Galway City Council

Annual Report 2012
CONTENTS

Foreword from the Mayor .................................................................................................................. 3
City Manager's Introduction ................................................................................................................ 4
Galway City ........................................................................................................................................ 5
Galway City Council Members ........................................................................................................ 7
Corporate Policy Group (CPG & Strategic Policy Committees SPC’s) ............................................ 8
Corporate Plan .................................................................................................................................... 14
Housing Services ............................................................................................................................... 15
Transport & Infrastructure .................................................................................................................. 20
Water Services .................................................................................................................................... 28
Planning & Economic Development ................................................................................................. 33
Community & Culture ....................................................................................................................... 42
Environmental Services ..................................................................................................................... 53
Recreation & Amenity ......................................................................................................................... 62
Arts & Culture .................................................................................................................................... 66
Human Resource ............................................................................................................................... 69
Freedom of Information ...................................................................................................................... 76
Internal Audit ...................................................................................................................................... 77
Conferences & Seminars ..................................................................................................................... 78
ICT Department ................................................................................................................................. 80
Workplace Partnership ....................................................................................................................... 81
Customer Services ............................................................................................................................ 86
Finance ............................................................................................................................................... 88
Service Indicators .............................................................................................................................. 94
As Mayor of Galway City, I am pleased to present the 2012 Annual Report of Galway City Council. It was my pleasure to serve as Mayor from June 2012 to June 2013.

Along with my colleagues on the Council, and with the support of the City Manager and staff, I have been committed to the continued maintenance and delivery of levels of service expected of their Council by the people of Galway. Over the course of the year there were many challenges faced by both Elected Members and by staff in the maintenance of services to the people of Galway.

I was delighted to be present at the launch of the Lorient-Galway leg of the Volvo Ocean Race and to welcome the Volvo Ocean Race Finalé itself to the city, affording us the opportunity to showcase Galway to the world.

Over the course of the year, I was delighted to host the Eyre Square 300th Anniversary and, on my last day in office, to commemorate the 50th Anniversary of the visit of President Kennedy to Eyre Square.

I want to pay a special tribute to the staff of Galway City Council who work out of doors including our indefatigable Litter Crews who hit the streets each morning to ensure the city is looking its best for residents and visitors alike.

It has been a great pleasure for me to have met so many people over the year who are engaged in voluntary activity across a range of areas to make their communities and their city and better place and to have invited nominations for the annual Mayor’s Awards.

I would like to thank the City Manager and all the staff of Galway City Council and the statutory, business, community and voluntary sectors for their work with us on behalf of the city. It has been a great honour for me to serve as Mayor of our magnificent city and to represent it at home and abroad.

I would like to thank my fellow Councillors on the City Council for their cooperation throughout the year and in particular Councillor Hildegarde Naughton who presided as Mayor for the first half of 2012.

Le gach dea ghui,

Councillor Terry O’Flaherty
Mayor of Galway,
June 2012 – June 2013.
The publication of this Annual Report records progress, and outlines achievements, across the full spectrum of Galway City Council’s activities in the calendar year of 2012.

Working together in Galway City Council, Elected Members and Staff endeavour to provide services and facilities to the people we serve, which in turn contributes to making Galway an attractive and enjoyable city to live in, to work in and to visit.

Galway City Council continues to operate in a challenging environment. The economic downturn and the measures in place at national and local level to steer us through this period have impacted particularly on staffing levels in the Council. Equally, the depressed economic environment, and its impact on our citizens and customers, has resulted in reductions in almost all of our funding streams. Nonetheless, our staff have worked hard to re-organise processes and re-prioritise work programmes so that we can continue to deliver services to levels which our customers have come to expect.

2012 will be remembered for a number of developments, each of which reflect positively on our Council and our city. The city hosted the end of the Volvo Ocean Race over eight days in July. The event attracted over 800,000 visitors to the city and its success demonstrated the capacity of the city to successfully deliver on events of international scale, and the willingness and commitment of a wide range of public, private and voluntary groups to work together in promoting and advancing the interests of our city. These attributes, allied to our progressive attitude, were highlighted by the judging panel from the Academy of Urbanism who awarded Galway the international Great Town Award in November. Finally, the Government published its programme for reform of local government, “Putting People First”, and decided that unlike Limerick and Waterford, there would be no merger of local Councils in Galway, and Galway City Council should be retained as the primary unit of local government in the city. This will enable us to continue to serve the needs of Galway and its people in line with the mandate provided by our citizens, while continuing to work constructively with our colleagues in the County in promoting the interests of the region.

I would like to thank the staff of City Council for their continued hard work and commitment, to compliment the Elected Members along with both Mayors who served this year for their ongoing contribution to the well-being of our city, and to express my gratitude to everyone else in the city and beyond, who helped and supported us in our work during 2012.

Joe O’Neill
City Manager
Galway City is the gateway city for the West of Ireland. Located on the shores of Galway Bay, within sight of the Atlantic Ocean, the city is surrounded by the phenomenal landscape of Connamara to the west and Lough Corrib to the north. The city is bisected by the river whose stony bed (Gaill Aimh) gave it its name and the city centre is interwoven with canals and mill races which have their origins in the commercial heritage of earlier centuries.

The population of the city has continued to grow from just over 47,000 in 1986 to now stand at 75,114 according to the 2011 Census. 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. The rate of population growth has slowed to 4.10% between the 2006 and 2011 Censuses while the population of Galway County has continued to grow at a faster pace of 10%. Throughout the recent years from the 1990’s 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. There are close to 40,000 pupils and students in primary, secondary, further and third-level schools and colleges across city. Education and learning is part of the past, the present and the future of the city. Learning and the knowledge society will sustain and develop our city into the 21st century. The challenge of securing the resources and infrastructure required for a learning city is one that 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 multi-cultural city. More than one in ten of the population of the city was born outside of Ireland. This diversity presents everyone in the city with opportunities and challenges. The opportunity exists to integrate people from differing ethnic and national origins in a sustainable intercultural way into the life of the city. The challenge is to build communities, which acknowledge diversity and at the same time work together. These challenges impact on many aspects of the work of 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 like Druid Theatre Company and Galway Arts Festival and festivals such as the Volvo Ocean Race and the Galway Races. 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. Our joint endeavours as a creative city pay dividends, which nurture and recognise artistic excellence but also infuse the city with a sense of the possibilities which imagination
brings.

The City Council recognises that a City is constantly changing and evolving to meet the needs of the current generation while also respecting the historical legacy of the City. Working in close association with business, tourism, cultural and community interests the 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 challenge of the current economic situation, has been to provide both the immediate supports required by the recently unemployed and also to have in place the mechanisms for re-training, 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 the economy and workforce of the city will be ready to take advantage of the recovery when it comes. The commercial and retail sectors of Galway have learned resilience over the years. The joint challenge for both 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 the city is growing even stronger. The historic commitment of 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 the more cohesive, integrated and co-ordinated approach to economic, social, cultural, political and environmental development that 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 MEMBERS

**Galway City East**
- Cllr. Tom Costello (Lab)
- Cllr. Michael Crowe (FF)
- Cllr. Frank Fahy (FG)
- Cllr. Declan McDonnell (NP)
- Cllr. Nuala Nolan (Lab)
- Cllr. Terry O’Flaherty (NP)

**Galway City Central**
- Cllr. Billy Cameron (Lab)
- Cllr. Padraig Connelly (FG)
- Cllr. Colette Connolly (Lab)
- Cllr. Ollie Crowe (FF)

**Galway City West**
- Cllr. Catherine Connolly (NP)
- Cllr. Peter Keane (FF)
- Cllr. Donal Lyons (NP)
- Cllr. Niall McNelis (Lab)
- Cllr. Hildegarde Naughton (FG)
CORPORATE POLICY GROUP (CPG) & STRATEGIC POLICY COMMITTEES (SPC'S)

Corporate Policy Group (CPG)

The Corporate Policy Group (CPG) consists of the Mayor and the Chairs 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 can be agreed for submission to the full City Council.

The Mayor represents the Corporate Policy Group at meetings of the City Council.

