 were divided between the following:

A Little Door Children's' Theatre	Architecture at the Edge
Artspace Studios	Baboró International Arts Festival for Children
Blue Teapot Theatre Company	Branar Téatar do Pháistí
Brú Theatre	Cáca Dána Theatre Company
Clay Galway	Crannóg magazine
Decadent Theatre Company	Misleór Festival of Nomadic Cultures
Druid Theatre	Eastside Community Drama
Engage Art Studios	Eva's Echo Theatre Company
Forge Clay Studios	Galway African Diaspora
Galway Art Club	Galway Arts Centre
Galway Baroque Singers	Galway Baytones
Galway Trad Sessions	Galway Cathedral Recitals
Galway Choral Association	Galway Community Circus
Galway Dance Project	Galway Early Music
Galway Film Fleadh	Galway International Arts Festival
Galway Musical Society	Galway Percy French Society
Galway Steinway Trust	Galway Theatre Festival
Galway Uke Group	Galway Youth Theatre
Hot Potato Productions	Impressions Print Biennale
Junior Galway Film Fleadh	Ignite Gospel Choir
Little Cinema Galway	Luminosa Music
Macnas	Cúirt Galway International Literature Festival
Moonfish Theatre	Moth & Butterfly Festival
Music for Galway	New Moon and That's Life (Brothers of Charity)
No Ropes Theatre	126 Artist Led Gallery
Over the Edge Literary Events	Red Bird Youth Collective
Renmore Pantomime	Saolta Arts
Speckled Egg Dance	St Nicholas Schola Cantorum
An Taibhdhearc	The Galway Music Residency
The Galway Sessions	Tribes Youth Arts Festival
Tulca Festival of Visual Art	Visionation Theatre
Westside Arts Festival	Write On Writers' Group
Youth Ballet West.	

Galway City Arts Office concluded the year with a public art project called '*Sea of Souls*'. Comprising a light installation by Claddagh artist Brendan Savage, the work was a moving and contemplative light installation on the surface of the water in the

Claddagh Basin, with over six hundred individual lights representing souls lost to sea in Irish waters. The project was presented in association with Water Safety Ireland and the Oliver Family of the Claddagh, supported by Aqua Fact and endorsed by the Lough Corrib Navigation Trust. A video has been recorded by for future media dissemination. It was filmed on location on the Claddagh Basin on December 21st, featuring a socially distanced performance by Galway choir The Galway Baytones. It was a poignant conclusion to a challenging year.

Galway City Council Creative Ireland Programme

2020 saw the appointment of Loretta Raftery as Galway City Council's Creative Ireland Development Worker. The Creative Ireland Programme in 2020 was very successful and gained huge social media coverage, due to the proactive way it was operated despite the challenging circumstances of Covid-19. The total amount of funding allocated to Galway City Council under the Creative Ireland Programme for 2020 was €196,732. A number of additional funding streams were provided to the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media in 2020, which have facilitated the Creative Ireland Programme approving additional initiatives and projects for Galway City Council. The total of additional funding to Galway City Council for Creative Ireland projects in 2020 was €84,957. There was 24 Creative Ireland projects in total for 2020. These projects outlined what Galway City Council has undertaken to reinforce response to, and recover from the pandemic.

Cruinniú na nÓg 2020

Saturday 13th June marked Cruinniú na nÓg 2020, Ireland's national day of free creative activities for children and young people under the age of 18. Over 460 free online activities, events and broadcasts took place nationwide. RTÉ played an important role in supporting Cruinniú na nÓg 2020. Galway City Council delivered circus classes, dance classes, a photo exhibition launched by the Mayor of the City of Galway, Councillor Mike Cubbard, painting classes and young musicians performed live. Branar performed wonderful poetry animations and we had a representative who is a member of Galway City's Comhairle na nÓg on 'My Creative Life', which was broadcast on RTÉ School Hub Podcast and RTÉjr. Galway City Council had an excellent fun packed programme in place for Cruinniú na nÓg 2020, but in the midst of a global pandemic 2020 Cruinniú was the most important and challenging to date. It is fair to say that the team rose to the challenge brilliantly, with 5-6 ads per day in the run up to Cruinniú on Galway Bay FM and on our Creative Ireland Facebook page. It was important to get the message out there in order to have engagement on the day. From the viewing figures, it was a great success, and yes, it was strange having everything virtual and online but on the plus side, the resources were still active for some weeks after for those who missed out on the day.

Creative Ireland Core funding projects 2020

Galway City Council Creative Ireland Team agreed that Creative Ireland funding for 2020 would support the Government's campaign 'GETTING THROUGH COVID-19

TOGETHER'. The campaign emphasised the importance of collective support and staying connected to others, and while all of us are experiencing different concerns, it highlights that "no matter what you're going through, let's stay connected and make it through, together". Galway City Council's Creative Ireland funding supported any innovative initiatives that could be undertaken by creatives to support people during the pandemic. There were 15 Creative Ireland Core funding projects in 2020 and they got phenomenal media coverage and touched and uplifted lives during the pandemic, and the restrictions in which people were living. Some of the bigger projects were *'Turning Galway into an exhibition'*. In October, we showcased a photo exhibition by Dr. Chaosheng Zhang of beautiful photos of Galway. There were overwhelming positive comments on social media on this exhibition.

'Bringing it all Back Home', The Town Hall Theatre's Nursing Home intergenerational cultural initiative got huge coverage right across all media and following on from this, RTÉ and Creative Ireland worked together to develop the profile of some CI projects. Galway City were contacted by Creative Ireland to say that they would like to include *'Bringing it all Back Home'* to free television spot advertising. Using inhouse production services, RTÉ Supporting the Arts and Creative Ireland covered the costs of producing 30 second advertising spots for TV and socials for this project's films. This was very exciting news for Galway City Council!

'Creative Christmas' – This project involved 20 community groups engaging with 20 local artists in decorating their own Christmas tree. This project reached higher levels of engagement than anticipated. It commenced during level 5 Covid-19 restrictions, which wasn't an easy task for anyone involved, but the Creative Ireland Development Workers got huge buy-in from community groups and artists with an amazing response. The community groups were from all areas of the City, to ensure a 'together while apart' approach under restrictions. All groups posted on their social media platforms about their project, and Galway City Council received very positive feedback from them all.

Community Development

The objective of the Community Development section is to enable all of our communities to achieve their potential and to promote and facilitate equality of access and equality of opportunity across all communities.

Covid-19 Community Response Forum

On March 27th 2020, strict public health measures were announced in response to the outbreak of Covid-19 in Ireland. This effectively resulted in a lockdown of our country and City. Everyone was urged to stay at home and to exercise within 2km of their homes, only essential businesses remained open and public transport was restricted to facilitate these essential workers. Those particularly vulnerable to Covid-19 were asked to 'cocoon'. Over the course of that weekend, following guidance from the Government, Galway City Council successfully put in place support structures for the community, particularly for those most vulnerable who had been asked to cocoon.

The Galway City Covid-19 Community Response Forum, which leads the coordination of Covid-19 community supports and resilience and the Community Call Helpline were established, collectively referred to as the 'Community Call' initiative, an unprecedented mobilisation of national Government, local government and the community and voluntary sectors to support vulnerable people in our community during the Covid-19 emergency. Our immediate focus was on the elderly and the most vulnerable, and on mobilising a rapid response across Galway City to make sure everyone was looked after. Following this, the focus of the call expanded to address wellbeing and how communities can work together to help through the ongoing Covid-19 crisis. The Forum continues to ensure an ongoing co-ordinated community response, enabling all the voluntary and statutory agencies to collaborate in support of our communities and particularly our most vulnerable members.

Galway City Covid-19 Community Call Helpline

The Covid-19 Community Call Helpline, led and coordinated by Galway City Council was established to provide a dedicated community response helpline to ensure that all vulnerable members of our community are appropriately supported as we moved through the response to Covid-19. The Helpline operates from 9am – 5pm, Monday to Friday by Freephone 1800 400 150 and email to



Galway City Council Community Call

We're here if you need practical support or someone to talk to.

We can help with:

- Delivery of food, medication, fuel or other household items
- Someone to talk to or keep in touch with
- Other practical supports
- Signposting and referral to reliable information and services

1800 400 150
covidsupport@galwaycity.ie

KEEP WELL
IN YOUR COMMUNITY



covidsupport@galwaycity.ie. Outside of normal working hours, including weekends, all calls and requests automatically route to our out of hours call service and are dealt with accordingly. A key purpose of the Helpline is to ensure that older people and those who are vulnerable in our community have access to very practical supports such as groceries, meals on wheels, medication collection and social supports and engagement. The Helpline has dealt with over 1,070 requests to date and the importance of a local response in this regard is essential.

COVID-19 Emergency Funding

Galway City Council approved 39 grants totalling €65,686 under the Covid-19 Emergency Fund across two phases. During May 2020, funding was approved to support a wide range of local community and voluntary groups and organisations operating throughout Galway City involved in the delivery of Covid-19 community response efforts. As part of the Community Call initiative, this gave financial assistance towards exceptional, once-off costs related to the response to Covid-19. As part of Phase 2 of the Galway City Community Call initiative, which focused on helping our communities and individuals maintain wellbeing as we moved through the pandemic projects were approved funding, once again providing financial assistance to a number and range of local projects supporting the Wellbeing campaign's three focus areas – Stay Connected, Stay Active and Looking after your Mental Health. In addition, Galway City Council in partnership with the Galway City Covid-19 Community Response Forum developed a very useful resource to highlight the range of services, projects and initiatives that were happening across the City with a focus on Wellbeing. This may be viewed on [GalwayCity - Wellbeing](#).

During December 2020, Galway City LCDC were approved additional funding under this programme in the amount of €43,029, with a closing date for online applications of 5th February 2021. In total, 36 groups were approved funding for a variety of projects that will assist local community and voluntary groups to adapt their local services and operations in order to continue to provide critical social supports and to enable and support online activities and to allow for changes to premises and spaces to provide for social distancing. In addition, a number of groups were approved funding to embrace the 'Keep Well' campaign, enabling their participation in the campaign which focuses on the themes of staying connected, switching off and being creative and minding your mood.

#Keepwell Campaign

During October 2020, the 'Keep Well' campaign, which is a cross-Government wellness campaign was launched by An Taoiseach, Mícheál Martin, TD. The aim of this campaign is resilience in the months ahead, as we look towards living with Covid-19. It's important to mind yourself and your physical and mental well-being. This campaign, funded by Sláintecare and led on by Healthy Ireland, involves a wide range of supports for this time – across sports, creativity, connectedness, eating and community outreach. A range and number of initiatives and programmes were

supported and funded under the Community Resilience Fund in line with the national “Keep Well” campaign. Further information on all these activities is available on www.galwaycity.ie/wellbeing.



Mayor's Awards

The Mayor of the City of Galway, Councillor Mike Cubbard, presented the overall Galway City Volunteer of the Year 2020 award to Clodhna McDonald for her dedication and support to the Galway Special Olympics Young Athletes Club as part of the 17th Annual Mayor's Awards for Galway City, which were held under different circumstances during 2020 due to Covid-19 restrictions. Overall, there were 11 category award winners who were presented with a beautifully handcrafted wooden plaque, made by local Galway wood turners Ambrose & Bríd O' Halloran, from Mayor Cubbard on 26th June 2020 at Leisureland, Salthill. Over 130 individuals and groups, who were nominated across all categories, received certificates from the Mayor in celebration of voluntary activity in community life in the City. The Awards are organised by Galway City Council to acknowledge outstanding people and organisations that, through their commitment to participating in unpaid community and voluntary activities, have had a significant impact on the quality of life of their communities in Galway City. The recipients in each of the award categories were:

Arts, Culture, Heritage & Cúrsaí Gaeilge Award: Volunteers of Westside Arts Festival in recognition of their dedicated voluntary contribution to promote and celebrate the spirit and people of Westside through the arts.

Special Recognition Award: Galway 2020 Wavemakers, in recognition for their time and services assisting in preparation for Galway European Capital of Culture 2020.

Residents & Local Areas Award: Lower Salthill Residents Association for their dedication in leading and supporting the residents in Lower Salthill and the surrounding areas.

Community Service & Social Inclusion (Individual) Award: Lorraine Lally, for her commitment to highlighting epilepsy awareness.

Community Service & Social Inclusion (Group) Award: Claddagh Watch for their commitment to being there with support at a time when people are at their most vulnerable and in need of support.

Older Volunteer of the Year Award: Joan Kavanagh, in acknowledgement of her many years of commitment in various different roles in all aspects of life across a wide range of voluntary charity organisations in Galway.

Environmental Sustainability Award: Dan Clabby, in recognition of his dedication and commitment to improving the environment around him.

Sports Volunteer of the Year Award: Michael Murphy, in recognition of his voluntary activities and dedication to West Utd. FC Galway.

Children and Youth Support Award: Real Action Kids Club, for their dedication and energy in recognition of supporting children who are living in Direct Provision in Galway.

Young Volunteer of the Year Award: Jakub Kostanski, for his dedication in supporting youth activities in a number of roles including the Westside Arts Festival committee, Order of Malta, Galway City representative on the National Executive Council for Galway City Comhairle na nÓg.

Galway City Council Volunteer of the Year Award: Clíodhna McDonald, for her dedication and support to the Galway Special Olympics Young Athletes Club.

Galway City Local Community Development Committee (LCDC)

The Galway City LCDC was established for the purposes of developing, coordinating and implementing a coherent and integrated approach to local and community development. The Galway City LCDC has 15 members drawn from the public and private sectors. The membership brings together the skills of people actively working



in local development and community development with local authority members, officials and state agencies to implement a joined up, cross sectional approach to local and community development in Galway City. During 2020, there were some changes in the membership of the LCDC, following the resignation of some members, in addition to the appointment of new members. During 2020, Galway City LCDC held 6 meetings, with 4 of these meetings held online in line with Covid-19 restrictions. In early 2021, Galway City LCDC prepared and adopted its Annual Report for 2020 which outlines progress in respect of the various LCDC functions over 2020, within the context of the COVID-19 pandemic including a review of progress generally, details of meetings held, implementation of the Local Economic and Community Plan and details of the oversight, management and collaboration in relation to public-funded programmes under the LCDC's remit. A copy of the report can be viewed at the following link <https://www.galwaycity.ie/lcdc>.

The Public Sector Equality and Human Rights Duty

The Public Sector Equality and Human Rights Duty places a statutory obligation on public bodies to eliminate discrimination, promote equality of opportunity and protect

the human rights of those who they provide services and staff when carrying out their daily work. It puts equality and human rights in the mainstream of how public bodies execute their functions.

A conference 'Enhancing Public Service: the potential of the Public Sector Equality and Human Rights Duty' was held on the 31st January 2020 in the Harbour Hotel. The conference shared learnings from the Galway City LCDC project and the work of member organisations, disseminated and discussed the tools developed and provided an opportunity for other stakeholders to share their perspectives, experiences and ideas on the most effective implementation of the Duty. As part of the conference, the Implementation Manual which was developed as part of the Galway City LCDC was launched. This manual contains a series of tools developed to support our own work and that of member organisations in implementing the public sector equality and human rights duty.



Social Inclusion and Community Activation Programme (SICAP) 2018-2022

The Social Inclusion and Community Activation Programme (SICAP) 2018-2022 provides funding to tackle poverty and social exclusion through local engagement and partnerships between disadvantaged individuals, community organisations and public sector agencies. In Galway City, the LCDC is the contracting authority and its role is to manage and administer the programme, which is delivered at a local level by Galway City Partnership.

SICAP 2020 & Annual Planning for SICAP 2021

In early 2021, the LCDC SICAP subgroup completed the annual performance review



of SICAP 2020, which was approved at the LCDC meeting in February 2021. The annual performance review was completed in line with a standardised process as set out by Pobal and noted the satisfactory performance of Galway City Partnership on the delivery of SICAP during 2020, in line with the budget of €668,942. The review highlighted the overachievement of key performance indicators (KPIs), a good level of targeting with all target groups and areas of good practice. The review also identified challenges, barriers and needs which

still need to be addressed. Among the challenges identified was the impact of Covid-19 on the delivery of SICAP and it was noted how Galway City Partnership had adapted to these challenges to meet and exceed targets as set out.

Despite Covid-19 and the challenges this brought with it, Galway City Partnership exceeded their programme targets set for both individual and local community group support, through a range of different measures implemented and supported by staff. Over 700 adults and 53 groups availed of SICAP supports; with an additional 700 children engaging in activities. Some examples of collaborative work specifically responding to Covid-19 included the preparation and delivery of 600 summer window boxes for older and vulnerable people living in our communities; 100 Care packs distributed to older people who were primarily identified through the Community Call

Helpline; purchase and ongoing use across the City of 24 ACORN smart tablets, designed to support the digital needs of older people.

For SICAP 2021, the annual planning process commenced during October 2020 as required in line with Pobal requirements. The annual budget for 2021 was confirmed at the same level for 2020, with revised programme targets agreed for 2021 based on experiences in working within the Covid-19 environment in 2020 and also given the expectation that Covid-19 will also be prevalent in 2021. As expected and as a result of Covid-19 and associated needs emerging from the pandemic, the Annual Plan 2021 saw a slight shift in focus towards addressing these local needs.

Community Enhancement Programme (CEP) 2020

Galway City Council, on behalf of Galway City LCDC administered the Community Enhancement Programme (CEP) 2020, in line with the funding allocated by the Department of Rural and Community Development (DRCD) in the amount of €55,368. Following an open call for applications, a wide range of local community groups and organisations in Galway City were approved grants. In total, 25 projects were approved funding for a variety of capital projects that enhanced facilities in disadvantaged areas, targeted appropriately towards the areas that needed it most. Galway City LCDC gratefully acknowledges the funding received from the DRCD under the programme for 2020.

Community Enhancement Programme 2020 for Community Centres and Community Buildings

During August 2020, Galway City Council, on behalf of Galway City LCDC administered the above programme in line with the funding allocated by the Department of Rural and Community Development (DRCD) in the amount of €109,412. Under the programme, capital grants were provided towards the maintenance, improvement and upkeep of community centres and community buildings, in addition to adaptations or equipment needed as a result of Covid-19. The funding was made available under the Government's July stimulus package and was targeted at measures that stimulate local economies, while enhancing facilities in disadvantaged areas across Galway City. In total, 20 projects from across the City were approved funding for a variety of capital projects that will enhance facilities in disadvantaged areas, targeted appropriately towards the areas that need it most. Galway City LCDC gratefully acknowledges the funding received from the DRCD under this programme for 2020.