<table>
<thead>
<tr>
<th>Membership from June 2009</th>
<th>No. of Meetings held in 2012</th>
<th>Issues Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mayor, Cllr. Hildegarde Naughton (up to June 2012) Chairperson</td>
<td>9</td>
<td>1. Presentation on Volvo Ocean Race 2012</td>
</tr>
<tr>
<td>Mayor, Cllr. Terry O’Flaherty, Chairperson From July 2012</td>
<td></td>
<td>2. New Food Festival for Galway</td>
</tr>
<tr>
<td>Chairperson - Housing SPC: Cllr. Colette Connolly</td>
<td></td>
<td>3. Eyre Square - 300th Anniversary</td>
</tr>
<tr>
<td>Chairperson Recreation Amenity &amp; Culture SPC: Cllr. Padraig Conneely,</td>
<td></td>
<td>5. Disposal of Land to Liam Mellows Hurling Club</td>
</tr>
<tr>
<td>Chairperson Environment SPC Cllr. Catherine Connolly, Chairperson (up to June 2012) Cllr. Tom Costello (from July 2012)</td>
<td></td>
<td>6. Sean Duggan Centre - Fairgreen</td>
</tr>
<tr>
<td>Chairperson Transport &amp; Infrastructure SPC Cllr. Michael Crowe</td>
<td></td>
<td>7. Parks Byelaws</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. Christmas Market Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9. Affiliation to Nuclear Free Local Authorities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10. Trip to L’orient</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11. Padraic O’Connaire Statue</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12. Fisheries Tower Bridge</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13. All Ireland Homecoming</td>
</tr>
<tr>
<td></td>
<td></td>
<td>14. Doughiska Community Centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15. Strangeboat Foundation - Update</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Council Playing Pitches</td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td>Bodkin Roundabout</td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Park and Ride at Galway Airport</td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td>Local Government Reform Proposals - City Development Board</td>
<td></td>
</tr>
</tbody>
</table>
Strategic Policy Committees (SPC’s)

A central element of the Reform of the Local Government System (under the programme “Better Local Government – A Programme for Change” 1990) was establishment of Strategic Policy Committees (SPC’s) in each Local Authority.

These committees allow both elected representatives and local sectoral interests the opportunity to become more involved in policy formulation at a local level.

The City Council has 5 Strategic Policy Committees:

SPC 1 – Housing
SPC 2 – Transportation and Infrastructure
SPC 3 – Economic Development and Planning
SPC 4 – Environment
SPC 5 – Recreation, Amenity and Culture

The Strategic Policy Committees draw on the knowledge and expertise of people working with social, economic, cultural and environment bodies throughout Galway City.

The Committees also allow people with relevant expertise to work alongside the elected representatives in contributing to and developing Council policy in a spirit of partnership.

<table>
<thead>
<tr>
<th>SPC Name</th>
<th>Membership (From June 2009)</th>
<th>No. of Meetings held in 2012</th>
<th>Issues Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. Continuation of a multi-department/agency approach to dealing with hard to let estates.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3. Roll-out of a new format of pre-allocations induction to coincide with the CBL approach.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4. Roll-out as above to feed into a review of the Estate Management Strategy.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>5. Review of the current allocations policy by year-end.</td>
</tr>
<tr>
<td>SPC Name</td>
<td>Membership (From June 2009)</td>
<td>No. of Meetings held in 2012</td>
<td>Issues Addressed</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------</td>
<td>-----------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>SPC Name</td>
<td>Membership (From June 2009)</td>
<td>No. of Meetings held in 2012</td>
<td>Issues Addressed</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Environment SPC | Cllr. Catherine Connolly (Chairperson up to June 2012)  
Cllr. Tom Costello (Chairperson from July 2012)  
Cllr. Billy Cameron  
Cllr. Terry O'Flaherty  
Cllr. Peter Keane  
Cllr. Hildegard Naughton  
Cllr. Keiran Cunnane  
Ms. Dello Collier  
Mr. Tony Freeney  
Mr. Chris Peppiatt | 4 | 1. Bottle Banks  
2. Cash for Cans  
3. Amplification regarding Busking  
4. Consideration of the Control of Horses Legislation  
5. Tidy Towns Competition 2012  
6. Glan Suas Initiative  
7. Municipal Waste Management |

<table>
<thead>
<tr>
<th>SPC Name</th>
<th>Membership (From June 2009)</th>
<th>No. of Meetings held in 2012</th>
<th>Issues Addressed</th>
</tr>
</thead>
</table>
| Planning SPC | Cllr. D. Lyons (Chairperson)  
Cllr. Padraig Conneely  
Cllr. Frank Fahy  
Cllr. M.J. Crowe  
Cllr. Colette Connolly  
Cllr. Niall McNelis  
Mr. Hugh Conlon  
Mr. Derek Hambleton  
Mr. Bryan Egan  
Mr. Jim Cotter | 3 | 1. Heritage Plan Review  
2. Quarry Legislation  
3. Shop Front Signage and Design Guidelines  
4. Planning Enforcement Statistics  
5. Unfinished Housing Estates  
6. Flood Study Update  
7. Economic Development |
<table>
<thead>
<tr>
<th>SPC Name</th>
<th>Membership</th>
<th>No. of Meetings held in 2012</th>
<th>Issues Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cllr. Billy Cameron</td>
<td></td>
<td>2. Allotments Scheme</td>
</tr>
<tr>
<td></td>
<td>Cllr. Catherine Connolly</td>
<td></td>
<td>4. Eyre Square 300th Anniversary</td>
</tr>
<tr>
<td></td>
<td>Ms. Sybilla Snake</td>
<td></td>
<td>8. Sliabh Bhan % for Art Project</td>
</tr>
<tr>
<td></td>
<td>Ms. Nuala O'Hara</td>
<td></td>
<td>9. Salthill Commemorative Garden</td>
</tr>
<tr>
<td></td>
<td>Ms. Mairéad Ní Chróinn</td>
<td></td>
<td>10. Bohermore Clubhouse</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>11. Use of Public Space</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>12. Volvo Ocean Racecourse</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>13. Macnas</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>14. Comerford Household</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>15. Leasing of Council Lands for Playing Facilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>16. Arthouse Cinema Project</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>17. Access to Community Facilities &amp; Amenities</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>18. Galway Hockey Club</td>
</tr>
</tbody>
</table>
The City Council's mission, as set out in the Plan, is as follows:

“To work in partnership as Elected Members and staff of Galway City Council in the development and enhancement of the city and to provide efficient services to the people we serve, and, in so doing to continue to make Galway City an attractive, vibrant and proud city in to live, work and visit.”.

The work of the Council, as set out in the business plans and team development plans each year, is guided by its Corporate Plan, which is prepared every five years following the election of a new Council. The current Corporate Plan, to cover the period from the end of 2009 until 2014, was adopted by City Council in December, 2009.

This Plan, which was prepared by a Joint Committee comprised of the members of the Corporate Policy Group and City Council officials, sets out the City Council's core values, principal objectives and the strategies for the achievement of these objectives over the lifetime of the Plan. It also provides a strategic framework within which the combined efforts of the elected members and staff can work together to achieve these objectives having regard to the mission statement and core values of the organisation.

During the period of the previous Corporate Plan, Galway City Council met the challenges posed by the unprecedented economic growth and consequent development of the City. In preparing this Plan, the Council was cognisant of the current economic downturn and the challenges that this continues to present. We believe that the objectives set out in the Plan are both reasonable and achievable and that both Council members and staff are committed to meeting these challenges in an efficient, inclusive and democratic manner.

The following core values are reflected throughout the Corporate Plan:

- Democratic Leadership
- Corporate Governance
- Public service to the highest standards
- Efficiency
- Partnership
- Inclusiveness
- Sustainability
- Accountability
- Value our staff

To underpin these values and objectives, annual operational plans for each area of activity will be prepared which will in turn, monitor and measure our progress in achieving these objectives.
Housing Supply and Demand

Supply and Allocation of Social Housing Accommodation.

The focus on the provision of Social Housing has changed dramatically over the last couple of years. In the past finance was available for the purchase and building of houses to cater for the needs of those on our housing waiting list. Prior to the downturn in the economy Galway City Council had a significant capital programme to cover construction and acquisition of dwellings, However, the reduction in capital spending necessitated a restructuring of the social housing investment programme to allow for the delivery of new social housing through more flexible funding models for the years ahead. The Social Housing Leasing Initiative, and in particular the Rental Accommodation Scheme (RAS), will both play their parts as long-term social housing supports. The Department of Environment, Community and Local Government has indicated that it is committed to developing other funding mechanisms that will increase the supply of permanent new social housing. Such mechanisms will include options to purchase on lease agreements, build- to- lease, and sourcing of loan finance by approved housing bodies for construction and acquisition.

Social Housing Investment Programme

Galway City Council received €1.5 million in funding towards the purchase of eight properties in the city.

Voluntary Housing

In addition to the changing role of the Council in relation to the provision of housing, with increasing emphasis now on Voluntary Sector in terms of the provision of housing and its ongoing management and maintenance. This poses a number of challenges for the Council as well as the voluntary sector whose funding streams have changed quite significantly. In line with government policy, Galway City Council engaged with the voluntary housing sector in relation to the delivery of units under the various options including CALF Leasing and the Capital Assistance Scheme. (CAS)

Under the CAS Scheme, Galway City Council, in co-operation with Tuath and Cluid received approval of €3.6 million for the purchase of a block of 26 units at An Leargan, Ballymoneen Road. Galway City Council has 100% nomination rights from the housing waiting list for these units.

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

In 2012, 192 grants under the Housing Adaptation Grants and Mobility Aids Grants were paid. The total expenditure on grants for 2012 was €1,009,741.
Tenant Purchase Scheme – Three tenants purchased their properties under this scheme during 2012

Housing Waiting List. To date, there has again been a marked increase in the demand for housing supports and the total net need at the end of 2012 was 4,943 households. The following are the numbers on the housing waiting list in each category at as 31/12/2012:

Waiting List By Category

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unfit</td>
<td>10</td>
</tr>
<tr>
<td>Travellers</td>
<td>281</td>
</tr>
<tr>
<td>Involuntary Sharing</td>
<td>154</td>
</tr>
<tr>
<td>Overcrowded</td>
<td>110</td>
</tr>
<tr>
<td>Medical or Compassionate</td>
<td>277</td>
</tr>
<tr>
<td>Homeless</td>
<td>146</td>
</tr>
<tr>
<td>Financial</td>
<td>3853</td>
</tr>
<tr>
<td>Leaving Institutional Care</td>
<td>2</td>
</tr>
<tr>
<td>Elderly</td>
<td>60</td>
</tr>
<tr>
<td>Disabled</td>
<td>50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4943</strong></td>
</tr>
</tbody>
</table>

Social Housing Allocations

The following table summarises the Social Housing Allocations for 2012:

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Total to 31/12/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Housing Allocations</td>
<td>70</td>
</tr>
<tr>
<td>Social Housing Leasing Allocations</td>
<td>35</td>
</tr>
<tr>
<td>RAS Allocations</td>
<td>47</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>152</strong></td>
</tr>
</tbody>
</table>

Social Housing Leasing & Rental Accommodation Scheme (RAS):

The Government has allocated funding for local authorities and approved housing bodies to lease or rent private residential properties. These properties will be used to provide accommodation to people who are currently unable to source suitable accommodation from their own resources. Traditionally RAS is aimed at persons who are in receipt of rent
supplement for a period in excess of 18 months and since the 1st April 2011 any housing applicants that are in RAS type accommodation are deemed to have their housing need met. Should their circumstances change they are entitled to apply for a transfer and this application will be considered on the same basis as all transfer applications.

Currently Galway City Council rents from the private sector to meet social housing needs. Galway City Council enters into agreements with landlords on a tenancy-by-tenancy arrangement under the administrative options of RAS or Leasing.

In 2012 Galway City Council continued to promote the RAS/LTS Schemes there were 35 properties allocated under the Social Housing Leasing Scheme and a total of 47 properties allocated through the RAS scheme in 2012.

The Leasing Initiative and RAS allow the Council to provide a greater choice of house-types and locations to its housing applicants.

Homelessness

There has been a marked increase in the demand for homeless services and considerable efforts have been increased to work with applicants regarding their housing needs and options. During the year the housing department continued to work on the development and implementation of a Homeless Strategy that includes working with the voluntary housing sector and strengthening formal relationships with other statutory bodies in relation to supported accommodation and tenancy sustainment services as a follow on from emergency accommodation.

Winter Initiative 2012/2013

The Winter Initiative commenced in December 2012 from the Fairgreen Hostel and is operated by Cope Galway. The service will operate until April 2013 or for a shorter period dependent on the weather conditions.

HOUSING OPERATIONS

Inspection for Minimum Standards For Private Rented Dwellings.
There were 74 inspections carried out for minimum standards for private rented dwellings.

Radon Remediation
Further to the successful completion of radon remediation of the 80 properties in 2011, testing of the remainder of pre-1997 units in stock commenced in early 2012. Radon detectors were delivered to 789 housing units. The testing involves placing two detectors in each property. The detectors were collected after a three-month period. It is anticipated that the results of the survey will be available in the 1st quarter of 2013.

Heating Strategy
The planned maintenance of gas and oil fired boilers continued in 2012. This work was done in conjunction with repairs and call-outs. Where call-outs are requested as a consequence of a breakdown, a full service is carried out on the heating appliance.
Vacant Properties
A programme of works was developed to target long-term vacant properties from 2012 onwards. This programme involves carrying out pre-letting repairs in parallel with energy efficiency works and is being part funded from the retrofitting allocation from the Department of the Environment. The areas, which have been targeted, are Sliabh Rua and Gleann Bhan housing estates where 15 long-term vacant properties have been refurbished.

The works have improved the BER rating of the houses from G to C1 BER rating. The extent of works to be carried out has been detailed and submitted to the Department of the Environment for approval.

Casual Vacancies / Long Term Vacancies
Work continues on the pre-letting repairs. A number of the casual vacancies qualify for the retrofitting works and these works are progressed in parallel with the pre-letting repairs. Upgrades included roof repairs, attic and wall insulation upgrade, replacement of doors and windows, recommissioning of electrical and plumbing installations, installation of gas fired central heating, temperature & zone controlled heating, stove replacing open fire. The upgrade brings the properties to a C1 BER rating.

The total expended in 2012 on the retrofitting was €300,000.00. €240,000.00 of this was made available through central funding from the Department of the Environment. Retrofitting works were successfully completed on 18 units, bringing all units to a C1 rating.

HOUSING SUPPORT SERVICES
Tenancy and Estate Management
The Housing Support unit is continuing to work on the management of the Council’s estates by increasing engagement with residents associations and involving tenants/residents in the management and maintenance of their estates. This unit was established in recognition of the fact that tenants and members of the community can assist in ensuring that their estates are better places to live, as well as the need to ensure that there is a strong emphasis on addressing anti-social behaviour. The housing unit developed an estate management strategy which will provide a blueprint for the strategic development of estate management and will be based on a cross departmental and interagency working basis. The use of CCTV in housing estates is also being considered and it is believed that this will assist the Council and the Gardai in dealing with a number of the issues that cause ongoing concerns for the residents of the estates.

New Residents Groups are forming throughout the City and an audit of groups across the city is being carried out. Ongoing support and work with existing associations has continued throughout the year including for example:

Na Blatha Craige Community Centre now accommodates a New Steiner Early Childhood Education Centre and opened its doors September 8th 2012, the centre is open to enrolments from within the estate and all neighbouring estates. A Voluntary Management Committee of the Centre has also been formed and is in the process of increasing use of the Centre, which currently runs a Film Club at weekends for younger members. Training
of both committees is being facilitated by GCC

**Cois Timpeall Gated Community** continues to benefit from the TUS Initiative under the co-ordination of Galway City Partnership, Works are in progress on the enhancement of the gardens, and interior of the gated complex, for Residents to enjoy the use of these gardens and enhance quality of life within the complex.

**Whitehall Residents Group** meet regularly and have commenced group outing activities, benefiting from collaboration between Cope Support Worker and Community Development and Galway City Council. Painting and enhancement of the gated community of Whitehall has received funding from Galway City Council’s Estate Management budget and work is to commence shortly.

A preliminary survey of the effectiveness of the Heating System in Whitehall has been conducted by way of consultation with each Resident; this was conducted to highlight need for retrofitting of the complex in relation to heating.

Other initiatives include the landscaping/enhancement of communal gardens at **Teach Gleann Croi** that also received funding under Estate Management and commencement of this work is scheduled for early Spring 2013. The **Ballinfoyle Organic Community Garden** continues to grow – hosting Open Harvest days. The Garden facilitates Children’s mural painting; Foroige involvement; TUS involvement; Men's Shed Project involvement - where men of all ages particularly those over 50 years, who often experience health issues, social isolation or life changing experiences are up-skilled in such a way that they become the trainers and practitioners of threatened traditional skills and crafts for the benefit community garden participants.

Tenancy Induction Training was also provided in 2012 for all new tenants of Social Housing.
TRANSPORTATION AND INFRASTRUCTURE

Service Objective:

“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 TRANSPORTATION UNIT

Bike, Bus or Walk on the Westside Campaign
A campaign designed to motivate, support and encourage students, staff, pupils, parents and workers to leave the car at home and bike, bus or walk instead particularly given the new and improved sustainable transport options available with the opening of the Seamus Quirke Road began in April 2012. The campaign commenced with the arrival of the Interactive Road Safety Authority Shuttle to Westside Shopping Centre and the provision of free cycle training to hundreds of schoolchildren attending schools in the Westside of the City. Representing a collaborative initiative between Galway Transportation Unit (Galway City Council), NUI, Galway, An Taisce Green Schools, Galway University Hospital and the Galway Healthy Cities Initiative, this campaign sought in particular to increase uptake of sustainable travel amongst the estimated 5,500 people who live in Westside and work or study at NUI, Galway, Galway University Hospital or attend the numerous schools located within short travel distances of Westside.