Galway City Local Economic & Community Plan (LECP) 2020-2021

Following a considerable amount of work done during quarter 4 2019 on the review of actions in the Galway City Local Economic & Community Plan (LECP) 2015-2021, Galway City LCDC and the Economic, Community and Cultural Development SPC agreed the Implementation Plan for 2020-2021 as presented. This two year implementation plan covers the final period of the Galway City LECP, organised around the 5 high level goals with nine flagship initiatives (actions) and 10 seed initiatives (actions) identified.

The LECP Steering Group at their June 2020 meeting discussed the approach to be taken with regard to the LECP implementation plan, particularly with regard to Covid-19 and the impact on organisations, groups and communities and their response to issues and challenges experienced as a result of lockdown and restrictions. All lead partners were contacted for their update on the respective actions in order to gain a collective understanding on how their organisation or group were leading out on the implementation of their action, whilst also taking into account the difficulties and challenges that the Covid-19 pandemic created. In addition, it was agreed to invite lead partners to present to LCDC meetings on the implementation of their action(s) and this is ongoing. A summarised progress report on the LECP Implementation Plan 2020-2021 may be viewed on [GalwayCity - Local Economic and Community Plan \(LECP\)](#). The progress report is a living document and will be updated on a continuous basis as work across the range of actions develops.

Galway City Community Network/PPN

Galway City Community Network (GCCN) is the Public Participation Network in Galway City. For GCCN, the first part of the year was strongly focused on the response to Covid-19, followed by a gradual return to the core GCCN activities. GCCN worked closely and collaboratively with Galway City Council in a number of areas, including supporting the Covid-19 Community Response Forum. GCCN continued to work on the implementation of the Local Economic & Community Plan in collaboration with a range of partners. GCCN and Galway City Partnership received funding from Galway City Council to support 5 of the LECP actions and appointed a Coordinator to coordinate these actions. GCCN was also successful in its application to the Irish Equality and Human Rights Commission to further progress the work on the Public Sector Duty in Galway City, again in the context of the relevant LECP action. GCCN actively collaborates with several groups, agencies and organisations such as Healthy Galway City, Galway Age Friendly Alliance, #EqualityVotesGalway, Access for All and the Galway Environmental Network.

In 2020, GCCN continued to engage and register members onto the GCCN database in compliance with the GDPR regulations. On 31st December 2020, there were 144 member groups and organisations registered with GCCN. GCCN held 2 induction meetings in 2020 remotely on Zoom. These workshops provided an introduction to GCCN – history, GCCN values, structures and processes. A diversity of communities, including communities experiencing disadvantage, are consistently encouraged to get involved in GCCN and are proactively targeted for these induction workshops. The

main GCCN representatives' elections were held in 2019. In 2020, 2 GCCN representatives on the LCDCC completed their term and were replaced by 2 new representatives elected at the plenary meeting held in September 2020. In 2020, GCCN organised training on negotiation and representation for current GCCN representatives and potential future GCCN representatives. Ongoing support was offered to all GCCN representatives. Communication and information sharing are critical areas of work for GCCN given the need and importance to keep members informed and up to date in various areas. This includes dissemination of information through social and digital media, emails and on the GCCN website. In 2020, alongside the regular newsletter and communications, GCCN circulated Covid-19 related information and updates to all member organisations on behalf of HSE, DRCD and other official sources. GCCN also launched a communications campaign aimed at creating a new public database for anyone in Galway City to receive the official Covid-19 related communications. Additionally, a new Covid-19 related webpage was created on the GCCN website displaying the information received from official sources. Representing the views of GCCN members on policy development at local, regional and national level is a critical area of work for GCCN. We actively encouraged and facilitated engagement in relation to making policy submissions throughout 2020 with submissions made on the draft PPN handbook review; draft Galway City Arts Strategy 2020-2025; GCCN submission on Galway City Speed Limits Review 2020 amongst other.



Healthy Galway City

In 2020, Healthy Galway City worked in partnership with key stakeholders to implement actions funded under Round 3 of the Healthy Ireland Fund. During April 2020, at the request of Pobal and the Department of Health, the Healthy Galway City programme of work was reviewed to ensure that proposed actions and activities were realistic and achievable in the context of Covid-19.

Action 1. Healthy Eating in the Community: The development of the online Healthy Food Made Easy programme was completed and piloted with 5 trained HFME leaders in December 2020, with a view to rolling out this online programme in communities in early 2021.

Action 2. Addressing Barriers to Physical Activity: 4 of the scheduled physical activity programmes under this action were completed by the end of 2020. These included the Great Western Cricket programme, the Irish Wheelchair Association Chair Yoga programme, and Galway Sports Partnership's Community Sports Hub Come & Try Sports programmes in Ballybane and Doughiska.

In response to Covid-19, and to promote daily physical activity at home among older adults who were cocooning, an exercise leaflet developed by HSE Physio Services was adapted for use in Galway. This was a joint initiative of Healthy Galway City and Healthy Galway County, in partnership with Galway Sports Partnership. During 2020, 3,000 leaflets were distributed to older people living in Galway City.

In partnership with Galway City Council, Galway Sports Partnership and CYPSC Galway, 450 activity packs were prepared, and distributed to disadvantaged families across Galway City. The packs were distributed to coincide with National Play Day on 4th July 2020 with the view of encouraging physical activity during the summer months.

Action 3. Towards a Tobacco Free Galway City: Plans were progressed for the implementation of Not Around Us in 4 pilot sites by the end of 2020-early 2021. Signage was ordered for installation once restrictions ease and leaflets and posters were designed and printed. Galway City Comhairle na nÓg worked with a videographer to develop a promotional awareness video for the campaign, with the official launch of the campaign and roll out taking place in in early 2021.

Action 4. Community Sexual Health Education Programme: In 2020, Sexual Health West focused on supporting a number of key groups facing significant issues regarding their sexual health. These included the Traveller Community, LGBT+ Community, those living in Direct Provision and the Disability Sector. In light of Covid-19, Sexual Health West have restructured the programme and have developed sexual health learning modules via video for target groups, in addition to the delivery of 20 community programmes. All online resources developed may be used on an ongoing basis and will add a multimedia dimension to community sessions once in-person delivery can recommence.

Action 5. Towards a Healthy LGBT+ Community: Throughout 2020, the Teach Solais Coordinator engaged with the LGBT+ Community to identify and deliver a range of physical activity programmes to meet their needs. A number of programmes were delivered during the year including Yoga, Beginner and Intermediate Running Groups, High Intensity Interval (HIIT) training session, Beginners Fitness classes and Advanced HIIT classes – streamed live via Teach Solais Instagram.

Community Mental Health Fund Action: A considerable amount of work was progressed on the development of Cultural Competency training for Mental Health professionals in collaboration with Amach, Galway Traveller Movement and BRIDGE. Mental Health workshops for the LGBT+ community were adapted for online delivery and commenced via Zoom during November 2020. The Nature for Health programme was delivered in Merlin Woods during late 2020.

Community Mental Health Fund (CMHF) Small Grants Scheme: The total allocated to Galway City LCDC under this grant scheme was €30,000. A further €10,000 in additional funding was also made available by Galway City Council in support of the grant scheme. In total, 15 projects were approved funding by Galway City LCDC in December 2020.



Community Engagement: Healthy Galway City merchandise was distributed through the Community Sports Hub, Galway City Partnership and the Safefood CFI family cooking projects. Healthy Galway City pedometers and exercise leaflets were also available through the Community Call Helpline. To find out more about the work of Healthy Galway City, access trusted health and wellbeing information and resources and keep up to date with health and wellbeing activities, programmes and events visit www.healthygalwaycity.ie.



Safefood CFI – Family Cooking Project: In partnership with Foróige, GRETB and Tusla Family Services, 28 families from Ballinfoile, Doughiska, Ballybane and Carrowbrowne were supported to cook and eat healthy meals together during the winter months. This programme began in November 2020 and ran for 4 weeks. Each family received a pack including a Healthy Galway City bag and pen, a 101 square meals cookbook and adult and child friendly portion plates. In total 86 families have benefitted from the Safefood cooking project in 2020.

Creative Ireland Positive Ageing and Wellbeing Challenge – Creative Workshops for Older People

Due to Covid-19 restrictions, it was not possible to deliver the Creative Workshops for Older People in person as originally planned. To overcome this, a local artist was engaged to facilitate these workshops from the safety of their own home utilising technology. The main objectives of the workshops remained the same, to enhance the mental and physical wellbeing of older people through the medium of the arts and to help to combat social isolation and loneliness of older people in Galway City during the winter months.

Galway Age Friendly Programme

The Galway Age Friendly Alliance met twice during 2020 to discuss and advance a range of issues and areas of work in line with the work programme. Throughout 2020, regular email communication updates issued to both the Alliance and to the Galway Older Persons Council on Covid-19 related supports, events and initiatives, funding opportunities and a detailed report of innovative practices and initiatives taking place around the country in response to Covid-19. This report concentrated largely on the efforts at community response level and showcases over 300 initiatives nationwide. An Age Friendly Housing Technical specialist is now in place through the Housing Department, following the national launch of this in December 2020. This member of staff assigned this role will act as the key point of contact for matters relating to age friendly housing technical queries, specifically around designing for life and universal design principles.

During October 2020, HSE Health & Wellbeing provided funding support to each local authority through Age Friendly Ireland for the provision of digital supports for older people through the purchase of age friendly tablets. Funding in the amount of €3,225 was provided to Galway City Council to purchase 6 ACORN smart tablets, designed

to support the digital needs of older people which were delivered to a number of residential care homes in Galway City.

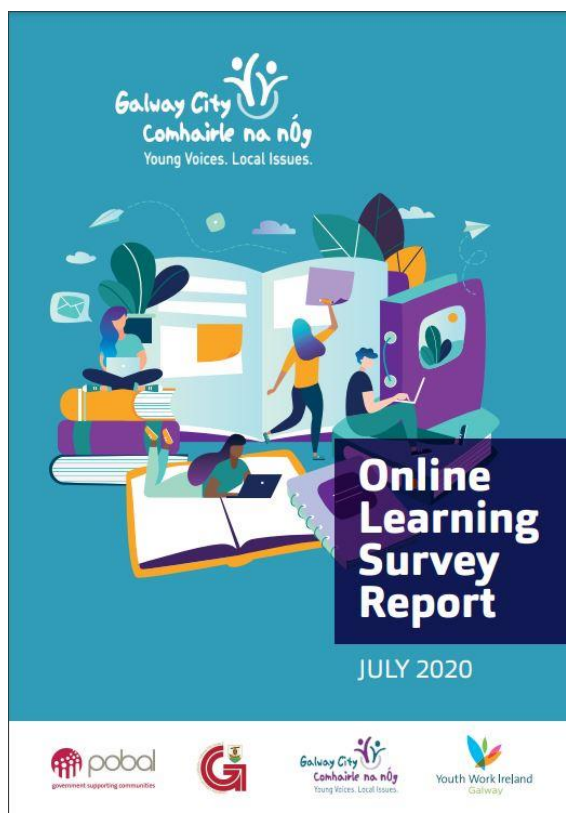
Galway City Comhairle na nÓg

Galway City Comhairle na nÓg is a Youth council for young people 12-17 years living or in education in Galway City. The committee have been working online since late March 2020, following the Covid-19 pandemic and progressed a range of activities in line with their chosen topic for 2020 which was Mental Health. They reached out to young people and continued to work on the topic. They designed a survey to explore how online school was for students and its impact on their feelings of wellbeing. They also wanted to identify what supports they had and what they needed during this time. In July 2020, Galway City Comhairle na nÓg launched their report on online learning survey, which over 200 young people participated in and you can view the full report here <https://www.comhairlenanog.ie/wp-content/uploads/2020/07/Online-Learning-Survey-Report.pdf>.

Comhairle members promoted positive mental health messages on the Galway City Comhairle na nÓg social media platform. They were also very active in sharing national and local advice on Covid-19, key messages for young people on keeping safe and well; wearing face coverings and social distancing. During the year, an art analysis competition was designed to promote positive mental health messages and ways in which young people can support their mental health. Comhairle members received support from both the Arts Officer in Galway City Council and the Suicide Prevention Officer, HSE to design the competition and assist with the judging entries. In line with guidance, Comhairle na nÓg AGM took place online using Zoom on 11th November 2020, with 44 young people attending representing 10 of the 11 City schools and one youth group from Galway Traveller Movement. The committee agreed to continue their work on Mental Health during 2021 with the focus being on mental health in school, workshops with professionals, and better support in schools.

<https://www.comhairlenanog.ie/local-comhairle/galway-city/>.

Finally, the Department of Children, Equality, Disability, Integration and Youth approved funding in the amount of €€3,594 under a once off ICT Capital Funding Scheme for Comhairle na nÓg to support ongoing delivery of Comhairle na nÓg. This



funding approved was for ICT Hardware to support the development and implementation of a blended and in person approach, in keeping with government guidelines. This will enable a potential increase in the number of young people who can participate and will also improve the reach and retention of Comhairle members.

Africa Day 2020

Africa Day, designated by the African Union as an annual celebration for the continent's unity, fell on 25th May 2020 and celebrations to mark the day occur across the globe. Despite the postponement of funded events due to the current Covid-19 restrictions, Galway City Council, in partnership with the Africa Day Team at the Department of Foreign Affairs and Trade, celebrated the day virtually, on both local and national social media channels, including Facebook, Twitter and YouTube.

Galway City Joint Policing Committee

Galway City Joint Policing Committee (JPC) aims to develop greater consultation, co-operation and synergy on policing and crime issues between An Garda Síochána, Galway City Council, Community Representatives and Elected Local Representatives. During 2020, the JPC continued to take a strategic approach to its work in addressing local issues collectively and strategically in what has been the most challenging of years on record due to the impact of Covid-19 and the major uncertainties this has caused, and likely to continue into the year ahead. Throughout 2020, the consistent message from An Garda Síochána about the need for a balanced and graduated approach to policing the Covid-19 public health crisis through the use of the 4 E's – engage, explain, encourage and enforce in the context of the dangers posed by the Covid-19 pandemic was very much welcomed.

As we moved through the levels of restrictions as set out in the National Framework for living with Covid-19, the extent of engagement and support by all members of the JPC across many elements of the City's response to Covid-19 should be noted. Increased policing activity in terms of the Operation Fanacht checkpoints, ongoing outreach to vulnerable persons and victims of abuse through Operation Faoiseamh are just two to note. Communities have expressed appreciation for the responsiveness of the Garda Síochána in meeting the needs of members of the community as the country moved from and through the various levels of restrictions during 2020. During 2020, there were some changes in the membership of the JPC, following the general election, in addition to the appointment of new members. The Galway City JPC convened online on 3 occasions during 2020, with additional meetings of the JPC Sub-committees taking place online. A number and range of collaborative initiatives were delivered on during 2020, focusing on the safety of all road users in Galway City; enhancing community safety responses with a view to crime prevention; antisocial behaviour and supporting community engagement models of best practice.

In early 2021, Galway City JPC adopted its Annual Report for 2020, which outlines the work done during 2020 to achieve its objectives, in addition to highlighting areas of

collaboration and meetings held during the year. A copy of the report can be viewed at the following link <https://www.galwaycity.ie/jpc-meeting-downloads>.

LCDC	Galway City
Chairperson	Elaine Harvey (Trade Union)
Chief Officer	Caitríona Morgan

Statutory Interests		
Sector	Name	Organisation
Local Authority Elected Members	Councillor Martina O'Connor	Galway City Council
	Councillor Owen Hanley	Galway City Council
Local Authority Officials	Brian Barrett	Galway City Council (CE Nominee)
	Breda Fox	Local Enterprise Office
State Agencies	Anne O'Neill	Health Service Executive
	Eithne Nic Dhonnachadha	Galway Roscommon Education & Training Board
	Regina Higgins	Department of Employment Affairs and Social Protection
Non Statutory Interests		
Sector	Name	Organisation
Community & Voluntary Interests	James Coyne	Galway City Community Network (GCCN)
	Lorraine Grimes	Galway City Community Network (GCCN)
	Fiona Jennings	Galway City Community Network (GCCN)
	Maria Molloy	Galway City Community Network (GCCN)
	Niall Ó Brolcháin	Galway City Community Network (GCCN)
Trade Union	Elaine Harvey (Chairperson)	Trade Union
Employers/Business	Frank Greene	Galway Chamber
Local Development	Declan Brassil	Galway City Partnership



Galway Sports Partnership

2020 has been a year of challenges for everyone throughout Galway and the country. The situation has had many negative effects on sport and participation in physical activity, as well as some positive ones. The network of Local Sports Partnerships (LSPs), working with Sport Ireland, came together to keep people as active as possible over the various periods of restrictions.

GSP supported the development of four Activity booklets: Older Adults Home Exercise Programme, National Be Active Day 28th

June and Activities for All, and working with Healthy Galway City & Healthy Galway County the Simple Exercises for You to do at Home (5000) that targeted older adults. These booklets were distributed to households and residential facilities to encourage people to be active during lockdowns. These booklets were supported by online activities including teenage fitness, Men on the Move, HIIT programmes and more. GSP supported national programmes being delivered by Siel Blue, Age & Opportunity and a number of the National Governing Bodies of Sport to promote on live physical activity classes.



Programmes and Events

2020 started out well with our normal Operation Transformation walks. This year we had a leader in Shane Farrell. Hundreds of people turned out to join Shane on our annual 5k OT walk on the Prom. This was one of 10 walks around Galway. One positive of the initial restrictions is that many people had time to attend online training courses. Sport Ireland produced a Covid-19 safety training for sports leaders that we promoted and our Safeguarding 1 (Basic Awareness) and Safeguarding 2 (Club Children Officer) courses were delivered throughout the year. We delivered one Safeguarding 3 (Designated liaison Person) training before restrictions were introduced. We also delivered a workshop with Galway Volunteer Centre on Recruiting and Retaining Volunteers on June 30th for clubs in Galway.

As part of National Play Day (4th July), and in conjunction with the Recreation & Amenity section, the Children's & Young People's Services Committee, Healthy Galway City and the Department of Children & Youth Affairs we supported 450 children and their families to be active through the provision of play packs. The packs were targeted towards disadvantaged communities including those in Direct Provision Centres and halting site residents.

Funding

€130,000 was shared between 50 clubs under the Sports Club Grant Scheme for 2020. Amounts between €2,800 and €3,500 were allocated to 35 out of the 50 clubs. A further 11 groups/clubs were allocated funding under the Minority Sports and Activity Fund of €22,000. The Covid-19 Small Grants Scheme (Sport Ireland), a nationwide

scheme, was administered at a local level by Galway Sports Partnership. The scheme was to support clubs in alleviating some of the costs of operating during Covid-19 restrictions. Maximum fund per club was €1,500. Galway received €126,036.73, for which 113 applications were received. 10 were funded through their NGB, 3 did not meet the criteria and 100 clubs received various awards, of which 35 were City-based with clubs receiving €42,350.94 in total.

Ballybane/Doughiska Community Sports and Physical Activity Hub (CSPAH)

CSPAH has supported locals in Ballybane and Doughiska in keeping active during Covid-19 restrictions, with an array of activities linking with a variety of partners. With over 25 programmes and activities, CSPAH has been busy throughout 2020. Programmes included:

- Active Homework Club, partnering with St. Vincent de Paul
- Youth Volleyball programme with local schools
- Capoeira programme
- Come 'n' Try sessions with various local sports clubs funded by Healthy Galway City
- Summer camps, partnering with St. Vincent de Paul
- Workshops & Nature events with ARD Youth Development Worker and the Department of Justice & Equality
- Online dance workshops
- Girls Fit Teens programme
- Mindful Yoga programme with Foróige Eastside
- Well-Being for Young People programme linked with schools and youth services
- Buggy Buddies programmes carried out in 6 week blocks the programmes started out in person and the continued online as restrictions were implemented



restrictions started.

- Men On The Move programme for men over 35
- Senior Circuits for adults over 50 years old
- Operation Transformation Walks
- Nature for Health programme
- Weekly Social Badminton programme before the
- Bike week family event
- European Week of Sports activities
- Ballybane Urban Walking Route.



FAI Galway City Football Development Officer

The FAI Development Officer's remit involves Social Inclusion, Football For All, Intercultural, Schools, Education, Women's Football, Player Development and Club Development. Though 2020 saw a major disruption to the playing season, work continued in many clubs to upskill coaches and administrators, along with keeping kids active when face to face training was allowed. Where possible, education and training programmes went online.

Programmes delivered in 2020 include:

- Kick Start 2 Recovery – a weekly programme with support from the Occupational Health Department in the HSE to deliver football sessions for adults with Mental Health challenges.
- Social Inclusion Week and UEFA Grassroots week – a Football For All session was for children with visual impairment.
- Primary School 5s Competition was delivered over 5 days with sections for small, medium and large schools.
- The following education courses were also delivered in person and online, depending on restrictions in place at the time:
 - PDP 1
 - 9v9 Workshop
 - National D License
 - FAI Safeguarding 1
 - FAI Safeguarding 3
 - GK D License
 - UEFA B (assessments)



Community Support

During 2020, the FAI Football Development Officer worked with Boots pharmacy to provide support to the members of the community who were unable to visit a pharmacy for products.

Galway City Rugby Development Officer

The main areas of work for the Rugby Development Officer in 2020 were Social Inclusion, schools and disability rugby, along with education and training for coaches and administrators.



Primary Schools

The Aldi Play Rugby (non-contact rugby) programme was delivered to 6 schools (Coláiste Éinde, Scoil Bhríde Shantalla, Knocknacarra Educate Together NS, Scoil Naomh Éinde, St. John The Apostle and Tirellan NS), across Galway City with over 400 children participating. After school programmes were also delivered with pupils from Scoil Naomh Éinde and Scoil Bhríde Shantalla, linking with Galway Bay RFC.



Secondary Schools

Sessions were delivered to over 100 secondary school students. These students participated in various events, including competitions and Aldi Play Rugby for secondary schools programme.

Local Youth groups

A non-contact introduction to rugby programme with Youth Work Ireland was delivered to local children between 10 and 16 years in Westside Sports grounds, as well as a programme with Youthreach, delivered in Mervue Community Centre with participants between the ages of 15 and 20 years, with over 20 taking part.



Inclusion Rugby

Working with Lakeview School, a visit to Connacht Rugby Sportsground was arranged, where they got a tour of the facilities and met some of the Connacht Rugby players and staff.

Aldi play rugby sessions had been organised, but due to Covid-19, these sessions had to be rescheduled.

Coaching Courses

There have been three coaching courses delivered this year with over 60 coaches in attendance.

- Children Coaching Course minis
- Youth Coaching Course 15-a-side game
- Senior Coaching Course 15-a-side teams

Club Development

Coaching workshops were held in partnership with NUIG, Galway Bay FM, Galwegians and Our Ladies' Boys Club, to deliver coaching workshops and position specific training sessions. The 'Rugby for Children' programme was put in place so coaches had a step by step guide on how to conduct their training session in an enjoyable way for both them and the children. These training sessions are for kids between the ages of 6 and 12. Both Galwegians and Galway Bay Rugby Club

participated in this programme. Clubs were also supported in with future development and administration areas.

Youth Talent Programmes

Part of the role of the Rugby Development Officer is to support Connacht Rugby talent programmes that help improve the skills of all

players around the City. Regional development sessions were held weekly, where male and female players from local clubs were invited to attend training sessions to help them develop their rugby skills, as well as strength and conditioning. Over 100 players attended the session during the year. Throughout the year, the rugby development officer worked alongside other Connacht rugby coaches to deliver position specific training sessions for boys in the talent identification pathway and the women's emerging talent programme. Sessions were held in the Sportsground on a monthly basis to help progress over 120 local players on to the next level of their personal development.





Environment & Climate Change

The objective of the Climate Change and Environment section is to protect, enhance and conserve the natural environment of our city, to provide leadership in climate action and to develop and promote high quality recreational, leisure and amenity facilities to improve quality of life.

Provision of Waste Management Services and Supports

The Covid-19 pandemic significantly impacted on the services provided by the Environment and Climate Change section in 2020. A number of services and projects had to be ceased and/or deferred which resulted in a reduced programme for 2020.

Landfill Operation and Aftercare

Restoration works and monitoring of the Carrowbrowne landfill site continued in accordance with the conditions of the EPA licence, with ongoing infrastructure upgrading and renewal as required.

Recovery and Recycling Facilities

The Civic Amenity Facility in Liosbaun Industrial Estate continued to operate free of charge to domestic householders, where possible. The facility was closed for a number of months during the 2020 period, due to Covid-19 restrictions.

Bring Centres

2,450 tonnes of glass was deposited in bottle banks throughout Galway City in 2020. A total of 309 tonnes of textiles were deposited in textile banks throughout Galway City in 2020. Bring Centres are located at 12 locations throughout the City.

Composting Facility

The use of the composting facility at Carrowbrowne ceased in 2014. A proposal to lease this facility was approved in 2019 by Council for an initial 5 year period with an option to extend the lease by a further 5 years on agreement of both parties. This lease is currently ongoing and is proving a vital return of income.

Bulky Goods Collection

167 bulky items such as furniture, carpets and beds and 13 electrical goods items were collected. Galway City Council received funding through the Anti-Dumping Initiative Scheme to support a Bulky Goods co-ordinated event with Galway County Council, held at Barna Recycling facility. 185 users deposited 26 tonne of bulky good items at the facility at a cost of €7,718.

Hazardous Waste Collection

Galway City Council were unable to facilitate a Household Hazardous Waste Disposal Event in 2020 for health and safety reasons due to Covid-19 restrictions.

Monitoring and Managing Waste Enforcement

RMCEI – Recommended Minimum Criteria for Environmental Inspections

The RMCEI Plan was submitted to the EPA in February 2020 and set out the environmental inspections to be undertaken by Galway City Council. The objective of the Plan was to identify and prioritise the enforcement activities for the year so that the Council can effectively and efficiently comply with its obligations under all environmental legislation. In their assessment of the Plan, the EPA reviewed environmental priorities, environmental outcomes and enforcement resourcing & plan review. Galway City Council was awarded an overall high rating on the Plan.

Connacht Ulster Waste Enforcement Regional Lead Authority – CUWERLA

Galway City Council liaise with the CUWERLA in relation to waste enforcement. The CUWERLA have responsibility for coordinating enforcement action within the Connacht Ulster Region and setting priorities and common objectives for waste enforcement in the Region.

Community Warden Service to the Environment section

The Community Wardens assist in investigating complaints made by the public. They also assist in the prosecution of individuals under the Waste Management and Litter Pollution Acts and report on Derelict Sites throughout the City. The Wardens are also involved in litter surveys, including those associated with the National Litter Monitoring Survey.

Waste Enforcement

Galway City Council continued to monitor compliance with and enforce waste regulations under the Waste Management legislation. The Council included the National Waste Enforcement Priorities for 2020 issued by the DCCAE, Circular WP05/19, in its work programme for 2020 including Construction and Demolition Activity, End-of Life Vehicles (ELV) Directive, Waste Collection – Household & Commercial and Multi-Agency Sites of Interest. While Covid-19 restrictions impacted on physical in-person inspections carried out in certain sectors, additional remote inspections were carried out in other sectors where possible and appropriate.

Packaging: Waste enforcement work carried out by the Council under the 2014 Packaging Regulations (SI 282 of 2014) brought all known non-complaint major producers of packaging into compliance by means of Repak membership. There are 4 major producers of packaging registered for self-compliance with Galway City Council.

Vehicle importers: As a result of enforcement work carried out under the 2014 End of Life Vehicle Regulations (SI 281), all known car dealers importing used cars operating in Galway City are registered with the compliance scheme ELVES (End Life Vehicle Environmental Services).

Mercury Regulations: Galway City Council undertook extensive remote inspections of all known dental practitioners operating in Galway City during 2020. The European Union (Mercury) Regulations 2018 (SI 533 of 2018) place obligations on all dental practitioners in relation to Amalgam waste arising in the dental practice. Most were compliant with the Regulations, and follow-up work is ongoing with a small number. The Regulations did not apply to a number of practices inspected.

Segregation, Storage and Presentation of Waste Bye Laws

Galway City Council adopted Bye-Laws for the Segregation, Storage and Presentation of Household & Commercial Waste in 2019. The Bye-laws facilitate stricter enforcement of waste storage and bin presentation outside homes, while households now have to prove how they dispose of their waste or face fixed fines and possible prosecution. In 2020, Galway City Council established a register of households availing of a waste collection service, becoming only the second local authority in the country to do so. Information is received from the four waste collectors operating in the city on a quarterly basis. The properties were then mapped with Eircodes and matched with the City's Geodirectory to form an electronic register. The maintenance of the register will allow Galway City Council to strengthen its enforcement procedures relating to illegal dumping.

Environmental Awareness Programme and Initiatives

Green Schools Programme

All schools in Galway City are registered for the Green Schools programme, resulting in a number of educational facilities achieving Green Flag status. Assessment visits were carried out by the Council where possible in 2020. The purpose of an assessment visit is to experience a schools Green Schools programme, check that the seven steps of the programme as outlined by An Taisce have been implemented satisfactorily and also advise the School as necessary. Recommendations are then returned to An Taisce in relation to the award of a Flag. These renewal assessment visits happen every two years along with any new applications that may arise.

10 school visits were completed before April 2020 and 10 schools have successfully renewed their Green Flag status. The schools achieved flags in Litter and Waste, Water, Biodiversity, Global Citizenship Litter and Waste, Global Citizenship Energy, Global Citizenship Marine and Global Citizenship Travel. Due to Covid-19 restrictions and school closures, visits were suspended for considerable periods in 2020.

Anti-Dumping Initiative (ADI)

The 2020 ADI sought to reduce incidents of illegal dumping by providing funding for projects to tackle the problem using a collaborative approach involving local authorities, communities and other state agencies. Illegal dumping is first and foremost

a matter of individual responsibility and compliance with the law. 2020 was the 4th year of the Anti-Dumping Initiative.

Galway City Council was allocated €94,236 for four projects in 2020 including, a bulky goods collection event, educational awareness campaign in schools, installation of audio devices at 8 locations in the City and various clean-up and enhancement works throughout the City. Due to the impact of Covid-19 restrictions, there was a considerable increase in the incidents of illegal dumping in the City which was managed accordingly by the Litter Management Unit.

Co-Operation Ireland (IPB) Pride of Place Competition

This annual all-island initiative, which is hosted by Co-operation Ireland and sponsored by IPB Insurance, is run in conjunction with local authorities, north and south, and aims to recognise and celebrate the contributions made by communities and volunteers to society. Three groups were nominated to represent Galway City in the competition for 2020: Galway Contact, Westside Arts Festival and Galway Cycle Bus.



Mayor Mike Cubbard with representatives of **Galway Cycle Bus** which were runners-up in the Community Climate Action Initiative.

Westside Arts Festival took top spot in the Creative Place Initiative, with judges praising them for delivering a “very strong community event, which continues to grow and prosper. It maintains a focus on local artists and involves engendering pride in the creativity of the local community. It is making a significant contribution to Pride of Place in the area.”

Community Clean Up events

Covid-19 restrictions limited the extent to which volunteers were involved in large community clean-up events across a number of estates.

An Taisce Report – IBAL Anti-Litter League



An Taisce Report – IBAL Anti-Litter League, Round 2, 2020 Galway City Centre: 19th out of 37 towns and cities surveyed. Moderately Littered. An improvement, and a creditable result for Galway, which just failed to regain clean status. Just under half of the sites surveyed got the top litter grade. Some good examples of the top-ranking sites included residential area of Heather Grove, IDA Mervue Industrial

Estate/Business & Technology Park, Liam Mellows GAA Club, Lough Atalia Road Children's Playground and Bon Secours Hospital – what sets these and other top-ranking sites apart is that they were not just good with regard to litter but well-presented and maintained.

Local Agenda 21 Environment Partnership Fund Community Environment Action Fund

The Community Environment Action Fund promotes sustainable development by assisting small-scale environmental projects at local level. Eligible projects are those that support and complement, at a local level, national environmental policies such as those on Waste, Biodiversity, Climate Change, Air, Water and Sustainable Development. Due to Covid-19 restrictions, the projects not completed in 2020 were given an extension of time to 2021.

Local Authority Prevention Network (LAPN)

Galway City Council recognises the importance of waste prevention and reuse as waste management strategies and actively promote these over other waste treatment options. One such initiative which is operational in the city is An Mheitheal Rothar's



ReCycle Your Cycle. ReCycle Your Cycle is An Mheitheal Rothar's innovative bike recycling initiative. Approximately 20 bikes are scrapped at Galway City Council's Civic Amenities Centre every week. Under ReCycle Your Cycle, these bikes are taken back to An Mheitheal Rothar's workshop, where Tús scheme participants work on them, learning valuable cycle mechanic skills from An Mheitheal Rothar's bike mechanics. The

repaired bikes are then sold at affordable prices, raising funds for An Mheitheal Rothar's community work such as DIY workshops, where anyone can learn to fix their own bikes with the help of volunteer mechanics. So far, ReCycle Your Cycle has repaired and sold more than 150 bikes, saving around 1800kg of metal from being shipped overseas for smelting down and recycling, and providing hundreds of hours of training here in Galway City.

Community Service Order Initiative

In conjunction with the Probation Service, the Community Service Order Initiative carry out tasks in locations identified throughout Galway City. Tasks include litter picking, grass cutting, weed pulling and hedge cutting. However, the 2020 programme of works was suspended due to Covid-19 restrictions.

Amenity Grants

96 grants were awarded in 2020 to the value of €22,600.



Upcycle Challenge 2020

MyWaste.ie and the EPA once again challenged members of the public to unearth the imagination within and create something new out of something old...to breathe new life into an old or unwanted item or material. The challenge was to find something old and renovate it or turn it into something completely different but still usable. Blue Watch, Galway Fire

Brigade – saved three ‘retired’ ladders from the scrapyards and used them to make an outdoor seating area in the station yard.

Anti-Litter Awareness Fund 2020

Works on projects approved under the Anti-Litter Awareness Fund were delayed during 2020, due to the Covid-19 pandemic. As a result, funding approved by the Department of Communication, Climate Action and Environment was postponed to 2021. This money funds a range of anti-litter projects involving schools, community groups and businesses, including litter clean-ups and the children's art competition.

Tidy Towns National Competition & Galway City Tidy Towns and Garden Competition 2020

In 2020, competitions were cancelled in the interests of public health and safety, due to the ongoing Covid-19 pandemic

Litter Management Services



Operation of Street Cleaning

Street cleaning and litter management services continued to operate over a 7 days a week schedule. (Services were interrupted in March and April with the initial onset of the Covid-19 pandemic). The maintenance of a litter free city is a key priority for Galway City Council from a lifestyle, social and economic perspective.

Litter Management Plan 2018 – 2022

Under Section 10 of the Litter Pollution Act, 1997, a local authority is obliged to make



As per Litter Pollution Act 1997 and Amendments

March 2020

a Litter Management Plan. The plan sets out the objectives to prevent and control litter, implement enforcement, along with measures to encourage public awareness of litter in Galway City. It also sets out measures and arrangements by which the local authority intends to achieve these objectives. Implementation of the Plan continued in 2020 where possible but a number of services and initiatives were severely impacted by the Covid-19 pandemic.

Litter Fines

Litter fines are issued under the Litter Management Act 1997. In 2020, a total of 242 fines were issued. Total income received €19,155.

Derelict Sites

Galway City Council continued to actively engage with the owners of sites listed on the Derelict Sites Register, as well as other sites being monitored. The number of inspections on sites were lower compared to previous years due to the Covid-19 restrictions. Three Section 11 notices for demolition orders were served in 2020 on three sites: the former Connacht Laundry site, the former Corrib Great Southern Hotel site and the former Oasis site in Salthill. Demolition works were near completed by year-end on the former Connacht Laundry site. It is expected that the demolition on the remaining two sites will commence in 2021. The number of sites on Register at end of 2020 was 16. A total of €298,900 was levied on owners of derelict sites. All outstanding levies are pursued by the Councils Debt Collection Unit.

Water Quality and Safety, Air and Noise Pollution



Blue Flag/Green Coast Awards

An Taisce, the National Trust for Ireland, awarded the prestigious Blue Flag and Green Coast Awards to two Galway City beaches: Salthill and Silverstrand, in 2020.

The Blue Flag is operated in Ireland by An Taisce on behalf of the Foundation for Environmental Education (FEE). The Blue Flag

is one of the world's most recognised eco-labels. Beaches and marinas that achieve this award must meet criteria relating to water quality, information provision, environmental education, safety and beach management. At beaches, the bathing water must comply with the excellent standard in accordance with the 2006 EU Bathing Water Directive. The Blue Flag for beaches is only valid during the official bathing season and for one season at a time.

The Green Coast Award recognises beaches of high environmental quality. The award is for beaches which have excellent water quality, but which are also prized for their natural, unspoilt environment. Green Coast sites must be managed in partnership with the local community to be considered for this award.

Water Quality

Following review of the 2016 – 2019 dataset records of water quality at Ballyloughane beach, the EPA classified the quality of bathing water at this location for 2020 as poor. Bathing was therefore not permitted at Ballyloughane beach in 2020. The main cause of pollution was attributed to deficiencies in the sewer network as a result of cross connections in the catchment, and combined storm overflows (CSOs) upstream of the beach, which activate during heavy rainfall, and discharge through the surface water

outfall that is located in close proximity to the beach. Further inspection of the storm water sub-catchments will be carried out in 2021 to isolate the sources of pollutants into the surface water outfall.