Additional elements of this multi-faceted campaign implemented on a sustained basis throughout 2012 included: rollout of a bespoke Galway centred promotional poster campaign, installation of street art, ongoing radio advertising, publication of numerous print supplements, school cycles and bike maintenance initiatives in tandem with Galway Bike Festival and in-house organisational initiatives in NUI, Galway and Galway University Hospital. Numerous groups also attended the Road Safety Authority Street Smart event in Leisureland aimed at training children from the age of 4 years upwards on how to cross the road safely using a child centred fun streetscape. In October 2012 a public health check initiative took place in Westside Shopping Centre, which was attended by an estimated 350 people over a four hour period, which focussed on increasing awareness of the benefits of daily walking and cycling particularly for short journeys.

Promoting Sustainable School Based Travel
Galway Transportation Unit seeks to roll-out a Citywide Park and Stride initiative, which would allow parents free morning and afternoon parking similar to the scheme currently in place in Dundalk involving 16 public and private sector car parks. The aim of this initiative is to encourage parents with young children to walk from such designated carparks to schools, thereby assisting the alleviation of congestion outside schools at drop off and pick up times.
In addition, Galway Transportation Unit is linking with a number of other relevant departments in Galway City Council to put in place a targeted programme of actions commencing September, 2012, aimed at promoting sustainable travel amongst children attending schools located along Threadneedle Road, Dr Mannix Road, Rosary Lane and Taylors Hill. A package of infrastructural and softer behavioural changing measures is proposed. Discussions seeking funding in support of the softer measures have taken place with the Department of Transport and a response on same is expected shortly. Funding for infrastructural measures will be provided involving a coordinated approach across relevant Galway City Council Departments.

**Smarter Travel**

The Department of Transport, Tourism & Sport announced their decision on the Smarter Travel Areas Competition in January, 2012. Galway City and County Councils were placed 2nd of the 11 shortlisted bidders. Unfortunately as the Department's budget had been cut from €50 Million to €20 million, no funding was allocated to Galway City Council.

Galway City Council is continuing to advance the schemes developed in the bid and has been awarded funding from the National Transport Authority to implement several of the schemes in 2012.

**Volvo Ocean Race Park and Ride Service**

Galway City Council operated a Park and Ride Service during the Volvo Ocean Race Festival over the period Saturday June 30 to Sunday July 8, 2012 from 9:00am to 11:30pm. Following a competitive tendering process, the contract to operate the service was awarded to Bus Éireann. To provide the service for this major international festival, Galway Transportation Unit collaborated with staff drawn from different departments in Galway City Council and its support partners including Galway Racecourse, Euro Carparks, An Garda Síochána and Lets Do It Global. A striking difference between this service and previous Park and Ride services was the provision of buses on a five-minute frequency. The decision to offer this very high frequency service was made on foot of the projected volume of visitors to the City Centre particularly given that the City was hosting the finale of this International Sailing Race. To recoup expenditure, the price of the service was set at €5 return for adults with no charge for children and old age pensioners. To promote the service, radio adverts were placed in a number of regional radio stations, numerous promotional interviews were conducted on a variety of different stations, print adverts were carried and social media channels were also utilised to promote the service. Galway Transportation Unit also worked with all relevant stakeholders to maximise the promotion of the service utilising promotional budgets available from other organisations.

In terms of uptake just under 40,000 passengers were carried by the service incorporating inbound and outbound trips over its nine day period of operation. The largest volume of passengers presenting in any one day was on Saturday July 7 when just short of 10,000 passengers were carried by the fleet of buses. An overview of customer feedback via survey highlighted again the very high level of customer satisfaction with the majority of those surveyed stating that the service on offer was excellent.
Galway Bike Festival 2012
In tandem with National Bike Week, Galway Bike Festival 2012 took place over the period June 16 to June 24, 2012 encompassing some 25 cycling related events and initiatives in Galway City and County. The focus of the festival was to increase awareness of the multiple benefits of cycling for all age groups and in particular to encourage new cyclists. Within this context Galway City and County Councils developed a week long programme of cycling events, the majority of which were free for participants. Events included Cycle to Campus and Cycle to Work Days, arrival of the Interactive Road Safety Authority Shuttle in Salthill, promotion of the National 10 Minute Cycle Challenge across large organisations in the City, which was won by a team of staff from Galway City Council. Numerous Green School Cycles and Bike Maintenance Workshops took place during the week affording primary and second level students the opportunity to discover first hand the benefits of cycling and learn practical tips and skills on bike maintenance. For teenagers a Fat Tyre Night took place in Moycullen involving guided mountain bike rides, open access skate park/pumptrack/skill sessions, trials and a BMX display.

Other events which served to increase the visibility of cycling in the City during the Festival included the Arrival of more than 120 Cradle Cyclists in the City following their arduous round Ireland trip, the now annual Galway Bay Criterium and Family Fun Day in Claddagh and the Wild West Tour (Sportif) of Connemara for the more experienced long distance cyclists. Fun initiatives included free bike rental and Whacky Bikes on display in Spanish Parade and the popular Pedal a Smoothie. Overall, it should be noted that this week long cycling festival succeeds on the basis of the significant Community and Voluntary Sector support that it receives.

Christmas Park and Ride Service 2012
The number of passengers carried by the service over the period December 1 to 24 2012 was 21,112 totalling 42,224 passenger trips, which represents a 35% increase on the figures for 2011 and a 108% increase on the figures for 2009. In addition, the total number of cars parked at Galway Racecourse increased by 21% relative to the figures for previous years. Examples include Saturday December 22 2012 when the service carried 3,009 (6,018 trips) in one day. Similarly, on Friday December 21, 2012, the total number of passengers carried was 2,293 (4,586 trips) and on Sunday December 23, 2,233 (4,466 trips) passengers were carried.

Examining the total period of operation, which encompasses some three weeks, the following trends are evident. During the initial phase of the service passenger uptake is highest at the weekends, reflecting its appeal for shoppers and visitors to the City rather than workers or students during the week. However, passenger uptake builds incrementally, such that over the period December 15 to December 24, the average number of passengers carried by the service on a daily basis is 1,500 approx (representing some 3,000 trips).

Galway Transportation Unit regularly surveyed customers availing of the service. Results again indicate high customer satisfaction ratings with 98% of those surveyed rating the service as excellent or very good. In terms of gender breakdown, 61% of drivers were female and 39% were male, which represents a slight increase in the number of males using the service relative to last year. Of those surveyed 82% indicated that they used the service for the purpose of shopping with 9% indicating that
they availed of Park and Ride to travel to work. In terms of repeat use, 13% used the service daily and 35% used it weekly. Of those surveyed, 60% heard about the service on radio or through print media with 17% highlighting a specific radio station. Other means identified by respondents included road signage (8%) and word of mouth (4%).

**Cathedral to Dangan Greenway**

Reddy Architecture (Sligo) commenced the design of the Greenway in June, 2012. Phase 1 was to create a sustainable element of the Galway to Moycullen Greenway from the Orbsen Building to the Kingsfisher Gym, on the NUI, Galway campus. Final design of this Phase was completed in October, in November, 2012. Design of the second Phase, which will link Phase 1 to the playing fields in Dangan will commence in early 2013.

**Walking & Cycling Strategy**

The Walking and Cycling Strategy was adopted by City Council at the October 2012 meeting.

**Seamus Quirke Road**

Work on the Seamus Quirke Road /Bishop O'Donnell improvement scheme was substantially completed in September 2012. Agreement was reached with contractor on the final account for the Bishop O'Donnell / Seamus Quirke Road Scheme. The total cost of the main contract was € 9.5 Ml (plus vat). The total projected expenditure, on the scheme, is € 14 Ml (inc vat). This includes grant aid of € 11.1 Ml.

The scheme has provided 1.6Km of a 4 lane divided carriageway, with one of the lanes in each direction having a dedicated bus lane. Additionally the scheme provides a 2.0m wide footpath and a 2.0m wide off road cycle lane in each direction. The scheme incorporates five upgraded and signalised junctions all of which have pedestrian and cycle facilities, and the traffic signals have been integrated with the Urban Traffic Management Control system which has it's control Room in City Hall. The linkage to City Hall has been provided by a new Fibre Optic Cable, which has been installed for this purpose.

Finishes on the scheme are to a very high quality. In addition to a much improved alignment and surfaces, boundary walls, where reconstructed are stone faced and landscaping is included in the central median and verges.

As part of the scheme utility services were upgraded and extended over the full length of the scheme and include a new 450mm watermain, a new storm water drainage network and new ducting for Eircom, ESB networks, UPC and traffic signalling.

As the works were completing a behavioural change campaign was undertaken to encourage use of the new bike, pedestrian and bus facilities. The campaign was a coordinated initiative between Galway Transportation Unit, NUI Galway, An Taisce Green Schools and Galway University Hospital. The campaign seeks to increase uptake of sustainable travel amongst the estimated 5,500 people who live in Westside and work or study at NUI, Galway, Galway University Hospital or attend the numerous schools located
within short travel distances of Westside. In addition to in-house organisational initiatives in NUI Galway and Galway University Hospital the campaign included sustained radio advertising, a public health check initiative in Westside Shopping Centre and free cycle training for hundreds of school children.

With opening of the bus lanes the bus service providers have introduced new services on the route. This includes new licensed routes existing routes changed to use the bus lanes and increased frequency of services.

**Rahoon Road Bus Lane**
The contract for the Rahoon Road Bus Lane was awarded to John Madden & Sons, of Ballinrobe, and works commenced on site in October, 2012.

The provision of a bus lane at this location was identified in the Strategic Bus Study 2007. The scheme includes the provision of an inbound Bus Lane from the Cemetery on Rahoon Road to the Bishop O'Donnell Road Junction and an outbound cycle lane from the Bishop O'Donnell Road Junction to Millars Lane.

**Urban Traffic Management Control Centre (UTMC)**
The Contract for the UTMC system was awarded to the Elmore Group towards the end of 2011. Phase 1 of the contract included the installation on commissioning of the Traffic Control centre linked to and co-ordinating flow on the Dublin Road corridor. This was completed by April in advance of the Volvo Ocean Race. The new signalised junctions on the Seamus Quirke Road and on the N6 were also brought on-line when they were commissioned on site.

Separately, through Galway City Council's ITC Section, a contract was awarded to Titan Communications to install a fibre network to provide the communications for the UTMC system.

In addition to central control and monitoring the UTMC system provides distributed control at intersections. Utilising detector loops the adaptive traffic control system anticipates and adapts to arrivals at intersections. On corridors it builds, and moves, platoons of traffic more efficiently.

The UTMC project has resulted in measurable benefits for all road users in Galway, as well as providing a platform for future expansion.

**CCTV**
The Tender for CCTV cameras for Traffic Monitoring was awarded to CUBE, Ballina. The contract includes the Supply, Installation and 5 year Maintenance of 26 cameras on regional routes. Four of these have been installed on the Dublin Road corridor.

**Wellpark Road/Monivea Road/Connolly Avenue/Joynes Road (Thermoking) Junction**
Following on from the Public consultation on the design of this junction, construction began in October 2012, with the work being carried out by direct labour by Galway City Council's Roads Department. Initial work involved the removal and pruning of some trees to create the working area required. Some delays were experienced in November and early December due to the number and location of underground ESB lines at the junction and the poor state of existing underground ducts used for the cabling of the
traffic signals.

The revised junction configuration included new, dedicated, right turning lanes and new pedestrian crossing facilities at the junction where none existed in the previous layout.

The new traffic lights were installed and made operational in December 2012.

**Bóthar Na dTreabh (N6) Multi Modal Corridor Improvement Scheme**
With the completion of the M6 inter-urban route in 2010, and the ongoing issues of congestion and poor journey times, Galway City Council and the National Roads Authority commenced work to deliver the Bóthar na dTreabh (N6) Multi-Modal Corridor Improvement Scheme. The scheme has been developed to take account not just of car users, but also the needs of public transport users, cyclists and pedestrians.

In November 2012, Coffey Construction (I) Ltd. commenced works on the installation of new pedestrian access Steps from the Quincentennial Bridge to NUI Galway and the upgrade of two existing sets of steps, one from the Quincentennial Bridge to NUI Galway and the other from the Quincentennial Bridge to the Dyke Road.

Gibbons Building & Civil Engineering Ltd. were awarded the contract for the works for the construction of a new pedestrian access ramp from the Quincentennial Bridge to the Dyke Road. Construction works are planned to commence in mid-January 2013.

Work ceased on developing designs for the Kirwan (Menlo Park Hotel) and Browne (Corrib Park) Roundabouts, pending the provision of a new funding source as funding is no longer available from the National Roads Authority to proceed with these schemes. An application to vary the development plan to allow for the further development of the proposals for the Kirwan Roundabout, was rejected by council in November 2012.

Phase 3, consisting of the replacement of the Font and Morris Roundabouts (Tuam and Ballybaan Roads), was awarded to Coffey Construction (I) Ltd. This Phase commenced in February, 2012, and was completed in June, 2012. The project has been completed to a high standard and Coffey Construction (I) Ltd must be commended for the manner in which the project was carried out, in particular the traffic management.

Phase 4, consisting of the replacement of the Bodkin Roundabout (Galway Shopping Centre), was due to commence in March, 2012. However, due to the withdrawal of the preferred Tenderer, this Phase will not commence until 2013.

**The Michael O'Shaughnessy Footbridge**
NUI, Galway awarded the contract to construct the Fisheries Field Walking/Cycling Bridge to L & M Keating. Construction work commenced in Q4 of 2011. The bridge was opened by the Mayor, Cllr. Terry O'Flaherty with Keith Warnock, Vice-President of NUI Galway in June, 2012. The completion of the bridge has opened up the 1st stage of the City to Dangan Greenway.
The Michael O'Shaughnesey Bridge was nominated for the Engineers Ireland, Project of the Year. This is a very prestigious competition and the bridge was up against stiff competition in the form of Cill Rónáin Harbour Inis Mór, Clonmel Flood Relief Scheme, Etihad Skyline Croke Park Stadium, Giant's Causeway Visitor Centre, Portrane/Donabate/Rush/Lusk Waste Water Treatment Scheme and Titanic Belfast.

**Bus Shelters**

Work is continuing on the programme for the provision of Bus Shelters. A Part VIII Planning Application was submitted in mid January, 2012 for nine new shelter locations, six along the Western Distributor Road, one on the Shangort Road, one on the Dublin Road and one in Rosshill.

Planning permission was granted in May. Work on the installation of these shelters did not commence until after the Volvo festival.

**Real Time Passenger Information**

In conjunction with the National Transport Authority (NTA), a schedule of locations was agreed for the installation of signage under Phase 1 of this scheme. The John Madden & Sons Ltd were appointed to carry out Civils works in May 2012, including the installation of sockets to receive RTPI poles, the erection of the poles and bringing a power source to each one. The Ndata Display were appointed by the NTA to manufacture and install the signage contractor, with a view to having signs becoming operational in January 2013.

**Bike Parking**

In conjunction with the National Transport Authority (NTA), funding was made available to provide cycle parking to Schools around the City. Letters were sent out to all Schools to gauge interest and on foot of this, visits were carried out to Schools to assess their needs, which varied greatly. Sheltered parking was then installed in 6 Schools across the City, with numerous other Schools to be provided with other types of Cycle Parking in 2013.

**ROADS TRANSPORTATION & SAFETY**

The City road network now comprises of 300.8 km of public roads as follows:-

<table>
<thead>
<tr>
<th>Type</th>
<th>Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) National Primary</td>
<td>12.8 kms</td>
</tr>
<tr>
<td>b) National Secondary</td>
<td>7.7 kms</td>
</tr>
<tr>
<td>c) Regional Roads</td>
<td>35.0 kms</td>
</tr>
<tr>
<td>d) Local Urban Roads</td>
<td>245.3 kms</td>
</tr>
</tbody>
</table>

The National Primary & Secondary Roads form part of the National Road network. These are N6 Dublin Road, N17 Tuam Road, N59 Moycullen/Clifden Road and N84 Headford Road.

All works on the National roads are funded through the National Roads Authority.

The Regional and Local roads provide for traffic distribution throughout the City and its environs. Galway City Council and the Department of Transport jointly fund the construction upkeep and maintenance of these roads.
Road Works carried out in 2012
The following are some of the significant works undertaken in 2012:
- Circular Road widening, part of.
- Road Safety Improvements at Ballindooley Cross.
- Major Events Traffic Management & Minor Works – Volvo Ocean Race, Ironman, Galway Races.
- Claddagh Quay/Grattan Road Traffic Calming Scheme commenced.
- Minor Flood Mitigation Schemes at Menlo and Two Mile Ditch.

Traffic Management
The continued monitoring of the Traffic Management System within the City continued during 2012 and the development of new measures or modifications to existing systems to cater for the increasing demands of all classes of road users.

Public Lighting
The public lighting network comprises approximately 8,400 lights. These lights are provided and maintained for the convenience and safety of the public.

Traffic/Community Wardens
The Traffic and Community Wardens in the City carry out ongoing enforcement of the Parking Regulations. Wardens work during normal business hours 6 days per week. In addition to monitoring of traffic flow and parking, the Wardens issue Fixed Charge Notices for breaches of Traffic Regulations. 14,094 Fixed Notice Charges were issued in 2012.