Water Safety – City Centre

A total of 60 ring-buoy locations along the River Corrib and canals were inspected weekly and replaced by the Community Wardens Service as required. A Risk Assessment of water safety in the environs of the River Corrib was undertaken by the International Life Saving Federation of Europe in 2019. Its findings continue to be implemented with additional ring buoys and improved safety signage provided in 2020.

Waterways and Canals

Ongoing liaison with statutory stakeholders (National Parks & Wildlife Service, Inland Fisheries Ireland and the OPW) with regard to maintenance works on the waterways and canals continued in 2020. Specialist environmental consultants completed design works for works to carry out repairs and remove debris from the Distillery Channel siphon beneath the Eglinton Canal. It is programmed that these works will take place in the summer of 2021 and will be supported by funding from OPW. Scheduled minor works on the Claire River as a second phase of works was not progressed in 2020 due to the Covid-19 pandemic. It is proposed that these works will progress in 2021. The works involves masonry and culvert repairs and some minor desilting at that location. All works will be subject to appropriate environmental assessment and screening.

Air Quality Monitoring

A new air monitoring station (Suburban Background) at Ragoon Road was commissioned in late 2018. A full 365 days of PM10 daily samples were taken by the Public Analyst Laboratory Galway during 2019. There was no exceedance of the daily limit for PM10 of 50 µg/m³ recorded at Ragoon Road. Galway City Council continued to work with EPA to select suitable sites for two new air monitoring stations (Suburban Traffic and Urban Traffic) as part of the National Ambient Air Monitoring Programme. During 2019, 157 nr. NO₂ Diffuser tubes were deployed throughout Galway City in order to inform the site selection process.

Awareness and enforcement activities in relation to smoky coal regulations continued in 2020, including sampling and testing of coal products, where possible. Awareness and enforcement activities in relation to compliance of petrol stations with the air pollution (petroleum vapour emissions) regulations continued in 2020, with an improvement in the level of compliance and the number of certificates of testing issued.

Noise Action Plan

Noise pollution incidents were investigated on a case-by-case basis during 2020 and complainants advised as to the procedures to be followed under the Environmental Protection Agency Act. Galway City Council, being the designated Action Planning

Authority under Article 7 of the European Communities (Environmental Noise) Regulations 2018 (SI No 549 of 2018), made a Noise Action Plan 2019-2023 for sections of major roads in Galway City that experience a volume of traffic greater than 3 million vehicle passages per year. The plan excludes noise from domestic activities, noise created by neighbours and noise at work places.

Lough Corrib Navigation Trustees

The Lough Corrib Navigation Trustees are responsible for the maintenance of the Eglinton canal system, associated walkways, tow paths, lock gates and boundary walls, the maintenance of navigation aids and a limited number of piers on the Corrib system. The board met 4 times in 2020 where the agreed work programme was discussed, including the 2021 budget of €350,000. Works carried out in 2020 include cleaning and repairs to Kilbeg pier, maintenance of navigation markers and clean-up of the Claddagh Basin and lower Eglinton canal.



Climate Mitigation: Carbon Emissions and Energy Efficiency

Monitoring and Reporting of Energy Use

Galway City Council continued to work in partnership with the Sustainable Energy Authority of Ireland (SEAI), to monitor and report energy use across the organisation.

Galway City Council Energy Use (kWh) Total Final Consumption			
	2018	2019	2020
Buildings	7,841,986	7,716,958	7,276,186
Public Lighting	5,094,669	4,851,353	4,697,617
Transport Fuels	2,426,539	2,465,488	2,646,880
Other	296,269	243,160	229,259
Total	15,659,463	15,276,959	14,849,942

Reported energy use excludes domestic energy use at social housing stock and the provision of water services accounted for separately by Irish Water.

Energy Management and Targets

The Transport section upgraded over 2,000 public lights to LED lights in 2020 with estimated annual energy saving of 711,614 kWh (TFC) per annum and estimated reduction of 300 tonnes of CO₂eq per annum. Tenders were received in December 2020 for a 3 year framework for the upgrade of lighting in Galway City Council's public buildings with an initial contract for the upgrade of lights at City Hall to LED lighting. In

advance of establishment of a frameworks, 50 existing lights in City Hall were upgraded to LED lights with projected savings of 5,276kWh per year.

A total annual saving of 5,766,457kWh (total primary energy requirement) is estimated to have been achieved due to energy projects delivered by Galway City Council since the base year of 2009, including upgrades to public lighting and conversion of the heating of public buildings from oil to natural gas.

The target for Energy Efficiency Improvement at the end of 2020 is required to be 33% lower than the 2009 baseline. In 2019, the reduction was recorded at 31.6%. The provisional result for 2020 indicates a reduction of approximately 37%, which exceeds the 2020 target of 33%. Galway City Council continued to work in partnership with the Office of Public Works (OPW) with the Optimising Power at Work Scheme for City Hall and Galway Civic Museum. Display Energy Certificates (DECs) have been prepared for 9 Galway City Council public buildings that require DECs under the requirements of statutory instrument S.I. No. 243/2012 – European Union (Energy Performance of Buildings) Regulations 2012.

The DECs are operational building energy ratings determined based on the actual energy usage in the building. They are prepared on an annual basis and put on display in the building. The DECs' ratings are valuable in promoting energy awareness and benchmarking the energy performance of the buildings. Display Energy Certificates are required under legislation for public buildings that meet the following conditions; a building other than a dwelling, which is occupied by a public body, has a total useful floor area greater than 250 m², and is frequently visited by the public; a building other than a dwelling, which has a total useful floor area greater than 500 m², and is frequently visited by the public.

Building	Rating		
	2018	2019	2021*
Westside Community Centre	A3	A2	A2
Renmore Community Centre	A3	A2	A2
Ballinfoile Community Centre	--	A3	A2
Knocknacarra Community Centre	A2	B1	A3
Black Box Theatre	B2	B2	B2
Town Hall Theatre	B3	B2	B1
Leisureland	C2	C2	C1
City Hall	D2	D2	D1
Galway Museum	D2	D2	G

*The year of the display energy certificate is from the date of the certificate. The Display Energy Certificates 2021 cover the period of 1st September 2019 – 1st September 2020.

Climate Adaptation Strategy 2019 – 2024

A number of actions within The Climate Adaptation Strategy 2019 – 2024 were implemented in 2020. The Adaptation Strategy sets out 31 objectives for the adaptation of Galway City Council in response to potential impacts from the climate

risks of increased rainfall, sea level rise, strong winds, low rainfall and high temperatures, and low temperatures.

A Climate Adaptation Implementation Plan for the period September 2020 to September 2021 was prepared in 2020. The plan comprises of 30 Individual Action Plans prepared by relevant lead departments. The actions cover the areas of Governance, Critical Infrastructure and Buildings, Natural & Cultural Capital, Water Resources and Flood Risk Management and Community Services. Progress on the implementation of the Strategy is reported to the Climate Action Monitoring Group, a sub-committee of the Climate Change, Environment and Recreational Strategic Policy Committee, and comprises of elected members and sectoral representatives nominated from the SPC, together with officials from the Executive. The Group met

31 Adaptation Objectives
(68 Adaptation Actions)

49 Actions
(Short-Term)
1-5 years

19 Actions
(Medium-Term)
5-10 years

three times during 2020 on dates in February, September and November.



Galway City Flood Relief Scheme/CFRAMS

The Steering Group for the Galway City Flood Relief Scheme met 7 times in 2020. A tender process for the procurement of engineering and environmental consultants for the

Scheme was carried out in quarter 2 – quarter 3 2020. Subsequently, a contract was awarded to Arups in quarter 4 2020. The appointed consultants will assist Galway City Council and the OPW to bring the project through five distinct stages, namely:

- Stage 1: Options Assessment, Scheme Development and Design
- Stage 2: Planning & Development & Consent Processes
- Stage 3: Detailed Construction Design and Tender
- Stage 4: Construction
- Stage 5: Handover of Works.

The consultant brief includes for the development of an innovative Communications Strategy throughout the project to include communication with all major and minor stakeholders, elected representatives, interest groups and the general public.

Casual Trading

2020 was a very challenging year for the St Nicholas Market. The Market was initially closed in March, and reopened in May as per Government re-opening roadmap for farmers markets. Significant work was carried out to facilitate the successful operation

of the Market for essential food traders, which included provision of a one-way system, acquiring additional space in the adjacent school, engagement with the traders committee, setting out stalls on the ground and a queuing area, mapping out all the stalls with social distancing and allocating them to stall holders. A full return of the remaining craft traders commenced in July when additional space was secured in the adjoining school car park. The Market operated successfully for the remainder of 2020 operating for periods with only essential food retailers present. The regular Arts Festival & Summer Friday markets were cancelled. Licences were not advertised in April 2020 due to uncertainty regarding Covid-19 restrictions and existing licences due to expire in June were extended for 6 months.

Automated Public Conveniences (APCs)

APCs are provided by Galway City Council at the following locations: Blackrock, Ladies' Beach, Palmer's Rock, Millennium Playground, Eyre Square, and Earl's Island. The Palmer's Rock APC was closed due to it being at end of life. Tenders were received and evaluated and the replacement is due to be completed in 2021.

Provision of Dog Services

The Galway City Dog Pound handled 90 surrendered and stray dogs during 2020. The majority of dogs were reclaimed by the owners or rehomed by Galway City Council and voluntary dog organisations such as MADRA. Due to Covid-19 restrictions, the pound had to be closed to members of the public during level 5 and door to door inspections of dog licenses was suspended.

Fire and Library Services

Fire and Library services are operated and managed by Galway County Council, as a shared service on behalf of the City Council. Discussions continued between both authorities in relation to site identification for a new Fire Station in the City.

In line with Level 5 Covid-19 restrictions, the City Library on Augustine Street, Ballybane and Westside Libraries, the Schools Service and Local History and Archives were closed to the public for extended periods throughout 2020. eServices remained available at all times. Postal services for the visually impaired continued from Ballybane Library uninterrupted throughout the year, in conjunction with An Post. Together with Cope Galway, deliveries of books were facilitated from libraries to cocooners during the first lockdown and by library drivers during subsequent ones. Members of the public were advised to contact any library of their choice, not necessarily the one they use regularly or the nearest geographically for support on joining the library and/or accessing any of the online services available. Supporting the Keep Well Campaign, calls through the Community Call Helpline of Galway City Council were directed to Library staff for that 'someone to talk to' to stay connected and combat isolation.

A 'Contact and Collect' service for physical library items was introduced in line with public health guidelines for parts of 2020, together with limited browsing for a number of weeks, with strict limits on the numbers allowed into the library at any one time. Libraries were rearranged to allow for physical distancing and the safe use of the premises for staff and the public. Protective sneeze guards were placed on all public counters to offer maximum protection for the public and the staff. Hand sanitising stations were installed at all entrances and exits. 'Healthy Ireland at your Library' moved online together with a myriad of online story times, craft sessions, rhyme times and book clubs. Galway's Great Read moved online, as did the Children's Book Festival in October and the Summer Stars Reading Challenge had both a physical as well as an online aspect to it. Whilst operating during a challenging year, Library Services continued to connect with their communities and support them in every way possible.



Recreation & Amenity

The objective of the Recreation & Amenity section is to develop and promote the provision of high quality recreational, leisure and amenity facilities for all age groups and enhance the quality of life for our citizens and visitors.

Amenity and Community Capital Projects

Blackrock Diving Tower Rehabilitation Project

An internal scoping review of the project was completed in 2020, alongside initial consultation, with a stakeholder group of swimmers and bathers who use the facility to obtain feedback on how the facility may be improved. A tender for consultants was published prior to Christmas with a view to advancing the scheme to planning in 2021.

St Joseph's Rahoon Cemetery Extension Project

The extension consists of 641 burial plots, 45 urn burial plots and a memorial garden including areas for cremated remains. The main earthworks commenced construction in November. Once completed, a landscaping contract will follow in 2021. In response to the initial wave of the pandemic, works were accelerated within the existing cemetery in April to provide a further circa 300 burial plots.



New Cemetery Site

A ground investigation contract, consisting of trial pitting and the installation of ground monitoring wells was completed as part of the site appraisal of the Old Dublin Road Jez-pitch. The wells are monitored over a number of months to ascertain ground water levels and determine the sites suitability for cemetery use.

Bohermore Cemetery Historic Chapels

A tender was advertised for suitable contractors to undertake Stage 2 works to the Western Chapel in Bohermore Cemetery. Bids were returned in December for assessment for commencement of works in 2021.

Amenity Area Master Plans

Progress was made in preparing documentation to advertise for framework tenders for a range of design services to run for a 5 year period. Projects include Merlin Woods City Park Masterplan, Terryland Forest Park Masterplan, Barna Lough Rusheen Phase 2 Masterplan, Dangan Woods Master Plan, Kingston and South Park Part 8 Application (Stage 2) and detailed design (Stage 3) tender documentation. A new Recreation & Amenity Needs Strategy (Green Spaces Strategy project) will also be advertised as a stand-alone tender in 2021.

Sports Capital Projects

Knocknacarra All Weather/FIFA Standard Soccer Pitch Project

Funding for this completed project was provided by the Department of Transport, Tourism & Sport under the Sports Capital Programme for the development of an artificial playing surface. An overall grant of €450,000 (€250,000 under 2014 programme & €200,000 under 2015 programme) was awarded to this project. The final retention sums of this grant were received in 2020.

Knocknacarra All-Weather Pitch Floodlighting

Planning was approved in July and floodlighting installed in October becoming fully operational on 2nd December. The installation of lighting will greatly increase use of the facility for the wider community.



Melody's Field Natural Grass Soccer Pitch

This facility is in the defect/maintenance phase of the contract. Due to COVID-19 restrictions, it has not been possible for the final site inspection and certification to be completed by the Consultants (UK based).

Cluain Mhuire (Mervue) Running Track & Exercise Park

Funding for this project was provided by the Department of Transport, Tourism & Sport towards the development of a natural playing surface, athletics track, security fencing, walking/jogging track, floodlights and sports equipment – fixed outdoor only. An overall grant of €200,000 under the 2015 programme was awarded to this project, €190,000 of which was received in 2020. This facility was completed and officially opened in October 2020. Access to the facility will be controlled using a remote access control system via Bookapitch, an online booking system.



Refurbishment of Tennis Courts

Consultants were appointed for the upgrade of tennis court facilities at four locations: Westside Amenity Park, Crestwood Park, McGrath's Field, and Roscam. The tender evaluation process for appointment of a contractor was completed at the end of 2020. Works will proceed in quarter 1/quarter 2 2021, subject to lifting of Covid-19 restrictions.

Ball Walls

Tender submissions for the appointment of design consultants were received in February 2020 and evaluated. The proposed locations for the Ball Walls are Doughiska Park, Westside Amenity Park, Crestwood Park, and McGrath's Field. Following appointment in quarter 4, consultants are progressing preliminary design.

Corrib Park Grass Soccer Pitch

Topographical survey and site investigation commenced. Detailed design drawings and specifications planned for completion in 2021. Tender/appointment of contractor anticipated upon confirmation of funding.

Glen Oaks MUGA Refurbishment

A consultant was appointed for the detailed design of upgrade works for the lower MUGA. The



MUGA. The topographical survey was completed and the Council is in the process of procuring the remaining investigation contracts. The consultant will prepare the detailed design and specification and the

works are scheduled to be carried out by quarter 2 2021, subject to lifting of Covid-19 restrictions. The Council worked closely with local residents associations in relation to additional amenity improvements in the area and a consultative process was established to bring forward proposals.

Bohermore All-Weather Pitch Refurbishment

A consultant was appointed for the detailed design of upgrade works for the Bohermore All-Weather Pitch Refurbishment. The topographical survey was completed and Galway City Council intend to procure the remaining investigation contracts in 2021. Following completion of these contracts, the consultant will prepare the detailed design and specification for the refurbishment works.

Event Permits

The Recreation & Amenity section processes applications for events in our parks and open spaces across the City. Due to the Covid-19 restrictions, a lot of events did not proceed in 2020. However, the Galway Potters Market was one of the main events that succeeded in going ahead whilst complying with Government guidelines. Over the summer months, exercise classes were also permitted in our parks and beaches.

Community Facilities and Projects

Galway City Allotments

Galway City Council operated two allotment sites in the City – Merlin Woods City Park & Shantalla Community Park. Applications from interested persons for any vacant plots were invited and draws took place in June to fill the vacant plots in Merlin Woods City Park, as well as creating a waiting list for both sites should any future vacancies



arise. Upgrade works were carried out to the paths in Merlin and many plots were cleared as they had been largely neglected. Work is proposed to upgrade security at the site by way of fencing and external hedging.

Community Centres: Renmore, Knocknacarra and Westside

A presentation was provided to the December SPC meeting on the management of active sports facilities in the City. The presentation (which provided an audit of the active recreation facilities

in the City) was a first phase in a process that will continue in 2021 when matters such as licencing/leasing, online booking systems and widening our user base/marketing will be further analysed with proposals to be drafted and brought forward to seek agreement. Activity in community centres was restricted throughout 2020 due to Covid-19 and resultant closures were required in order to adhere to public health guidance.

Pitches and Dressing Rooms

51 pitches are located across the City, and they provide for the playing of all forms of sporting activities. These comprise of rugby (4), soccer (23), Gaelic Games (13), all Weather (4), training (2), AstroTurf/cages (3) and multi-use (2). Repairs to the playing pitches with sand were carried out as well as the re-sodding of goalmouths, erection of signage and inspection of goal posts.

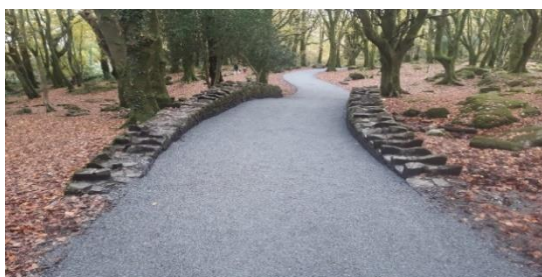
Parks, Woodlands & Estate Management

Recycling facilities for domestic Christmas trees was provided in January 2020 at two facilities at Hunters Depot and Merlin Wood Depot. Clearance works were carried out at Salthill Park, the wall capping to provide a stable base for the new seats was replaced and hardwood timber seats with galvanised brackets were installed.

Works were completed on the main path at Barna Woods, linking Cappagh Park to the Barna Woods Car Park. The works facilitate access to the woods by persons with reduced mobility and for buggies. The path forms part of the overall Park & Stride route from Cappagh Park to Silverstrand.