Community Wardens
The Community Wardens in addition to traffic management duties provide further services for the City Council such as event management, environmental protection and community support.

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. There are a total of 20 full-time schools and one School Warden on standby on the east side of the City.

Taking in Charge of Estates
In 2012, 4 No. residential developments were taken in charge. The roads of these estates together with Coolough Road, Briarhill were declared public roads under the Roads Act 1993.

Major Emergency Management
Major Emergency Training for City Council staff continued in 2012. Galway City Council was fully engaged with the Regional Major Emergency Planning Working Group and representatives of Galway City Council were involved in Major Emergency exercises in the West Region.
WATER SERVICES

Service Objective:

“To provide and maintain, in a sustainable manner, a water supply system and a drainage collection/treatment system capable of meeting the needs of domestic, commercial and industrial consumers in the City”.

Irish Water

The Programme for Government set out a significant new approach to the provision of water services. It proposed to create Irish Water, a State Company that will take over the water investment and maintenance programme of the 34 Local Authorities.

Price Waterhouse Coopers (PWC) were appointed to undertake an independent assessment of the transfer of responsibility from L.A’s to Irish Water and recommend the most effective assignment of functions and structural arrangements for delivery of water and wastewater services and for infrastructural provision.

Phase 1 of the PWC report has been completed, recommending the optimal organisational form for Water services delivery, which is the creation of a stand-alone new Public Utility Company.

However, in April ’12, the Government appointed BGE as the body responsible for the setting-up and management of Irish Water. One of the first objectives of Irish Water was the commencement of the process for water charges which would involve the installation of water meters for every residential property. It would, also, be necessary for primary legislation to be enacted in order to give Irish Water the necessary legal framework.

Water Services Investment Programme 2010 – 2013

The Water Services Investment Programme 2010 - 2013 was launched in April 2010. All of the schemes outlined in the previous Water Services Investment Programme 2007 - 2009 have been included in the new WSIP. This is clear recognition by the DECLG of the strategic importance attaching to all of the schemes, which include Water, Wastewater and Water Conservation, and the requirement to provide critical Water and Wastewater infrastructure in order to enhance Galway’s status as a Gateway City.


European Communities (Drinking Water) Regulations, 2007.

This was achieved in November 2009 and allows Galway City Council to be self-sufficient regarding water supply from 2010 onwards.

The long-term strategy for the Terryland upgrade involves examining Galway City & Environ’s water requirements over a twenty-year time horizon. The strategy will also
examine the feasibility of relocating the existing raw water intake. Consulting Engineers have been appointed for this project and are examining options for a new raw water intake.

An average of 45,159 cu.m/day of treated water was distributed in the City and to some surrounding areas in the County administrative area. The severe cold weather, which continued from December 2010 into 2011, caused supply difficulties in the network due to frozen and burst pipes both on the public and private services.

CONTRACTS AT CONSTRUCTION 2010 - 2013

Galway City Water Supply Scheme – Terryland Medium-Term Upgrade
The Terryland medium-term upgrade involved the increasing of production capacity to 55,000m³ of water per day in accordance with the European Communities (Drinking Water) Regulations, 2007. This was achieved in Nov. ’09 and has allowed Galway City Council to be self-sufficient regarding water supply.

Difficulties have been experienced with the operation of the new filter system. Following discussions with the Contractor, it has been decided that some elements of the new filter system need replacing and this work is currently on-going. Substantial completion is expected in Quarter 1.

Water Conservation Phase 2 Project – Stages 1 & 2
Funding in the amount of €11.231m has been provided in the Water Services Investment Programme 2010 – 2013 for these works. This allocation, which includes for costs associated with the original Water Conservation Phase 1 Project, reflects continued investment in the Water Conservation programme.

The importance of Leak Eradication in minimising production cannot be over emphasised. Increasing production to accommodate leakage is not sustainable and the current approach of replacing and upgrading water mains is more environmentally appropriate in reducing leakage. It will also increase the capacity of the distribution system to meet increased demand. The Project Office at Terryland is complete with a full staff complement, and work is continuing on the main project.

In order to roll-out the project, it was necessary to sub-divide the project into 5 separate contracts as follow:-

Stage 1 Contract No. 1 - District Metering Area (DMA) meter and valve installation. Following DECLG approval of the funding requirements, Shareridge Ltd were appointed in August ’11 to Contract No.1. A total number of 68 electromagnetic DMA meters were installed as well as 145 sluice valves establishing 81 District Meter Areas for the city. Substantial completion was achieved in July 2012.
Stage 1 Contract No. 2 - Telemetry installation at bulk meter locations.
Following DECLG approval, Cully Automation Ltd. was appointed in Feb. ’12 with installations commencing March ’12. This project involved the installation of remote telemetry, which allowed the data from the bulk meters to be sent back to the Water Conservation office for analysis. The information obtained would allow for more precise leak detection and subsequent repair. Substantial completion was achieved in Quarter 2 ’12.

**Stage 2 Contract No. 3** - Advance Stage 2 leak repair contract – Galway West

In advance of a Contractor being appointed to the main Contract 4 “Find & Fix” contract, a contractor was appointed to an advance phase of leak detection in Galway West. This project commenced in December ‘11. This contract was completed in Quarter 2 ’12 resulting in repairs to 400+ leaks and water savings achieved in the order of 1,700 m$^3$/day.

**Stage 2 Contract No. 4** - “Find & Fix” leak repairs contract.

Shareridge Ltd. were appointed in Quarter 3 ’12 and work commenced leak repairs in Oct. ’12 with a projected timeline of 12 months for completion.

An external Leak Detection Contractor, Larsen, was appointed in April 2012 to assist Galway City Council's own leak detection staff in undertaking leak detection in a phased manner.

The “Find & Fix” leak repair contract is ongoing throughout the city and will result in substantial reduction on the Unaccounted for Water (UFW).

**Stage 2 Contract No. 5** - Advance Stage 2 leak repair contract – Galway East

In advance of a Contractor being appointed to the main Contract 4 “Find & Fix” contract, a contractor was appointed to an advance phase of leak detection in Galway East. This project commenced in Quarter 2 ’12. Substantial completion was achieved in Quarter 3 ’12 resulting repairs to 300+ leaks and water savings of 600 m$^3$/day.

**Private Side Leakage**

As part of the Water Conservation Project, Boundary Boxes and Meters were installed on 18 properties where leakage was detected. The typical daily consumption for a Residential Property should be in the order of 0.5m$^3$/day - 1.0m$^3$/day (110 gallons/day - 220 gallons/day). However, usage in the order of 63m$^3$/day was detected. The property owners were sent letters requesting them to rectify the leak or excessive consumption within 28 days. With the imminent introduction of Domestic Metering, it was in the owner’s interest to get all leaks repaired. In 95% of cases, the leaks were repaired. This process will continue in 2013.

**Galway Sewerage Scheme Phase 3 Volume C** - Network Advance Works

Funding in the amount of €3.5m was provided in the Water Services Investment Programme 2010 – 2013 for these works. Following DECLG approval of the funding requirements, Coffey Construction Ltd. were appointed in May ’11. Works have been completed successfully on Dominick Street, Nuns Island, University Road, Earls Island, Harbour Enterprise Park, Claddagh Quay and Ballyloughane. Galway City Council,
also, completed some drainage works on Nun’s Island, which eliminated a number of discharges into the adjacent canal. The completion of this project resulted in a significant reduction in the amount of foul effluent discharging into the River Corrib and adjacent Canal at a number of locations throughout Galway City. Substantial Completion was achieved in Quarter 1 ’12 and the Final Account was submitted for DECLG approval in Nov. ’12.

**CONTRACTS TO START 2010 - 2013**

**Galway Sewerage Scheme Phase 3 Volume B - Mutton Island Upgrade**
Estimated funding cost of €7.0m has been provided for these works. DECLG approval of the Preliminary Report was received in July 2011. It is a requirement of the EPA Discharge Licence for Mutton Island WWTW that the upgrade works are completed by Sept. 2012.

The upgrade works have been incorporated into the Contract Documents for the Mutton Island 20-Year Operation & Maintenance Contract with Design / Build Upgrade. Five (5) tenders have been received and are currently being assessed. It is expected that a Private Service Provider (PSP) will be appointed in Quarter 1 ’13.

The EPA will be continually updated regarding the proposed time-lines for completion of the upgrade works.

**Water Conservation Stage 3 Works - Water main Rehabilitation Project Phase 2**
Funding in the amount of €10m has been provided in the Water Services Investment Programme 2010 – 2013 for Stage 3 Advance works, which will be determined from the Stages 1 & 2 Preliminary Report. However, it is expected that an application for funding will be made in 2013 as preliminary results from the Stage 2 works, which involves finding and fixing leaks, may indicate locations which are in urgent need of repair/rehabilitation.

In accordance with Circular L3/11, Galway City Council submitted a Rehabilitation Strategy Report for DECLG comment in August ’11. This would allow prioritisation of advance mains rehabilitation prior to the adoption of a city wide Rehabilitation Strategy.

**Schemes at Planning Stages 2010 – 2013**

**Galway Sewerage Scheme Phase 3 - Volume D Network Upgrade & Extension**
The Volume D Preliminary Report was submitted for DECLG approval in Quarter 2 ’12.

The Preliminary Report has identified two Works requirements packages, the first of which is works associated with the Mutton Island Discharge Licence conditions which require works to be completed by Quarter 2 ’14. The second work package deals with the remainder of the works requirements for Galway City.

**Galway City Water Supply Scheme - Terryland Water Treatment Plant Phase 3**
The long-term strategy for the Terryland upgrade involved examining Galway City & Environs water requirements over a twenty-year time horizon. The strategy, also, examined the feasibility of relocating the existing raw water intake. RyanHanley, Consulting Engineers, were appointed to the project in 2010. The report identifying a
preferred site for the New Intake location was submitted for DECLG approval in August ’11 which was received in Quarter 2 ’12.

Ryan Hanley have prepared an Appropriate Assessment Screening report for the proposed new intake location. This report is awaiting the completion of the Galway City Long Term demand study also being undertaken by Ryan Hanley before the impact can be formalised.

The EIS process has commenced with all relevant Stakeholders notified and a copy of the New Intake Location Report forwarded for comment.

**Water Conservation Stage 3 Works**

Following completion of the Stage 1 & 2 Works, which are currently on-going, and subsequent submission of the Rehabilitation Strategy Report, an application for funding under Circular L6/07, for the Mains Rehabilitation Projects identified in the Rehabilitation Strategy Report which will outline watermain rehabilitation/replacement requirements to cater for the needs of Galway City and Environs for the next 20 years, will be submitted for DECLG approval.

**OTHER SCHEMES NOT INCLUDED IN THE WSIP 2010 - 2013**

**Mutton Island 20-Year Operation & Maintenance Contract with Design Build Upgrade**

A new short-listing process for the appointment of a Private Service Provider commenced in 2012 with the Pre-qualification questionnaire being reviewed by the DECLG. The current position is that five (5) tenders have been received and are currently being assessed. It is expected that a Private Service Provider (PSP) will be appointed in Quarter 1 ’13.

**Operation & Maintenance**

The drainage network and sewerage pumping stations throughout the City were maintained and delivered the wastewater generated in the City and outlying areas including the villages of Oranmore and Barna in the County Council area to the Mutton Island Waste Water Treatment Works. The operation of the Mutton Island Waste Water Treatment Plant has yielded a significant improvement in the water quality of Galway Bay with consequent benefits for marine and wildlife, swimmers and other users of the Bay. The effluent from Mutton Island Waste Water Treatment Works continued to be treated to a high standard during 2012 and the Blue Flag status of the City beaches was retained in 2012. Mutton Island Waste Water Treatment Plant is operating in compliance with the Discharge Licence issued by the Environmental Protection Agency in April 2010.
The Planning Section dealt with a range of issues in 2012 which included for both the strategic policy elements such as the implementation of the six year City Development Plan, the processing and administration of a range of elements such as proposals for developments, licences, exemptions, certifications. In addition the section addressed unauthorised development through inspections, reporting and referrals for court proceedings. All these activities had to take cognisance of new legislation and national and regional policy changes and also recent stringent obligations to ensure sustainability in both policies and developments through application of procedures for specific environmental assessments.

City Development Plan 2011-2017

The Development Plan is one of the most important functions of the City Council. It provides for the strategic framework for all new development in the city over the period of the plan, for the protection and enhancement of the amenities of the city and for the co-ordination of infrastructure provision with existing and future land use.

The City Development Plan 2011-2017 was approved by the City Council in 2011 following a statutory two year process involving the Elected Members, stakeholders, members of the public and various departments within the City Council.

This Plan incorporates a Core Strategy, which sets out clearly the information on which the enterprise/development, retail and housing strategy for the city are based and shows how these strategies align with the Regional Planning Guidelines and the National Spatial Strategy. This ensures that the development plans is evidence based that is, substantiated by empirical research to prevent over-zoning and to justify land use decisions.

The plan also includes policies to promote the concept of “Sustainable Neighbourhoods” that is residential policies including for specific uses, urban design and sustainable transport measures. Transport policies in the plan have embraced the principles and the projects associated with the Smarter Travel plans of the GTU. Natural amenity including designated sites is provided for in policy while biodiversity measures are outlined as are the objectives distilled from the Recreational Needs Study (2009).

The built heritage policies include 8 ACA designations and 586 protected structures.
Area based policies includes for proposals for 3 local area plans - Headford Road, Ardaun and Murroogh and for an area plan for Castlegar. The city plan also highlights the strategic infrastructure projects for the city to 2017 and makes statutory provision for these including for policies also on renewable energy, sustainable building practices and assessment of flood risk.

The 2011 plan comprises three documents and land use zoning maps. The additional documents include a Strategic Environmental Assessment (SEA) Report and a Habitats Directive Assessment of the Development Plan, both comprehensive environmental documents now required under statute.

All three documents have been specifically designed to reflect both the vibrant dynamic image of the city and the policies in the plan, being produced to a high quality standard and are also available on CD Rom. To maximize their user friendliness, the written statement of the plan and associated documents is available as a digital ebook for the Council website, where the associated maps are also available digitally.

To reflect our Gaeltacht status and our commitments to the Irish language the City Plan has also been translated to Irish. As the planning section of the Council website is one of the sections receiving the most hits the hard copy of the plan and associated documents including the CD Rom can be purchased, either in part or as an entire package reflecting the public migration to web use for such document types which impact on public policy.

**Specific Objectives of the City Plan 2011-17**

The City Plan sets out a range of specific objectives for implementation. Many are in the realm of other sections of the City Council and are ongoing. Within the Planning Section, the focus is now on preparation of the local area plans and the implementation of the objectives in the plan.

**Local Area Plans**

Work commenced on the preparation of the Ardaun Local Area Plan Phase 1 following adoption of the City Plan. This area consists of designated lands to the east of the city and within the city boundary. This designated area will meet the settlement strategy commitments in the plan - developing as an urban extension to the city.

Significant work has being carried out during 2012. This included identification and assessment of constraints and strategic requirements such as transportation, infrastructure and water services. Detailed ecological assessments were undertaken with the assistance of outside specialists.

Consultation was undertaken by the planning section with other sections of the council. This included a LAP workshop with all relevant sections of the council coming together to collaborate on the strategic requirements for the area.
In tandem with the LAP Phase One, a Strategic Environmental Assessment is being undertaken. Statutory consultation procedures have been undertaken as part of this assessment.

Flood Risk Assessment
A flood risk assessment of the three LAP areas, namely Ardaun, Murrough and Headford Road was undertaken in conjunction with RPS consultants. These Stage 2 Flood Risk Studies are a specific objective in the City Plan. This work also involved the Transportation and Infrastructure section. The aim of the study was to identify any flood risk associated with the three LAP areas and to produce flood zone maps taking into account climate change, applicability of Sustainable Urban Drainage systems (SUDS) and having regard to National Guidelines on Flood Risk. These studies will inform the three local area plans.

Shopfront and Signage Guidelines
The important legacy of the distinctive commercial built heritage of Galway City combined with the function of the city as a regional commercial centre has caused challenges in maintaining a good standard of shopfront. As such, it is an objective in the City Plan to prepare design guidance on shop fronts and their associated features. Galway Shopfront and Signage Design Guidelines were prepared in 2012 in conjunction with Howley Hayes Architects. The guidelines aim to ensure that a good standard of shopfront design is achieved through conservation of traditional shop fronts and through promotion of good contemporary design. The guidelines are a practical design guide for retailers, developers and designers. They focus mainly on the city centre but they also provide guidance on an area basis for Salthill, District and Neighbourhood centres.

Architectural and Built Heritage
The Minister of Arts Heritage and Gaeltacht has recently under Planning legislation made a Ministerial recommendation that a number of additional structures be included in the Record of Protected Structures (RPS). These are in addition to the existing 586 structures on the RPS. The planning section is currently surveying and preparing assessment reports on each of these structures as is required under the planning acts following Ministerial recommendation. These structures will then be brought before the Council who will decide if they are to be included as protected structures on the register. The inclusion of buildings of built heritage interest is a policy measure in the City Plan.