A large refurbishment was undertaken in Droim Chaoin, with all heavy vegetation cleared back along the entrance road and around the all-weather pitches. All trees

were pruned and crowns raised, hazels were coppiced and all overgrowing shrubbery was fully pruned back. New shrubbery planted and bark mulch were added.



Clearance works were completed at Millers Lane to create some much needed space for

walkers and cyclists. The scope of work was to clean back all the overgrowth along the Lane and provide a surface suitable for people of all ages to walk and cycle on, and most importantly to provide a functional surface for people with reduced mobility. Upgrades to the path along the football pitches created a new opening at the pedestrian crossing to Gort na Bro School and Gateway. This path provides a safe route for school children in this area.

A number of cases of trees with fire blight were identified in housing estates, and under the supervision of the Department of Agriculture, crews worked in tandem with a contractor to remove the trees and arrange for deep burial of the felled trees. Relevant PPE was supplied and all tools and machinery were sprayed afterwards with disinfectant. The grass cutting season ceased at the end of October, at which stage the winter works programme commenced. This programme involved tree maintenance, shrub bed maintenance/mulching, path edging, tree planting, bulb planting as well as clean ups after winter storms.

Playground Operations and Management

Annual inspections are carried out by an independent party on all playgrounds and



playing courts. Ongoing maintenance was carried out on a daily basis by our dedicated playground staff. Works included deep cleaning, addition of woodchip, part repairs/replacement, painting, surface maintenance, and inspections to ensure that all equipment meets the standards required

for safe use. Benches were installed in Henry Street and Fr. Burke playgrounds. Works were completed on the Doughiska Adventure refurbishment to allow for more inclusivity, such as a raised sand play area, benches, wheelchair accessible trampoline and some other elements. The playground at 'An Sean Bhaile Left' received a significant refurbishment with an emphasis on accessibility and sensory play equipment.

Grants totalling €19,500 was received from the Department of Children & Youth Affairs under Capital Grant Funding for Play and Recreation, towards the refurbishment of Doughiska and An Sean Bhaile play facilities. The upgrading works to Eyre Square playground were completed, which included the extension of the existing fence line, relocation of one exiting entrance, installation of new flat swings, inclusive cradle swings, inclusive ability roundabout, motorbike spring, sensory congas and all new playground surface. Na Blátha Creige playground received an inclusive spinner while Slí Búrca playground received an inclusive ground mounted 'Talk and Tumble with



Tunnel' to replace the existing dolls house. Surfaces were replaced in 6 different play facilities in 2020. Following agreement with residents on a location for the proposed Neighbourhood Play Facility at Renmore, work is in progress to

design the play facility, which will be advertised for tender in quarter 1 2021.

Beaches and Beach Management

Lifeguard services were provided at all bathing water facilities in the City between June and September, in co-operation with Galway County Council. Welfare facilities for lifeguards were improved at Blackrock, with the addition of a new lifeguard station. Additional lifeguards were provided due to additional numbers using the bathing waters because of Covid-19 staycations. Maintenance works carried out on the beaches included the painting of all structures along the beaches, seaweed removal and beach regrading works/rock armour repair works.

Cemeteries Operations and Management

Galway City Council continued to manage and operate two cemeteries in the City, located at Ragoon and Bohermore, which provide all services associated with their



operation and maintenance. The Cemetery Sunday mass at Bohermore was held in August and in Ragoon in September. Due to Covid-19 restrictions, as it was not possible to have the masses open to the public, they were streamed live on social media and broadcasted over Galway Bay FM

local radio. Twenty five urn plots were installed at Bohermore Cemetery.

Bio-Diversity Plan and All-Ireland Pollinator Plan

The Galway City Bio-Diversity Action Plan was approved by Council in 2019 and was formally adopted in 2020 (formally signed up to the All-Ireland Pollinator Plan)

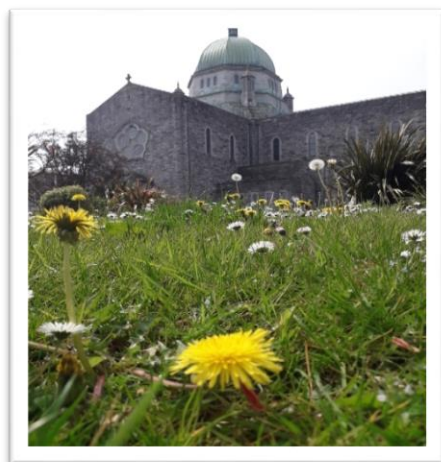
Floral Projects

Galway City Council obtained grant aid in the sum of €16,000 under the Local Authority Biodiversity Grant Scheme, operated by the National Parks and Wildlife Service (NPWS) of the Department. This scheme offered funding to assist local authorities with the implementation of projects that promote actions contained in the National Biodiversity Action Plan (NBAP) 2017-2021.



Following a procurement process, works were undertaken at a number of sites. The projects included the further rollout of bulb only (by mechanical means) mass plantings in a continuation of the planting undertaken in 2019 and which was so topical during March – May 2020 (Covid-19 restrictions). A further total of 1,550 sqm of bulbs at densities between 100 sqm to 200 sqm were planted in

December. In a new venture and supported by NBAP as referred to above, a mix of colourful pollinator friendly bulbs and annual seed mixes were planted and sown in December at a number of locations including the Barna Road, Moycullen Road, Headford Road, Tuam Road and the Coolagh Junction to the M6. A total of 600 sqm was cultivated, planted and sown. Growth will begin to emerge on the sites from February with flowering beginning late February running up to September-October (seed mixes).



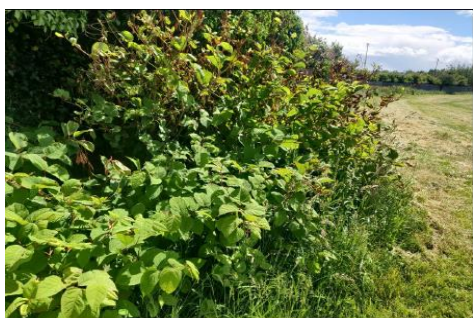
Greener Green Waste Initiative

Within the All-Ireland Pollinator Plan is an initiative to manage grass cutting in a more pollinator friendly manner. Earlier in 2020 during Covid-19 restrictions, nature provided a magnificent display of wildflowers, including the amazing dandelion, due to delayed grass cutting. To assist nature, areas across the city areas were identified where no grass cutting or reduced grass cutting took place once restrictions were lifted. Biodiversity signs were erected at these sites. Mulching reduces weeds, moderates soil temperatures,

retains moisture and prevents soil compaction. This grass was not collected as part of the process and residents were requested not to collect this grass and bag it, as it then becomes waste. As a waste product transferred out of green areas, it has economic and environmental costs. The Climate Change, Environment, Recreation & Amenity Strategic Policy Committee endorsed the policy approach and based on this decision, Galway City Council permanently ceased the collection of bags of green waste for the reasons outlined above.

Healthy Green Spaces Initiative

The Healthy Green Spaces project is designed to work with groups that are committed to developing a long-term approach to their green areas to encompass environmental issues, climate change and biodiversity. Resulting from the application process, 16 groups are involved in the project, ranging from residential estates, charitable organisations and an allotment group. Parks staff met with nine of these groups onsite, to explain the process and engage them in the mechanism of identifying areas suitable



for wild flower planting and small copse areas for tree planting. With the appointment of a new Craft



Gardener in 2020, it is intended to further develop this initiative and have ongoing consultation with all the groups involved.

Japanese Knotweed/Invasive Alien Species Management

The Recreation & Amenity section managed 19 sites within its treatment plan in 2020. A contract for the treatment of these sites was awarded, with two treatments carried out in June and September. The objective of the treatment plan is to control, manage and eradicate any occurrences of IAS as we become aware of them. The threats posed by IAS include biodiversity loss, threat to human health and structural damage. Training was provided to a number of staff in early 2020 by a specialist contractor.

Above: Site No. 6 Seamus Quirke Rd, July 2020

Site No. 6 Sept 2020, responding well to treatment

2020 Green Flag Awards

The 2020 Green Flag Awards, which is a recognised International accreditation for Park Excellence, were announced in September. Galway City Council welcomed the announcement by An Taisce that Quinncentennial Park was awarded a Green Flag for the first time, while Children's Millennium Park retained its flag for a second year. Only awarded for exceeding tough environmental standards in green space management, and excellence of visitor attractions – the Green Flag Award for Parks is the mark of a quality park or green space and is recognised throughout the world.



Corporate Services

The objective of the Corporate Services section is to provide an effective support service for Elected Members and the public, to promote and protect the corporate interests of Galway City Council and to provide a support service to the organisation generally.

Freedom of Information Requests

In 2020, a total of **149** requests were made to Galway City Council under the Freedom of Information Act 2014. When compared with the number of FOI requests received in 2019 (157), there has been a decrease of 5.2% in the number of requests received. The table below provides an analysis of the outcome of these requests.

Outcome	Number
Requests Granted	47
Requests Part-Granted	35
Requests Refused	31
Requests Withdrawn	17
Dealt with outside of FOI	15
Requests Transferred	4
Carried forward to 2021	0
Total	149

7 requests were appealed internally.

Freedom of Information requests received by section

Section	Number
Community & Culture/Enterprise/Economic Development	4
Corporate Services	40
Environment/Parks	14
Finance	11
Housing	45
HR	3
ICT	1
Planning	7
Transport & Infrastructure	16
Water Services	6
Not allocated to section due to withdrawals, etc.	2
Total	149

Conferences & Seminars 2020

Below details the conferences and seminars attended by Elected Members in 2020.

Event	No. of Attendees
31 st Colmcille Winter School	1
AILG Annual Training Conference	5
AILG Module 2 – The Development Plan Making Process	5
AILG Module 3 – Moorhead Report	3
AILG Webinar – Consideration & Finalisation of the Draft Development Plan	2
AILG Webinar – Guidance for Councillors on the Initial Stages of Preparing Development Plans & their Core Strategies	2
AILG Webinar – Implementation of the Development Plan & the Development Management Process	4
AILG Webinar – Induction Training for Co-opted Elected Members	2
AILG Webinar – Planning & the Local Elected Member	3

Cúrsaí Gaeilge

The Irish Officer continues to work proactively with all sections in Galway City Council, directing bilingual language practices and employing support mechanisms to facilitate provision of Irish language services to the public by Galway City Council staff.

Gaeltacht Service Town

Galway City Council entered into partnership with Gaillimh le Gaeilge to secure Gaeltacht Service Town status for Galway City. Statutory status as a Gaeltacht Service Town under the Gaeltacht Act 2012 will give particular recognition to an urban area in which services are provided to a Gaeltacht area adjoining or within its operational environs.

By preparing and implementing a language plan in the City, it is expected that the community, voluntary, public and private sectors will work together in the City to support the provision of services in the Irish language. The aim of the language plan is to enhance the use of the Irish language in the City, insofar as it relates to a broad range of activities, including family, community, educational, social, business and public realms. The language plan was completed in 2019 and Foras na Gaeilge have adopted the plan and sent it forward to the Department of Culture, Heritage and the Gaeltacht, where it awaits final approval.

Galway City Council 4th Language Scheme

Galway City Council's 4th Language Scheme has been in place since 9th September 2019. The scheme remains for a period of 3 years from this date or until a new scheme has been approved, whichever is the later. It covers a comprehensive range of services available in Irish or bilingually throughout Galway City Council.

Irish language training

Members of staff and councillors in Galway City Council participated in Irish language classes in quarter 1 2020, to further the provision of Irish language services in the Council. Training was provided by NUIG and courses were aimed at public sector employees and Councillors who deal with the public on a regular basis and are required on occasion to provide a service through Irish. Participants developed the confidence and language skills necessary to communicate through Irish, while in the context of their work environment. Unfortunately, participants were unable to conclude the final sessions of the training, as Covid-19 restrictions came into place before the initial tranche of classes were finished. An online training format is being considered for the next semester of classes.

Special Events hosted by Galway City Council

Galway City Council was honoured to be in a position to facilitate Special Meetings, Civic and Mayoral Receptions, courtesy and other visits in 2020, including:

Ordinary Council Meetings/Special Meetings	
Ordinary Council Meetings generally held on the 2 nd Monday of each month, excluding August. Special Meetings may be held from time to time by the Mayor in consultation with the Procedures Committee. 2 such Special Meetings were held in 2020. The Statutory Budget Meeting was held on the 30 th November 2020.	
Mayoral Receptions	
02/10/2020	Patrick & Morgan Oliver
Courtesy Visits	
20/01/2020	Ambassador of Japan, H.E. Mitsuru Kitano & Mr. Watanbe
08/07/2020	Australian Head of Mission & Charge D’Affairs, Robert Owen
21/08/2020	Ambassador of Kenya, H.E. Michael k. Mubea
31/08/2020	Ambassador of Latvia, H.E. Jānis Sīlis & Deputy Head of Mission, Mrs. Edīte Medne.
09/12/2020	Ambassador of India, H.E. Sandeep Kumar
Other Visits to City Hall	
14/07/2020	Bastille Day: Honorary French Consul to Galway, Catherine Gagneux.

Customer Service

The Customer Service Centre comprises the following:

- The Customer Service Reception Desk and Cash Office, both located in the main foyer of City Hall
- The Customer Service Call Centre which handles all calls to the Galway City Council general enquiries line, traffic queries line and payments lines between the hours of 9am to 5pm, Monday to Friday, and
- Customer Service complaints, Fix Your Street cases and all emails received via customerservice@galwaycity.ie and seirbhisdochustaimeiri@galwaycity.ie.

Due to Covid-19 restrictions at the end of March 2020, all essential Customer Services moved online, and written and telephone services, with all Council telephone services being re-routed to the Customer Service Call Centre until 29th June 2020. The Customer Service team worked closely with all sections of the Council to ensure that timely information was available to all customers and that services previously provided from public counters were reviewed and updated to allow for online and written submission of documentation. The Customer Service Reception and Cash Office opening hours from the 29th June 2020 until year end were between the hours of 9.30am and 1pm, Monday to Friday.

Support Services

The Customer Service team provided the following departmental support during 2020, including (but not limited to) the following:

- Traffic Fixed Charge Notices: 1,813 appeals processed and 4,800 receipts (1,638 post and counter and 3,162 phone payments) issued. Traffic phone queries were also handled.
- Parking Permits: accepted payments, printed and posted 5,223 parking permits including resident, carer and visitor permits.

- Pay & Display: handled all phone queries and notifications of machine faults.
- Environment: processed 167 orders for Household Bulky Goods collection, 13 orders for Electrical Goods collection, supported 64 Spring Clean groups through both the provision of bags, gloves and litter pickers and by arranging the collection of waste, general recycling queries, Burial Ground and Casual Trading queries and payments.
- Housing: provision of application forms, general housing queries and facilitation of meetings.
- Recreation & Amenity: queries in relation to facility updates, payments for allotments, community centres and sports facilities, provision of keys for public changing rooms.
- Water Services: reporting of water outages, leaks, etc.
- Finance: phone and email queries in relation to rates charges/waivers and the Covid-19 Restart Grant.
- Corporate Services: Register of Electors queries, general office support including post duties and porter duties.
- Fix your Street cases: 200 cases processed in relation to illegal dumping, faulty street lighting, potholes, blocked drains/gullies, etc.

Call Centre

With the exception of the Housing and Planning Sections, the Customer Service Call Centre supports all other telephone calls received on the main telephone number for Galway City Council (091-536400), between the hours of 9am and 5pm, Monday to Friday, and also processes all reports received from the out-of-hours emergency call centre which operates outside normal office working hours. In 2020, the Call Centre received **60,105** telephone calls. Of the 60,105 calls received:

- The average speed to answer was 14 seconds
- The average telephone call handling time was 1 minutes 29 seconds
- The average caller abandon rate was 3.4%
- 1,041 emergency calls were received by the out-of-hours call centre.

Cash Office and telephone payments

The Customer Service team operates the cash office with the support of the Finance Section. This includes the receipt of money from both the public Cash Office and also postal payments. The Customer Service team processed 6,552 receipts at the Cash Office and 8,047 telephone payments in 2020. The main receipts processed at the Cash Office and via the Call Centre were:

- Housing Rents and Loans
- Traffic Fines (Fixed Charge Notices)
- Parking Permits
- Commercial Rates
- Planning Fees
- Homeless Service payments

- Environment fees, including Bulky Goods collection, Litter Fines, Casual Trading licences
- Recreation & Amenity fees, including Community Centre fees, allotments and Pitch Licences
- Roads fees, including Taking in Charge, Road Opening/Closure Licences, Skip licences

Customer Service emails

The Customer Service email address is a central point of access to information for both staff and customers. Staff submit regular updates via this email address in relation to grants, licence/permit renewals, roads closures, daily water works programmes, campaigns, events, etc., to ensure that the Customer Service team are made aware of all events and services and are therefore better informed to handle customer queries. This also included notifications in relation to service restrictions and facility updates in 2020.

Customers use this email address as a first point of contact with Galway City Council for dealing with all of their queries and during 2020, this was an essential service to the public, with many services being revised to include the submission of documentation via this email address rather than at public counters.

Facilities

The Facilities section carries out all required maintenance, upgrading and development works at City Hall and the outdoor staff depot at Sandy Road. The section also provides assistance to other facilities in the City such as the Museum and Council-owned commercial units. The Facilities section is responsible for the maintenance of all systems in Galway City Council Office buildings and the Sandy Road Depot. These systems include intruder alarms, fire alarms, heating, ventilation, air conditioning units, canteen equipment, emergency lighting, task lighting, office space provision, and all mechanical and electrical installations.

Protected Disclosures 2020

No Protected Disclosures were received in 2020, as defined in the Protected Disclosures Act, 2014.

Safety, Health and Welfare at Work

The Health and Safety Unit at Galway City Council, under the directorate of Economic Development & Culture, Water Services & Support Services (Incorporating ICT & Corporate Services) is staffed by the Health & Safety Officer, Mr. John Lardner, the Assistant Health and Safety Officer, Mr. Shane McDonagh and Assistant Staff Officer, Ms. Noreen Glynn.

The Health & Safety Unit, in conjunction with Senior Management at Galway City Council, continued to co-ordinate the Safety Management System to ensure that our arrangements discharge the requirements of the Safety, Health and Welfare at Work Act 2005, associated legislative requirements and corporate obligations in the activities of the organisation. The Health and Safety Unit has continued its ongoing review of the Galway City Council Safety Statement & Safety Management Manual throughout the difficult year that was 2020, and its annual review and update of its' Safety Statements across the organisation, in line with Government's Return to Work Safely protocols.

Throughout 2020, the Health and Safety Unit, in conjunction with Line Management, alongside the Covid-19 Compliance Officer and our Worker Representatives, continued to develop and implement a strong and robust safety management system across all of the Council's operations, in line with Government's Return to Work Safely Protocols, and is thankful of the efforts of the organisation and its staff to have suppressed the spread of the Coronavirus Covid-19 virus in its workplaces.

New procedures

The Health and Safety Unit continued to develop and coordinate the implementation of the following new or revised safety policies and procedures:

- Online Covid-19 Staff Safety Induction (hosted on YouTube Platform) programme for remote induction of staff & contractors.
- Covid-19 Standard Operating Guidance Documents for use in its operations during the pandemic.
- Covid-19 Risk Assessments for its operations during the pandemic.
- Covid-19 Emergency Arrangements and updating of the Galway City Council Emergency Procedures for its operations.
- Temporary Traffic Management Manual (New Chapter 8 Layouts)
- Toolbox Talk Manual updated to include briefings on Covid-19 safety measures, and other matters.

Annual Safety Programme

The Health & Safety Unit continued work in the following health and safety work programmes during 2020, to include:

- Delivery of Covid-19 Safety Induction to staff & contractors.
- Delivery of Staff Safety Inductions.

- Delivery of mandatory & desirable Health & Safety Training in an effective manner.
- Delivery of Covid-19 First Aid training for the organisation's First Aid Responders.
- Delivery of Ergonomic Workstation Assessments (DSE).
- Updating CORE H&S function with corrective actions.
- Review of Organisation Safety Statements across its operations.
- Review of Organisations Risk Assessments.
- Review of Contractor compliance (including Covid-19 compliance).
- Development of Temporary Traffic Management Plan (layouts) for 2019 Chapter 8 standards (DTTS 2019).
- Attendance at and provision of health and safety advice at Safety Consultative Committee (SCC) & Safety Monitoring Committee (SMC) meetings.
- Facilitation of regular High-Level Safety Inspections by the Chief Executive and Directors of Service.
- Issue of regular Monthly Accident & Incident Summary Reports & advices to Senior Management & Heads of Departments to prevent recurrence of loss events.
- Regular review of the Annual Safety Inspection Plan.
- Weekly Inspection of First Aid Boxes & AED Defibrillators at City Hall, Grammar School & Sandy Road Depot buildings.
- Weekly Inspection of Fire Extinguisher equipment at City Hall, Grammar School and Sandy Road Depot buildings/machinery yard and the new offices at Eyre Square.
- Ongoing investigation and/or review of Accident & Incident Reports, and communication of 'actions to prevent recurrence'.
- Continued issue & registration of Daily Drivers' Vehicle Checklist Books to drivers of the organisation's work vehicles.
- Addressing needs of the organisation's Health & Safety Helpdesk.
- Continued review of Competency Assessments for appointment of Health & Safety Coordinators and Contractors (in conjunction with Heads of Function).
- Continued issue of Safety Alerts & Toolbox Talk Topics across the organisation.

Health and Safety Training

The Health & Safety Unit continued to deliver mandatory & desirable Health & Safety Training to the organisation's staff, in an effective manner, and because of the pandemic, oftentimes in new ways. Approximately 350 staff Health & Safety training days were completed during 2020. The following Health and Safety training courses were provided to the Council's staff during 2020;

- Staff Safety Induction for indoor and outdoor operations
- Covid-19 Return to Work Induction for staff
- Safe Pass
- CSCS Site Dumper, Signing, Lighting & Guarding (SLG), Location of Underground Services (LOUGS)
- Signing, Lighting & Guarding Information (SLG) Update

- Temporary Traffic Management Design (Level 1 – 4)
- Road Opening & Reinstatement – Basic and Advanced
- Fire Marshal & Fire Extinguisher use
- Occupational First Aid Responder/Refresher & Covid-19 Infection Prevention & Control
- Ergonomic Workstation Staff
- Covid-19 Return to work for Managers & lead Worker Representatives
- Abrasive wheels (Use of)
- Grave Shoring
- Driver Certificate of Professional Competence (CPC)
- Commercial Roadworthiness
- Truck Mounted Crane (Use of)

Communication & Consultation

During 2020, we continued to collaborate with our Employee Safety Representatives and Covid-19 Worker Representatives to review and implement safe ways of working during the pandemic. Because of the pandemic, we had to meet remotely and where permitted, in a physically distanced manner. The Health & Safety Unit met on a least 53 occasions with our Safety Committees, with the Employee & Worker Representatives.

Performance Measurement & monitoring

The Health & Safety Unit continued to implement the organisation's annual programme of safety inspections and audits of its operations during the challenging year that was 2020. Over 135 Safety Inspections were completed across operations at the organisation during 2020.

Accidents & Incidents

Incident	Occurrence
Reportable Accidents	4
Reportable Dangerous Occurrences	0
Injury no absence incidents	2
Lost time Accidents (non-reportable)	0
Near Misses	3
Damage to Underground Services	1
Damage to Overhead Services	0
Road Traffic Accidents	2
Vehicle Damage (1 st party – No injury)	16
Vehicle Damage (3 rd party – No injury)	9
Violence & Aggression Incidents	3
Other property damage	1
Total	41

Human Resources

The objective of the Human Resources section is to ensure adequate staff resources to meet organisational objectives and to encourage and assist our staff in developing their full potential as valued employees of Galway City Council.

Workforce 2020

The HR section has 15 staff and its main aim is to ensure adequate staff resources to meet organisational objectives. Galway City Council's Management Team comprises of the Chief Executive, three Directors of Services and a Head of Finance. The headcount in the organisation as at 31st December 2020 was 536, comprising both indoor and outdoor employees, who fill managerial, administrative, technical, trade and other roles.

Chief Executive			
Director of Services	Acting Director of Services	Acting Director of Services	Head of Finance
Transportation, Planning, Physical Development & HR	Housing, Climate Change & Environment, Recreation & Amenity	Economic Development, Community & Culture, Water Services & Support Services	

Recruitment

In 2020, the HR section continued to recruit the most suitably qualified staff in a timely and transparent manner and effectively deployed staff in line with organisational requirements. We managed 29 competitions in 2020, with 62 staff taking up employment, comprising 30 permanent and 32 temporary/contract/seasonal staff.

Retirement and Service Awards 2020

In light of the Covid-19 pandemic, it was not possible to hold the Service and Retirement awards in the traditional manner. A postal message was organised to ensure that the occasion was acknowledged in 2020. Both the Mayor of the City of Galway, Councillor Mike Cubbard and the Chief Executive, Mr. Brendan McGrath provided a very fitting message to staff whom had both retired and attained 20 years' service within the year 2020. This was accompanied by our own decorative certificates of award & a token of appreciation. Internally, these staff members were acknowledged and congratulated by a circulated email to all staff, listing the recipients of both these achievements. Also a section of the Christmas staff Newsletter acknowledged & congratulated the award recipients also. This returned very positive feedback, it was seen as a very positive activity and good news within the organisation.

Retirees on the Honours list

- Ms. Carmel Butler Corporate Services
- Mr. Michael O'Neill Transportation
- Mr. Patrick John Faherty Environment & Climate Change
- Mr. Thomas Connell Economic Development, Community, Culture, Water Services & Support Services.
- Mr. Brendan Hynes Water Services
- Mr. John O'Malley Transportation
- Mr. Michael Nolan Transportation
- Mr. Éamon McCormack Recreation & Amenity
- Ms. Mary Geary Transportation
- Mr. Brendan McGrath Community & Corporate Services
- Mr. Jarlath Canney Human Resources
- Ms. Martina Golding Transportation
- Mr. Lloyd Nolan Recreation & Amenity

Service Award Recipients for 2020

- Ms. Kathy Keane Planning
- Ms. Rose Ott School Warden
- Mr. Jonathan Hehir Water Services
- Mr. Michael Daveron Cemeteries
- Mr. William Lowry School Warden
- Ms. Gillian Kelly Corporate Services
- Ms. Fiona Caulfield Traffic Section
- Ms. Louise O'Toole Environment
- Ms. Triona Faherty Housing
- Ms. Ann Marie Murphy Traffic Section
- Ms. Fiona Coen Environment
- Ms. Diane Egan Planning
- Ms. Sharon Lawless Social Inclusion
- Ms. Martina Coen Water Services
- Ms. Ruth Gibbons ICT
- Ms. Claire Brogan Finance
- Ms. Breda Burke Finance
- Ms. Charlotte Hatton ICT
- Mr. Brendan Mc Grath Corporate Services
- Ms. Noreen Glynn Health & Safety
- Mr. Gary Mc Mahon Corporate Services
- Ms. Simone Watson Human Resources

Along with all other staff welfare initiatives in 2020, we had to be resourceful and innovative in our approach. The annual Pensioners Party could also not take place in

the traditional sense, but it was again important to mark the occasion. Both the Mayor of the City of Galway, Councillor Mike Cubbard and the Chief Executive, Mr. Brendan McGrath wrote warm Christmas greetings to all our pensioners, which formed part of a specially designed and printed Christmas card to wish them well over Christmas. A special Mass at Galway Cathedral was also arranged for the pensioners which could be attended in person or alternatively viewed live online through webcams. The mass also acknowledged & remembered all Galway City Council staff that had passed away over the previous year. The mass was attended in good numbers, despite the pandemic, and once again there was great feedback from our pensioners where contact was made to staff welfare by email and phone to express their thanks for the council's wishes.

Staff Welfare also communicated information and contact details with respect to the Community Call Service that was being provided by the Council throughout the pandemic, and various different advice and exercise leaflets providing information on anxiety and loneliness, how to stay mobile and look after yourself during lockdown.

Staff Welfare

One of the aims of the HR section is to maintain and implement appropriate staff welfare policy and procedures and to work with staff and line managers on a case by case basis to deal with staff welfare issues as they arise. Since the beginning of the pandemic, the demand for assistance, guidance and support required for line managers heightened. Since March 2020, the Staff Welfare Unit have been very much at the heart of dealing with Covid-19 related matters in the context of public health advice and Department of Public Expenditure & Reform guidance. The Staff Welfare Unit has been an important point of contact for staff during 2020, in assisting and supporting staff through the unprecedented events that the Council, the country and the world have faced. Regular engagement was necessary with all staff to advise of the newly updated EAP supports that came onstream to assist with areas such as remote working, how to arrange your work station at home, dealing with stress and anxiety and various forms of exercise classes that are available on a daily basis throughout EAP provider Laya Healthcare.

In addition, the HR section promotes and processes work life balance schemes such parental leave and shorter working year and modal shift with cycle to work scheme and commuter tickets to assist staff in an ever changing work environment.

Training

The HR section provides a variety of training and development opportunities to assist our staff in developing their full potential as valued employees. The following training and development courses were provided in 2020:

- IPA Diploma in Local Government Studies 2019/2020
- IPA Certificate in Local Government Studies 2019/2020
- IPA Diploma in Housing Studies
- IPA Diploma in Computer Studies

- IPA Project Management
- IPA PMDS Training
- IPA Essentials of Innovation
- CIPD Certificate in Human Resource Management
- Advanced Diploma in Accounting & Business
- Advanced Diploma in Planning & Environmental Law
- Diploma in Project Management
- Diploma in Public Relations
- Retirement and Life Planning

Until the onset of the pandemic, the HR section organised 8 'Lunch and Learn' sessions which staff attended during their lunch break with lunch and refreshments provided. These comprised of various speakers/activities, with speakers such as Alan Cooke on 'Restoring your Soul', CROÍ on Heart Awareness and Brendan Smyth on 'Cyber Awareness' and activities such as desk yoga, gardening, and meditation.

Performance Management and Development System

The HR section plays a key role in co-ordinating the PMDS process. It also provides support, mentoring and training for line managers on the process.

Superannuation

The Superannuation section in Galway City Council provides guidance and support on a continuous basis to current and retired staff and also works collaboratively with MyPay on superannuation services. MyPay Superannuation are Galway City Council's Shared Service Pension Provider. The Superannuation section circulates information to all staff in relation to changes or developments in public sector pensions, following notification from the Department of Public Expenditure and Reform.

Internal Audit

Internal Audit is responsible for providing assurance to the Audit Committee, Chief Executive, and Senior Management Team on the adequacy and effectiveness of Galway City Council's internal control systems. Internal Audit critically, independently, and objectively reviews the adequacy of recorded procedures and working methods used throughout the Galway City Council Directorates. Internal Audit verifies compliance with statutory regulations and confirms the integrity of management information used for decision-making, along with assessing the safeguarding of assets.

Internal Audit operates under the adopted Internal Audit Charter. This ensures that the functions discharged comply with the Principles and Standards as set by the Chartered Institute of Internal Auditors – UK and Ireland. Internal Audit is a co-resourced function by internal staff and external audit consultants.

Internal Audit liaises with the Audit Committee regarding areas of concern and assists External Auditors, including the Local Government Audit Service, or other Government departments as required and follows up outstanding matters.

Audit Committee

The Audit Committee acts in an advisory role to the Council and may make recommendations on governance matters to the Authority in respect of the following functions:

- Financial and budgetary reporting and practices within the Council
- Development of the best practices in the Council's Internal Audit function
- Review of any Auditor's reports and management actions in response thereto
- Evaluation and promotion of Council performance in relation to efficiency and value-for-money
- Review of the Council's Risk Management System.

During 2020, the Committee members considered numerous matters, including:

- Audit Committee Charter and Internal Audit Charter
- The Annual Financial Statement (AFS) 2019 and Budget 2021
- Local Government Auditor's Report on the AFS 2019
- Public Spending Code and Report 2019
- Galway Salthill Fáilte Financial Statement 2019
- Internal Audit Annual Report 2019
- Internal Audit Annual Work Programme 2020
- Corporate Governance and Risk Management Systems
- Protected Disclosures Procedures
- Property Interest Register
- National Oversight and Audit Commission (NOAC) Reports
- Ongoing progress with the implementation of Internal Audit Recommendations

Information Communications Technology

The ICT section of Galway City Council provides ICT user support and access to technology and systems, enabling Galway City Council staff to deliver high quality services to the public.

The ICT section of Galway City Council implements and supports communications technologies and Information Systems that enable Galway City Council staff deliver high quality services to the public. Throughout 2020, the Covid-19 crisis drove the rapid introduction of new technologies in Galway City Council and compelled an unprecedented level of digital transformation within the Organisation.

Key ICT Achievements in 2020

- Remote working equipment, collaboration tools and video-calling solutions were provided for staff in order to support continuity of business operations for the City Council.
- The GCC App was developed for emergency communications with staff.
- Online Council meetings were facilitated through videoconferencing solutions.
- Galway City's Community Response was supported through the provision of an out-of-hours phone number, along with re-configuration of the telephone system.
- A CRM system was developed to track and manage Community Response calls with an information dashboard for metrics, a database and mapping of Voluntary Organisations to facilitate call routing.
- Software phones were provided for Customer Services and Community Call staff to work remotely.
- Online forms and integration with Galway City Council's Financial Management Systems were provided for the Government Restart Grant and Restart Grant Plus to support local businesses.
- Online Digital Engagement increased due to the necessity to engage with our customers online rather than face to face.
- 32 customer-facing processes were digitised to facilitate online digital engagements and digital forms, including Community Grants, the Mayor's Awards and Arts Strategy Consultation.
- The Public Consultation system for the Galway City Mobility Team captured 1,200 public submissions on social distancing requirements in the City. The City Mobility Team were provided with a mobile app to assess submissions received through the public consultation system.
- The ICT section supported the implementation of a consultation portal to facilitate online public consultations for the City Development Plan.
- The Mobile Housing Inspections solution was developed to provide efficiencies for the Housing Minimum Standards Inspections Team.
- Mobile Playground Inspections and Ringbuoy Inspections Systems were also developed and implemented.
- A GIS solution was developed to support implementation of the Waste Bye-Laws.

- The wifi4Eu public Wifi initiative was commenced with installation of free public Wifi in four community centres.
- Galway City Council's ICT section continued to upgrade and protect its systems, infrastructure and services against ever-increasing cybersecurity threats which were highly prevalent internationally during 2020.

Finance

The objective of the Finance section is to maximise resources available for infrastructural and service provision and ensure, the efficient and effective use of these resources, the achievement of a balanced budget and the highest standards of accountability and financial probity.

Financial Review

Annual Financial Statement for the Year ended 31st December 2020

This Annual Financial Statement (AFS) sets out the financial results of Galway City Council's activities for the year 2020 (Statement of Comprehensive Income (Income and Expenditure Account)) and reflects the Council's financial position as at 31st December 2020 (Statement of Financial Position (Balance Sheet)).

The Income & Expenditure Account has been prepared on an accruals basis for expenditure and income. However, some items of income are, by their nature, accounted for on a receipts basis and cannot be accrued and these include pay and display parking income, planning fees and NPPR income. All major debtors are reflected in the Balance Sheet with provision made for doubtful debts. The Capital Account records accrued expenditure and a mix of accrued income and receipts.

Statutory & Other Audits

The AFS is subject to statutory annual audit by the Local Government Audit Service in order to provide an independent opinion on whether it reflects a fair representation of the financial position as at the year end. In addition, and in accordance with Section 120 (1) (C) of the Local Government Act 2000, a Statutory Audit Report is prepared by the appointed Local Government Auditor. Galway City Council is also subject to audit in relation to EU Funding, Government Funding, tax compliance and Value for Money Audits.

Review of Financial Performance & Explanation of Significant Variances

The Income and Expenditure account for the year ended 31st December 2020 generated a surplus of €165,526 for 2020 despite the impact of Covid-19. This is due to the financial supports from Government in relation to rates waivers and the additional costs associated with Covid-19 activity throughout 2020, along with the quick reaction from the Council to suspend certain discretionary expenditure.

It reported total income of €137,095,365 and total expenditure (including net transfers to reserves) of €136,929,840. The cumulative credit revenue balance at the year-end is €2,509,228, compared to a balance of €2,343,703 at 31st December 2019, thereby further strengthening the financial position of the City Council.

Galway City Council was allocated funding from Local Property Tax receipts for 2020 in the amount of €6.5 million, with €4.2 million allocated to general revenue expenditure and the balance of €2.3 million ring fenced for housing provision and

services. The table below sets out a summary of our revenue collection performance for 2020 with comparatives for 2019 and 2018.

Category	2020	2019	2018
Rates	61%*	83%	81%
Rents	79%	80%	79%
Housing Loans	86%	86%	84%

*To alleviate the impact of Covid-19 on eligible businesses during 2020, the Government announced a 9 month rates waiver scheme. This had the effect of reducing the % collected in 2020.

Capital Account & Capital Debt

Capital expenditure in 2020 amounted to €55.4 million, while capital income amounted to €52.0 million. The net income and transfers to reserves resulted in a cumulative surplus of €45.0 million. This surplus has increased by €6.1 million from 2019 and again allows us to fund the delivery of the significant future capital projects planned for Galway City, including the recent successful Urban Regeneration Development Fund application.

Expenditure in the 2020 capital account was incurred on the construction, acquisition and refurbishment of housing stock, the advancement of funding to Voluntary Housing Bodies, funding of Sports Capital projects, the European Capital of Culture project, Housing Adaptation Grants, improvements to the road network, ongoing works for the Museum Extension, works on the Ragoon Cemetery extension and the development of a new cemetery.

The balance due by the City Council on long-term loans at 31st December 2020 is €49.9 million, compared to €50.3 million at 31st December 2019. During 2020, €1.7 million was issued in mortgage loans under the Rebuilding Ireland loan scheme.

Fixed Assets

Fixed Assets are included under the headings of Land, Parks, Housing, Buildings, Plant & Machinery, Computers & Equipment, Heritage and Roads and Infrastructure Equipment at a total value of €1,171 million. The value of fixed assets has increased by €21.6 million since 2019, primarily as a result of the construction and acquisition of housing units.

Post Year-End Event

On 1st January 2021, under the Harbours Act 2015, the shareholding of Galway Harbour Company transferred to Galway City Council from the Department of Transport, Tourism and Sport. This has no impact on the 2020 Annual Financial Statement of Galway City Council.

Statement of Comprehensive Income (Income & Expenditure Account Statement) for Year Ending 31st December 2020

The Income and Expenditure Account Statement brings together all the revenue related income and expenditure. It shows the surplus/ (deficit) for the year. Transfers to/from reserves are shown separately and not allocated by service division. Note 16 allocates transfers by service division in the same format as Table A of the adopted Local Authority budget.

Expenditure by Division					
		Gross Expenditure	Income	Net Expenditure	Net Expenditure
		2020	2020	2020	2019
	Notes	€	€	€	€
Housing & Building		30,540,097	27,865,001	2,675,097	2,230,550
Roads Transportation & Safety		14,551,106	9,245,298	5,305,808	3,785,304
Water Services		3,420,178	3,743,653	(323,476)	(311,573)
Development Management		25,360,176	21,433,075	3,927,101	3,258,926
Environmental Services		10,894,650	1,414,120	9,480,531	9,334,866
Recreation & Amenity		14,158,697	3,689,703	10,468,994	9,547,425
Agriculture, Education, Health & Welfare		232,657	57,136	175,522	162,420
Miscellaneous Services		27,797,909	27,561,048	236,861	4,100,499
Total Expenditure/Income	15	126,955,470	95,009,032		
Net cost of Divisions to be funded from				31,946,438	32,108,416
Rates & Local Property Tax					
Rates				37,843,680	36,911,670
Local Property Tax				4,242,653	4,237,980
Surplus/(Deficit) for Year before Transfers	16			10,139,896	9,041,234
Transfers from/(to) Reserves	14			(9,974,370)	(8,818,475)
Overall Surplus/(Deficit) for Year				165,526	222,758
General Reserve @ 1st January 2020				2,343,702	2,120,944
General Reserve @ 31st December 2020				2,509,228	2,343,702

Statement of Financial Position (Balance Sheet) at 31st December 2020			
	Notes	2020	2019
		€	€
Fixed Assets	1		
Operational		642,395,763	620,772,057
Infrastructural		497,968,553	497,968,553
Community		606,353	599,707
Non-Operational		29,967,257	29,967,257
		1,170,937,925	1,149,307,574
Work in Progress and Preliminary Expenses	2	22,472,615	10,207,935
Long Term Debtors	3	44,375,726	40,850,917
Current Assets			
Stocks	4	376,871	365,521
Trade Debtors & Prepayments	5	27,863,331	19,782,273
Bank Investments		38,149,665	34,156,728
Cash at Bank		307,828	530,269
Cash in Transit		213,230	106,264
		66,910,924	54,941,056
Current Liabilities (Amounts falling due within one year)			
Bank Overdraft		-	-
Creditors & Accruals	6	18,160,746	13,197,736
Finance Leases		-	-
		18,160,746	13,197,736
Net Current Assets/(Liabilities)		48,750,178	41,743,319
Creditors (Amounts falling due after more than one year)			
Loans Payable	7	47,299,362	48,265,767
Finance Leases		-	-
Refundable deposits	8	2,881,183	3,090,133
Other		22,162,558	16,766,099
		72,343,102	68,122,000
Net Assets		1,214,193,341	1,173,987,746
Represented by			
Capitalisation Account	9	1,170,937,926	1,149,307,575
Income WIP	2	20,601,237	7,487,743
General Revenue Reserve		2,509,228	2,343,702
Other Specific Reserves		-	-
Total Reserves		1,214,193,342	1,173,987,746

Debt Management Unit Report

Covid-19 Commercial Rates

As part of the Covid-19 2020 Government Stimulus Package, a 100% waiver of commercial rates was granted for the 9 month period from 27th March to 27th December 2020 to all ratepayers, except for those falling into a small number of categories. The total waiver for the 9 months equates to €20.7 million, with 3,476 accounts availing of the waiver, i.e. 92% of our overall accounts. The waiver was applied as a credit in lieu of rates for the 9 month period covered in 2020. Excluded categories were mainly utilities, banks, large supermarkets and corporates. Exchequer funding of €20.7m was received for the commercial rates waiver.

Covid-19 Business Restart Grant Schemes

The Business Restart Grant Scheme was launched on 22nd May 2020. It was advertised extensively, both nationally and locally, as well as across social media. By mid-July, Galway City Council had processed 1269 applications for Restart Grants to a total value of €5,158,065.

The Restart Scheme was initially intended to provide grants in tandem with the phased re-opening of the economy, as per the Government's Roadmap. As the Roadmap was accelerated, so too was the scheme available to all eligible businesses and sectors. The Government introduced an enhanced **Restart Grant Plus Scheme** in July with higher grant levels than the initial Restart Grant Scheme. Under the enhanced scheme, the minimum grant was €4,000 (up from €2,000) and the new maximum grant was €25,000 (up from €10,000). The new scheme also had different criteria to the old scheme. Under the Restart Grant Plus scheme, support was provided for enterprises that could not access the original grant scheme, including rateable sports businesses and trading charity shops. The original Restart Grant Scheme ended on 22nd July 2020. Those that accessed funding through the Restart Grant Scheme were paid a second top-up payment of 30%, and an additional 40% top-up payment was also paid to Wet Pubs. A second top-up payment of 30% to a total combined value of the revised maximum grant level was paid to the Restart Grant Plus applicants. Details of all Restart Grants are outlined in the table below.

Restart Grant Scheme Statistics		
	Number	Value
Applications paid	1017	€5,185,265
Applications rejected	252	N/A
Total	1269	€5,185,265
	Number	Value
Applications paid	1,768	€13,723,878.00
Applications rejected	206	N/A
Total	1974	€13,712,624
Overall totals	3,243	€18,897,889

The Restart Grant Plus Scheme was closed for applications on 31st October 2020. A new Covid-19 Restrictions Support Scheme (CRSS) was established as part of Budget 2021 on 13th October 2020 and this is being operated by the Revenue Commissioners.

Covid-19 Mortgage Payment Break for Local Authority borrowers

3 Mortgage Payment Breaks (in tranches of 3 months), up to a maximum of nine months in total, was offered to Housing Loanees who experienced a reduction in income arising from the Covid-19 emergency and who were unable to make repayments on their home loan. The mortgage payment break was also open to Galway City Council borrowers who were currently in arrears and further impacted by Covid-19. In this case, borrowers were required to be engaging with Galway City Council in relation to their arrears and complying with relevant conditions already set. A mortgage payment break means that the borrower will make no mortgage payments for up to a maximum of nine months in total. Additional interest will not accrue to the borrowers account during the period of the payment break, ensuring that no increased cost will arise. This will have no impact on their credit rating. A total of 33 loanees have availed of mortgage payment breaks in 2020.

Corporate Policy Group (CPG) & Strategic Policy Committees (SPCs)

Corporate Policy Group (CPG)

The Corporate Policy Group consists of the Mayor and Chair of each of the Strategic Policy Committees. This Group acts as a type of Cabinet and provides a forum where policy positions affecting the whole City may be agreed for submission to the full City Council. The Mayor represents the Corporate Policy Group at meetings of Galway City Council. All members sit from January to December 2020, unless specified.

Corporate Policy Group Membership		
Membership		Issues Addressed
Chairperson		<ul style="list-style-type: none">• Final Draft of Corporate Plan 2019-2024• Cappagh Park LSSIF Feasibility Options• Marketing and Promotion Fund 2020• Covid-19 Pandemic• Budget Strategy Report• Arts Grants• Restart Business Grants• Budget 2021 Report• Standing Orders/Holding of Meetings• Sports Club Grant criteria• Economic Development, Enterprise Support & Culture• Planning• Housing• Transportation• Environment, Recreation & Amenity
Cllr. Mike Cubbard Mayor of the City of Galway		
Strategic Policy Committee Chairs		
Economic Development, Enterprise Support & Culture/Economic, Community & Cultural Development	Cllr. Niall McNelis	
Planning	Cllr. Peter Keane	
Housing/Housing & Social Inclusion	Cllr. Donal Lyons	
Transportation	Cllr. Eddie Hoare	
Environment, Recreation & Amenity/Climate Change, Environment, Recreation & Amenity	Cllr. Pauline O'Reilly January to March 2020 Cllr. Martina O'Connor May to December 2020	
Number of meetings held in 2020: 8		

Strategic Policy Committees (SPCs)

Strategic Policy Committees consider matters connected with the formulation, development, monitoring and review of policy for Galway City Council. The membership of SPCs is made up of Galway City Council Elected Members and external representatives from local sectoral interests.

Housing & Social Inclusion		
Membership	Organisation	Issues Addressed
Cllr. D. Lyons (Chair) Cllr. D. McDonnell Cllr. T. O'Flaherty Cllr. M. Cubbard Cllr. M. O'Connor Cllr. F. Fahy Cllr. A. Cheevers	Elected Members	<ul style="list-style-type: none">• West Regional Homeless Action Plan 2020 - 2022• Homeless Update (standing item)• Traveller Accommodation Programme 2019 - 2024 (updates)• Housing Capital Programme (updates)• Housing Allocations / Choice Based Letting policies and procedures• Housing Needs Assessment 2020
Ms. Bridget Kelly	GCCN	
Ms. Karen Golden	GCCN	
Mr. Mark Lohan	ICTU	
Mr. Walter King	Construction Sector	
<ul style="list-style-type: none">• Estate Management/Antisocial Behaviour (policy reviews)• Control of Horses Bye-Laws• Affordable Housing Scheme		
Number of meetings held in 2020: 4		

Planning		
Membership	Organisation	Issues Addressed
Cllr. P. Keane (Chair) Cllr. M. Crowe Cllr. O Hanley Cllr. N. McNelis Cllr. O. Crowe Cllr. F. Fahy Cllr. C. Higgins Cllr. N. Larkin	Elected Members	<ul style="list-style-type: none">• Role of the Office of the Planning Regulator• Northern & Western Regional Spatial & Economic Strategy• Urban Regeneration and Development Fund (URDF) - Call 2• Review of the Development Contribution Scheme• Vacant Sites Levy• Short term letting regulations
Mr. Derrick Hambleton	GCCN	
Mr. Brendan Mulligan	GCCN	
Ms. Marian Spelman	ICTU	
Ms. Patricia Staunton	Business Sector	<ul style="list-style-type: none">• Heritage Programme• Castles Upgrade Works• National Ports Policy
Number of meetings held in 2020: 4		

Economic, Community & Cultural Development		
Membership	Organisation	Issues Addressed
Cllr. N. McNelis (Chair) Cllr. D. Lyons Cllr. E. Hoare Cllr. N. Larkin Cllr. J. Connolly Cllr. C. Higgins Cllr. M. Crowe Cllr. D. Mc Donnell	Elected Members	<ul style="list-style-type: none">• Oversee the implementation of the economic elements of the Galway City LECP 2015-2021 and ongoing monitoring with the Advisory Steering Group on action plan.• Finalisation and Adoption of 'Galway to 2025' – Joint Tourism Strategy for Galway.• Review the Economic Sustainability Strategy including work of Local Enterprise Office.
Ms. Geri Slevin	ICTU	<ul style="list-style-type: none">• Engage in the development of the Regional Spatial and Economy Strategy.
Mr. Dominick Whelan	GCCN	<ul style="list-style-type: none">• Ongoing review of the Economic and Cultural Development Unit Annual Service Delivery Plan 2020.
Mr. Dave Hickey	Business Sector	
Ms. Maeve Mulrennan	GCCN	<ul style="list-style-type: none">• Development and implementation of marketing initiatives for Galway Tourism.• Progress the Atlantic Economic Corridor initiative in partnership with the Department of Rural and Community Development.• Review of the Galway City Culture and Creativity Plan 2018-2022 and implementation of key actions for 2019 in line with 'Everybody Matters – A Cultural Sustainability Strategy Framework for Galway' & Galway City Arts Plan.• Monitoring of Galway City Museum Strategic Plan.• Review of Strategic Development of Leisureland Complex.• Supporting Social Enterprise in Galway City / Social Enterprise Development Fund.• Developing the Green Economy in Galway City
Number of meetings held in 2020: 4		

Transportation		
Membership		Issues Addressed
Cllr. E. Hoare (Chair) Cllr. P. Keane Cllr. N. Larkin Cllr. P. O'Reilly Cllr. M. Cubbard Cllr. C. Higgins Cllr. A. Cheevers Cllr. C. Connolly	Elected Members	<ul style="list-style-type: none">• Updates on the Implementation of Galway Transport Strategy – Standing item each month for relevant update on specific projects and interventions• Parkmore & Ardaun Strategic Development• URDF 2020 – Call for applications• Cycling Strategy• Parking Management Strategy• Review of Parking Control Bye-Laws 2009• Public Lighting Energy Efficiency Programme
Mr. Pat Hardiman	ICTU	
Mr. Paul O'Donnell	GCCN	
Mr. Shane Foran	GCCN	
Ms. Elaine Brick	Business Sector	
Number of meetings held in 2020: 4		

Climate Action, Environment, Recreation & Amenity		
Membership		Issues Addressed
Cllr. M. O'Connor (Chair) Cllr. D. McDonnell Cllr. D. Lyons Cllr. T. O'Flaherty Cllr. C. Connolly Cllr. O. Hanley Cllr. J. Connolly Cllr N. Murphy	Elected Members	Recreation and Amenity <ul style="list-style-type: none"> • Biodiversity Strategy & All-Ireland Pollinator Plan Implementation • Tree Management Policy and Audit • Parks, Open Spaces & Beaches Bye laws • R&A significant Capital Projects • R&A Needs Study • Development of Master Plans – Terryland Forest Park and Merlin Park • Provision of Cemetery Services Environment <ul style="list-style-type: none"> • Litter Management Plan • Waste Management • Control of Dogs Policy • Derelict Sites • Water Quality • Climate Mitigation • Climate Adaptation Strategy • Energy Management • Coastal Protection and Flood Management • Climate Change & Sustainability Strategy
Mr. Brendan Smyth	GCCN	
Ms. Caroline Stanley	GCCN	
Ms. Eleanor Hough	GCCN	
Mr. Colm Ryan	Business Sector	
Number of meetings held in 2020: 5		

Performance Indicators: 01/01/2020 - 31/12/2020

Topic	Indicator	Value	Comment
Housing H1 H2 H4	A. No. of dwellings in the ownership of the LA at 1/1/2020	2,271	Difference in units from end of 2019 closing figures is 137 - this difference is made up of 72 unsold affordable units, 59 traveller accommodation units and 6 other units (special lettings) that had been incorrectly included in NOAC housing stock figures previously
	B. No. of dwellings added to the LA owned stock during 2020 (whether constructed or acquired)	48	18 - Turnkey Properties 30 - Acquisitions 2 properties acquired by GCC were funded by Traveller Accommodation Unit and are categorised as Traveller Specific Accommodation
	C. No. of LA owned dwellings sold in 2020	12	Sold under the Tenant Purchase Scheme
	D. No. of LA owned dwellings demolished in 2020	0	
	E. No. of dwellings in the ownership of the LA at 31/12/2020	2,307	
	F. No. of LA owned dwellings planned for demolition under a DHPLG approved scheme	2	McHale House Loop Road Bungalow
	A. The percentage of the total number of LA owned dwellings that were vacant on 31/12/2020	2.08%	
	The number of dwellings within their overall stock that were not tenanted on 31/12/2020	48	
	A. Expenditure during 2020 on the maintenance of LA housing compiled from 1 January 2020 to 31 December 2020, divided by the no. of dwellings in the LA stock at 31/12/2020, i.e. the H1E less H1F indicator figure	€975.67	
	Expenditure on maintenance of LA stock compiled from 1 January 2020 to 31 December 2020, including planned maintenance and expenditure that qualified for grants, such as SEAI grants for energy efficient retro-fitting works or the Fabric Upgrade Programme but excluding expenditure on vacant properties and expenditure under approved major refurbishment schemes (i.e. approved Regeneration or under the Remedial Works Schemes).	€2,248,923.68	Includes codes R108007, R108008, R108009, R108015 from 2020 Revenue Report, less H200 wages element.

Housing H3 H5	A. The time taken from the date of vacation of a dwelling to the date in 2020 when the dwelling is re-tenanted, averaged across all dwellings re-let during 2020	44.47 weeks	
	B. The cost expended on getting the dwellings re-tenanted in 2020, averaged across all dwellings re-let in 2020	€18,130.72	
	The number of dwellings that were re-tenanted on any date in 2020 (but excluding all those that had been vacant due to an estate-wide refurbishment scheme)	63	
	The number of weeks from the date of vacation to the date the dwelling is re-tenanted	2801.89 weeks	
	Total expenditure on works necessary to enable re-letting of the dwellings	€1,142,235.32	Includes codes R108023, R113103, R188113 from 2020 Revenue Report, + H200 wages element from R108007 to 009.
	A. Total number of registered tenancies in the LA area at end of June 2020	11,853	
	B. Number of rented dwellings inspected in 2020	387	
	C. Percentage of inspected dwellings in 2020 that were found not to be compliant with the Standards Regulations	100.00%	
	D. Number of dwellings deemed compliant in 2020 (including those originally deemed non-compliant)	12	
Housing H6	A. Number of adult individuals in emergency accommodation that are long-term homeless as a % of the total number of homeless adult individuals in emergency accommodation at the end of 2020	65.91%	
	The number of adult individuals classified as homeless and in emergency accommodation on the night of 31 December 2020 as recorded on the PASS system	176	
	The number out of those individuals who, on 31/12/2020, had been in emergency accommodation for 6 months continuously, or for 6 months cumulatively within the previous 12 months	116	

Roads R1 R2	A. (a) The % of Regional road kilometres that received a PSCI rating in the 24 month period prior to 31/12/2020	7.50%	
	A. (b) The % of Local Primary road kilometres that received a PSCI rating in the 24 month period prior to 31/12/2020	96.70%	
	A. (c) The % of Local Secondary road kilometres that received a PSCI rating in the 24 month period prior to 31/12/2020	82.90%	
	A. (d) The % of Local Tertiary road kilometres that received a PSCI rating in the 60 month period prior to 31/12/2020	90.80%	
	B. (a.1) The % of total Regional road kilometres with a PSCI rating of 1-4 at 31/12/2020	0.10%	
	B. (a.2) The % of total Regional road kilometres with a PSCI rating of 5-6 at 31/12/2020	26.40%	
	B. (a.3) The % of total Regional road kilometres with a PSCI rating of 7-8 at 31/12/2020	23.00%	
	B. (a.4) The % of total Regional road kilometres with a PSCI rating of 9-10 at 31/12/2020	47.70%	
	B. (b.1) The % of total Local Primary road kilometres with a PSCI rating of 1-4 at 31/12/2020	3.90%	
	B. (b.2) The % of total Local Primary road kilometres with a PSCI rating of 5-6 at 31/12/2020	41.90%	
	B. (b.3) The % of total Local Primary road kilometres with a PSCI rating of 7-8 at 31/12/2020	30.90%	
	B. (b.4) The % of total Local Primary road kilometres with a PSCI rating of 9-10 at 31/12/2020	22.90%	
	B. (c.1) The % of total Local Secondary road kilometres with a PSCI rating of 1-4 at 31/12/2020	4.50%	
	B. (c.2) The % of total Local Secondary road kilometres with a PSCI rating of 5-6 at 31/12/2020	41.00%	
	B. (c.3) The % of total Local Secondary road kilometres with a PSCI rating of 7-8 at 31/12/2020	34.70%	
	B. (c.4) The % of total Local Secondary road kilometres with a PSCI rating of 9-10 at 31/12/2020	19.30%	

	B. (d.1) The % of total Local Tertiary road kilometres with a PSCI rating of 1-4 at 31/12/2020	1.90%	
	B. (d.2) The % of total Local Tertiary road kilometres with a PSCI rating of 5-6 at 31/12/2020	23.50%	
	B. (d.3) The % of total Local Tertiary road kilometres with a PSCI rating of 7-8 at 31/12/2020	53.80%	
	B. (d.4) The % of total Local Tertiary road kilometres with a PSCI rating of 9-10 at 31/12/2020	18.50%	
	A1. Kilometres of regional road strengthened during 2020	0.8 km	
	A2. The amount expended on regional roads strengthening work during 2020	€166,084.00	
	A3. The average unit cost of regional road strengthening works per square metre (€/m2)	€36.33	
	B1. Kilometres of regional road resealed during 2020	TBC	
	B2. The amount expended on regional road resealing work during 2020	TBC	
	B3. The average unit cost of regional road resealing works per square metre (€/m2)	TBC	
	C1. Kilometres of local road strengthened during 2020	4.1 km	
	C2. The amount expended on local road strengthening work during 2020	€330,336.00	
	C3. The average unit cost of local road strengthening works per square metre (€/m2)	€12.96	
	D1. Kilometres of local road resealed during 2020	TBC	
	D2. The amount expended on local road resealing work during 2020	TBC	
	D3. The average unit cost of local road resealing works per square metre (€/m2)	TBC	

Motor Tax R3	A. The percentage of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued) in 2020		Motor Tax Service is operated through Galway County Council as a shared service.
Water W1 W2	% of Private Drinking Water Schemes in compliance with statutory requirements in respect of the monitoring of the quality of private drinking water supplies during 2020	1.00%	
	The number of registered schemes monitored by each local authority as a percentage of total schemes registered		
	The number of registered schemes monitored in 2020	0	
	Total number of registered schemes in 2020	0	
Waste E1	A. The number of households, based on the 2016 Census, who are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2020	2603	
	B. The % of households within the local authority that the number at A represents (based on agglomerations of more than 500)	95.88%	
Environmental Pollution E2	A1. Total number of pollution cases in respect of which a complaint was made during 2020	692	
	A2. Number of pollution cases closed from 1/1/2020 to 31/12/2020	681	
	A3. Total number of cases on hands at 31/12/2020	28	
	The opening number of cases carried forward from the year end 2019	17	
Litter Pollution E3	A1. The % of the area within the LA that when surveyed in 2020 was unpolluted or litter free	5%	
	A2. The % of the area within the LA that when surveyed in 2020 was slightly polluted	77%	

	A3. The % of the area within the LA that when surveyed in 2020 was moderately polluted	15%	
	A4. The % of the area within the LA that when surveyed in 2020 was significantly polluted	3%	
	A5. The % of the area within the LA that when surveyed in 2020 was grossly polluted	0%	
Green Flag Status E4	A. The % of schools that have been awarded/renewed green flag status in the two years to 31 December 2020	51.28%	
	Schools which attained a Green Flag for the first time in 2020	1	
	Schools which renewed their Green Flag in 2020	10	
	Schools which held a Green Flag from 2019 and therefore do not require renewal until 2021	9	
Energy Efficiency E5	A. The cumulative % of energy savings achieved by 31/12/2020 relative to baseline year (2009)	1.00%	
Public Lighting E6	A. Total billable wattage of the public lighting system	3,352.74 MWh	
	B. Average billable wattage of the public lighting system	83.20W	
	C. Percentage of the total system that LED lights represent	46.94%	
	Number of LED lights in the public lighting system	4,558	
	Number of SOX-SON lights in the public lighting system	5,152	
Planning P1	A. Buildings inspected as a percentage of new buildings notified to the local authority	10.28%	
	Total number of new buildings notified to the local authority i.e. buildings where a valid Commencement Notice was	282	

	served in the period 1/1/2020 to 31/12/2020 by a builder or developer on the local authority		
	Number of new buildings notified to the local authority in 2020 that were the subject of at least one on-site inspection during 2020 undertaken by the local authority	29	
Planning P2 P3	A. Number of LA planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in 2020	30	
	B. % of the determinations at A which confirmed (either with or without variation) the decision made by the LA	86.67%	
	Number of determinations confirming the LA's decision (either with or without variation)	26	
	A. Total number of planning cases referred to or initiated by the local authority in the period 1/1/2020 to 31/12/2020 that were investigated	159	
	B. Total number of investigated cases that were closed during 2020	127	
	C. % of the cases at B that were dismissed as trivial, minor or without foundation or were closed because statute barred or an exempted development	69.29%	
	D. % of cases at B that were resolved to the LA's satisfaction through negotiations	0%	
	E. % Cases at B that were closed due to enforcement proceedings	30.71%	
	F. Total number of planning cases being investigated as at 31/12/2020	104	
	Number of cases at 'B' that were dismissed under section 152(2), Planning and Development Act 2000	88	
	Number of cases at 'B' that were resolved to the LA's satisfaction through negotiations	0	
	Number of cases at 'B' that were closed due to enforcement proceedings	39	

Planning P4 P5	A. The 2020 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per the 2016 Census	€32.16	
	AFS Programme D data consisting of D01 - Forward Planning, D02 - Development Management, D03 - Enforcement (inclusive of the relevant Programme D proportion of the central management charge) for 2020	€2,530,072	
	A. The percentage of applications for fire safety certificates received in 2020 that were decided (granted or refused) within two months of their receipt	54.01%	
	B. The percentage of applications for fire safety certificates received in 2020 that were decided (granted or refused) within an extended period agreed with the applicant	37.23%	
	The total number of applications for fire safety certificates received in 2020 that were not withdrawn by the applicant	137	
	The number of applications for fire safety certificates received in 2020 that were decided (granted or refused) within two months of the date of receipt of the application	74	
	The number of applications for fire safety certificates received in 2020 that were decided (granted or refused) within an agreed extended time period	51	
Fire Service F1	A. The Annual Financial Statement (AFS) Programme E expenditure data for 2020 divided by the population of the LA area per the 2016 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports	TBC	
	AFS Programme E expenditure data consisting of E11 - Operation of Fire Service and E12 - Fire Prevention for 2020	TBC	

Fire Service F2 F3	A. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of fire		Fire Service is operated through Galway County Council as a shared service.
	B. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of fire		Fire Service is operated through Galway County Council as a shared service.
	C. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of all other (non-fire) emergency incidents		Fire Service is operated through Galway County Council as a shared service.
	D. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other (non-fire) emergency incidents		Fire Service is operated through Galway County Council as a shared service.
	A. % of cases in respect of fire in which first attendance at scene is within 10 minutes		Fire Service is operated through Galway County Council as a shared service.
	B. % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes		Fire Service is operated through Galway County Council as a shared service.
	C. % of cases in respect of fire in which first attendance at the scene is after 20 minutes		Fire Service is operated through Galway County Council as a shared service.
	D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes		Fire Service is operated through Galway County Council as a shared service.
	E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes		Fire Service is operated through Galway County Council as a shared service.
	F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes		Fire Service is operated through Galway County Council as a shared service.
	Total number of call-outs in respect of fires from 1/1/2020 to 31/12/2020		Fire Service is operated through Galway County Council as a shared service.
	Number of these fire cases where first fire tender attendance at the scene is within 10 minutes		Fire Service is operated through Galway County Council as a shared service.
	Number of these fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes		Fire Service is operated through Galway County Council as a shared service.
	Number of these fire cases in which first fire tender attendance at the scene is after 20 minutes		Fire Service is operated through Galway County Council as a shared service.

	Total number of call-outs in respect of all other emergency incidents (i.e. not including fire) from 1/1/2020 to 31/12/2020		Fire Service is operated through Galway County Council as a shared service.
	Number of these non-fire cases in which first fire tender attendance at the scene is within 10 minutes		Fire Service is operated through Galway County Council as a shared service.
	Number of these non-fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes		Fire Service is operated through Galway County Council as a shared service.
	Number of these non-fire cases in which first fire tender attendance at the scene is after 20 minutes		Fire Service is operated through Galway County Council as a shared service.
Library Service L1	A. Number of visits to libraries per head of population for the LA area per the 2016 Census		Library is operated through Galway County Council as a shared service.
	B. Number of items issued to library borrowers in the year		Library is operated through Galway County Council as a shared service.
	C. Library active members per head of population		Library is operated through Galway County Council as a shared service.
	D. Number of registered library members in the year		Library is operated through Galway County Council as a shared service.
	Number of visits to its libraries from 1/1/2020 to 31/12/2020		Library is operated through Galway County Council as a shared service.
Library Service L2	A. The Annual Financial Statement (AFS) Programme F data for 2020 divided by the population of the LA area per the 2016 Census		
	B. The annual per capita expenditure on collections over the period 1/01/2020 to 31/12/2020		
	A. AFS Programme F data consisting of F02 - Operation of Library and Archival Service (inclusive of the relevant proportion of the central management charge for Programme F) for 2020	€1,722,250	This is Galway City Council 2020 contribution to Galway County Council for the library which is a shared service.
	B. The annual expenditure on new stock acquired by the library in the year		Library is operated through Galway County Council as a shared service.

Youth & Community Y1 Y2	A. Percentage of local schools involved in the local Youth Council/Comhairle na nÓg scheme	90.0%	
	Total number of second level schools in the LA area at 31/12/2020	10	
	Number of second level schools in the LA area from which representatives attended the local Comhairle na nÓg AGM held in 2020	9	
	A. Number of organisations included in the County Register and the proportion who opted to be part of the Social Inclusion College within the PPN	2.08	
	Total number of organisations included in the County Register for the local authority area as at 31/12/2020	144	
	Total number of those organisations that registered for the first time in 2020	16	
	Number of organisations that opted to join the Social Inclusion Electoral College on whatever date they registered for the PPN	3	
Corporate C1 C2 C4 C5	A. The wholetime equivalent staffing number as at 31 December 2020	503.49	
	A. Percentage of paid working days lost to sickness absence through medically certified leave in 2020	1.82%	
	B. Percentage of paid working days lost to sickness absence through self-certified leave in 2020	0.14%	
	Total Number of working days lost to sickness absence through medically certified leave in 2020	3302 days	
	Total Number of working days lost to sickness absence through self-certified leave in 2020	162 days	
	Number of unpaid working days lost to sickness absence included within the total of self-certified sick leave days in 2020	6 days	

	Number of unpaid working days lost to sickness absence included within the total of medically certified sick leave days in 2020	1226 days	
	If any staff are on long-term sick leave (i.e. a continuous period of more than 4 weeks), include a text note of the number of staff on long-term sick leave	31 (21 staff within Certified Sick Leave Paid figure & 10 staff within Certified Sick Leave Unpaid figure)	
	A. All ICT expenditure in the period from 1/1/2020 to 31/12/2020, divided by the WTE no.	€4203.59	
	Total ICT expenditure in 2020	€2,116,467.11	
	A. All ICT expenditure calculated in C4 as a proportion of Revenue expenditure	1.67	
	Total Revenue expenditure from 1/1/2020 to 31/12/2020 before transfers to or from reserves	€126,955,470	
Corporate C3	A. The per capita total page views of the local authority's websites in 2020	12.01	
	B. The per capita total number of followers at end 2020 of the local authority's social media accounts (if any)	0.36	
	The cumulative total page views of all websites operated by the local authority for the period from 1/1/2020 to 31/12/2020 obtained from a page tagging on-site web analytics service or equivalent	944,751	
	The total number of social media users who, at 31/12/2020, were following the local authority on any social media sites	28,556	
	The number of social media accounts operated by the local authority	3	

	Indicate if there was a change to the cookie policies on the local authority sites and the date this came into effect	Yes. 12/08/2020	
Finance M1 to M4	A. Cumulative surplus/deficit balance at 31/12/2016 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€933,557	
	B. Cumulative surplus/deficit balance at 31/12/2017 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€1,654,560	
	C. Cumulative surplus/deficit balance at 31/12/2018 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€2,120,944	
	D. Cumulative surplus/deficit balance at 31/12/2019 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€2,343,703	
	E. Cumulative surplus/deficit balance at 31/12/2020 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€2,509,228	
	F. Cumulative surplus or deficit at 31/12/2020 as a percentage of Total Income in 2020 from the Income and Expenditure Account Statement of the AFS	1.83%	
	G. Revenue expenditure per capita in 2020	€1,613.81	
	H. Revenue expenditure per capita in 2020 excluding significant out of county / shared service expenditure	€1,613.08	
	The 2020 Total Income figure from the Income and Expenditure Account Statement of the AFS	€137,095,365	
	The 2020 Total Expenditure figure from the Income and Expenditure Account Statement of the AFS	€126,955,470	
	The 2020 Revenue expenditure excluding county / shared service expenditure for the service providers of HAP, MyPay, DRHE and Dublin Fire Services	€126,897,584	
	A. (a) Collection level of Rates in Appendix 7 of the AFS for 2016	75.0%	

	A. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2016	76.0%	
	A. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2016	80.0%	
	B. (a) Collection level of Rates in Appendix 7 of the AFS for 2017	78.0%	
	B. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2017	80.0%	
	B. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2017	82.0%	
	C. (a) Collection level of Rates in Appendix 7 of the AFS for 2018	81.0%	
	C. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2018	79.0%	
	C. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2018	84.0%	
	D. (a) Collection level of Rates in Appendix 7 of the AFS for 2019	83.0%	
	D. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2019	80.0%	
	D. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2019	86.0%	
	E. (a) Collection level of Rates in Appendix 7 of the AFS for 2020	61%	
	E. (b) Collection level of Rent & Annuities in Appendix 7 of the AFS for 2020	79%	
	E. (c) Collection level of Housing Loans in Appendix 7 of the AFS for 2020	86%	
	A.1 Per capita total cost of settled claims for 2018	€11.12	
	A.2 Per capita total cost of settled claims for 2019	€15.66	
	A.3 Per capita total cost of settled claims for 2020	€21.29	

	IPB Insurance: Number of notified claims for 2018	70	
	IPB Insurance: Number of notified claims for 2019	78	
	IPB Insurance: Number of notified claims for 2020	69	
	IPB Insurance: Number of settled claims for 2018	39	
	IPB Insurance: Number of settled claims for 2019	44	
	IPB Insurance: Number of settled claims for 2020	46	
	IPB Insurance: Total cost of settled claims for 2018	€874,529.46	
	IPB Insurance: Total cost of settled claims for 2019	€1,232,265.42	
	IPB Insurance: Total cost of settled claims for 2020	€1,662,621.00	
	Total cost of claims settled under excess for 2018	€0	
	Total cost of claims settled under excess for 2019	€0	
	Total Cost of claims settled under excess for 2020	€12,600	
	Self-insured: Number of notified claims for 2018	0	
	Self-insured: Number of notified claims for 2019	0	
	Self-insured: Number of notified claims for 2020	0	
	Self-insured: Number of settled claims for 2018	0	
	Self-insured: Number of settled claims for 2019	0	
	Self-insured: Number of settled claims for 2020	0	
	Self-insured: Total cost of settled claims for 2018	€0	
	Self-insured: Total cost of settled claims for 2019	€0	
	Self-insured: Total cost of settled claims for 2020	€0	
	A. Overall central management charge as a percentage (%) of total expenditure on revenue account	8.18%	
	B. Total payroll costs as a percentage (%) of revenue expenditure	21.61%	
	Overall central management charge from the Local Authority FMS and defined in the Annual Budget	€10,383,717	

	Total payroll costs from Appendix 1 of the AFS for 2020 (including Salaries, Wages and Pensions)	€27,429,259	
Economic Development J1 to J4	A. The number of jobs created with assistance from the Local Enterprise Office during the period 1/1/2020 to 31/12/2020 per 100,000 population	0.0000	-21.7403
	The no. of jobs created with assistance from the Local Enterprise Office during the period 1/1/2020 to 31/12/2020		-39
	A. The number of trading online voucher applications approved by the Local Enterprise Office in 2020 per 100,000 population	0.0000	354.5348
	B. The no. of trading online vouchers that were drawn down in 2020 per 100,000 population	0.0000	126.5399
	The no. of trading online voucher applications approved by the Local Enterprise Office in 2020		636
	The no. of those trading online vouchers that were drawn down in 2020		227
	A. The number of participants who received mentoring during the period 1/1/2020 to 31/12/2020 per 100,000 population	0.0000	645.5209
	The no. of participants who received mentoring during the period 1/1/2020 to 31/12/2020		1158
	A. Does the local authority have a current tourism strategy?	Yes	
	B. Does the local authority have a designated Tourism Officer?	Yes	