Variation to the Galway City Development Plan 2011-2017
The Galway City Development Plan 2011-2017 was varied in accordance with Section 13 of the Planning and Development Act 2000-2011 on the 8th October 2012. This variation was to include in the development plan a specific objective in the Natural Heritage, Recreation and Amenity RA Land use zoning objectives to allow the council to consider the development of an access route through RA zoned lands at Doughiska and north of Tur uisce, connecting the Doughiska Road to the proposed school site to the west of the Doughiska Road.
Eyre Square Architectural Conservation Area Appraisal and Management Plan

Eyre Square was designated as an Architectural Conservation Area in the City Development Plan 2011-2017. The square is a significant historical civic space in the city. It retains its original form and comprises both historic and modern buildings with varying styles. An objective of the plan is to prepare and implement management plans for the conservation and enhancement of the ACA's in the City. As part of this process, the planning section are currently undertaking a detailed appraisal of the public realm and the buildings that make up the square.

Great Town Award

In November 2012, the award of Great Town 2013 was bestowed on Galway by the Academy of Urbanism at a reception in London. This prestigious award is held annually by the Academy of Urbanism, which has a membership spanning the UK and Ireland and includes a wide range of sectors - urban design, planning, development, housing, architecture, arts and media.

Each year, the Academy of Urbanism Awards recognise the best, most improved or most enduring urban environments. The award is given in recognition of the success of a place rather than the success of a particular person or organisation.

The Academy of Urbanism is an autonomous politically independent, cross-sector organisation formed in 2006 to expand urban discourse. The Academy brings together an active and diverse group of thinkers, decision-makers and practitioners involved in the social, cultural, economic, political and physical development of towns and cities. The Academy seeks to identify, learn from and promote best practice in urbanism.

Galway was shortlisted as one of three finalists along with English towns Falmouth in Cornwall and Shrewsbury in Shropshire. As part of the process, the planning section made a comprehensive submission to the Academy and facilitated a visit to the city by a panel of assessors. They visited Galway on Tuesday 28th and Wednesday 29th August 2012 to assess the city on such qualities as character and local identity, street vibrancy and vitality, cultural diversity, quality of parks and public spaces, active community life, commercial success and social sustainability.

As part of their visit, the judges attended a gathering at the civic museum, where they engaged with a range of people spanning the areas and activities of importance in the city. They met people in the cultural and community sector as well as the private and public sector including the Galway City Mayor, Cllr.Terry O’Flaherty. They were also given guided tours of the city.
Helen Coleman (Galway City Council), Mayor Terry O'Flaherty, Caroline Phelan (Galway City Council)

In their Assessment Report the judges highlighted the qualities that made Galway a Great Town as well as the value of people and partnership, stating that the assessment team came away from Galway with a real sense that our hosts from the public, private and community sectors really do enjoy and take a pride in working together- and achieve much more as a result.

Development Management

Planning Applications

In 2012, a total of 314 valid planning applications were lodged with Galway City Council. A breakdown of these applications is set out as per below.

Valid Application Type:

<table>
<thead>
<tr>
<th>Application Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Extensions</td>
<td>122</td>
</tr>
<tr>
<td>Other Buildings</td>
<td>62</td>
</tr>
<tr>
<td>Dwellings</td>
<td>27</td>
</tr>
<tr>
<td>Developments not included in the above</td>
<td>51</td>
</tr>
<tr>
<td>Apps exempted from Fees</td>
<td>19</td>
</tr>
<tr>
<td>Advertisement Structures</td>
<td>21</td>
</tr>
<tr>
<td>Plant, Machinery, Storage Tanks</td>
<td>7</td>
</tr>
<tr>
<td>Agricultural Buildings</td>
<td>2</td>
</tr>
<tr>
<td>Caarvans, Parking, Open Storage</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>314</strong></td>
</tr>
</tbody>
</table>
In addition to these there were 37 planning applications received for the purposes of extending the duration of planning permissions as provided for under the 2000 and the 2010 Acts. This reflects the general slow down in the property economy where development has been deferred.

**Extension Of Duration of Planning Permissions.**

Overall there were 37 applications received in 2012 to extend the Duration on Planning Permissions due to expire. Of the decisions 30 were granted, 6 were refused and 1 withdrawn. Most of these applications were for significant housing schemes some of which have been partially developed through phasing and other which have not commenced at all.

**Part 8 Applications (Local Authority Development/Partnership development)**

The following Part 8 applications were processed in 2012.

Erection of 9 bus shelters at selected stops in Galway City.

- Development of 2 no. sand-topped grass pitch training areas and 1 no. 4 lane running track

- Provision of floodlighting to pitches, security fencing, astro-turf surfacing to goalmouth areas of senior pitch,

- Provision of Ball stopping nets, astro-turf playing pitch, light stands, all weather lawn bowling area and outdoor fitness fáinne area.

- Provision of Continental Christmas Market from the 23\textsuperscript{rd} November 2012 to 22\textsuperscript{nd} December 2012.

- Develop a 'Circle of Life', commemorative garden.

- Construction of soccer pitch and GAA pitch, new athletics track and associated sports area, new children and youth playgrounds,

- Installation of exercise equipment, public seating, recreational grass areas, tree and hedge planting.

- Construct pedestrian and cyclist connections from the N6 to Dyke Road

- Construct a school access road at Doughiska

**Outdoor Events Licences**

Three Event Licences was processed in 2012:

1. A music concert with headline artist and support acts, held at Salthill Park, Salthill,
Galway organised by Galway City Council in association with MCD Productions

2. A series of events comprising and including boating displays, concerts, trade exhibition, children's activities, fireworks display, ice rink, global village, temporary pedestrian bridge, temporary funfair equipment, promotional events and other related projects, at various locations around the city, organised by Galway City Council in association with Let's Do it Galway.

Planning Appeals to An Bord Pleanála
There were 19 decisions/determinations received from An Bord Pleanála in 2012. Of the decisions 12 were upheld, 6 were reversed and 1 modified.

Declarations of Exemption
During 2012, a total of 20 applications for Declarations of Exempted Development were lodged with Galway City Council. Under Section 96 (Housing Strategy) a total of 20 applications were received in 2012.

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 432 complaints, these in addition to cases pursued independently by the Planning section required investigations which were carried out by the Planning Enforcement Officers, of these in total 429 cases warranted Warning/Enforcement Notices, 37 of these cases subsequently required referral to the City Councils' Law Agent for legal proceedings.

Street Furniture Licences and Scaffolding Licences
In 2012 a total of 44 applications for licences to place structures or street furniture on the public road/footpath were made to Galway City Council of which 39 were granted. The majority of these were for table and chairs outside of restaurants/cafes/pubs. The planning section also processed a total of 23 scaffolding licence applications.

Development Contribution Scheme
During 2012 the collection of development levies continued to be a priority for the Planning department. The monies collected will be used to assist in the provision of necessary public infrastructure and community facilities prioritised for the city. A total of €1.2m was collected during the course of 2012.

Quarries Registration
Section 261A of the Planning and Development Act 2010 commenced on 15th November
2011. This required the City Council to examine all quarries within its functional area and, within 9 months, assess whether quarrying operations were carried out with or without planning permission and whether works were carried out before or after the adoption of the Environmental Impact Assessment Directive and the Habitats Directive. This was in order to ascertain if there was a procedural error in the original consent within the scope of the EIA/Habitats Directives. It allowed for regularisation of some quarry developments for which a retention application has been deemed no longer a legally accepted procedure under the EU case law and where exceptional circumstances as defined by the planning act did not have to be proved to apply for “substitute consent”. This process was a one-off event.

This assessment had to be carried out within a 9 months period as commenced under the Act in November 2011. The Councils’ public notice of 1st December 2011 invited submissions within 6 weeks. Following the public notice 7 submissions were made and the City Council commenced examining these submissions and investigating all quarries within the city. A determination on the status of each quarry was made by Galway city Council in August 2012 with 2 of the quarries requested to apply to An Bord Pleanala for “Substitute Consent”

Unfinished Housing Estates

In 2010 The National Housing Development Survey was published and this classified 24 developments in Galway City as “Unfinished Housing Estates.” Although described as such these included estates where works were still ongoing and where even on small apartment schemes there was an small element of vacancy. These schemes were further categorised by the Department where Category 4 were deemed to be of most serious public safety concern. The Department provided €5 million nationally to deal with these most serious cases. It requested Local authorities to appoint an Unfinished Estates Co-ordination Team.

Galway City Council established such a team. The planning department is responsible for the co-ordinating of the ongoing issues of the Unfinished Housing Estates Team with support from the Councils Housing and Transport and Infrastructure departments.

Funding for one of two category 4 estates (Fionnusice, Doughiska and Caireal Mor, Headford Road) in the city was sanctioned by the Department. The site at Caireal Mor, was secured independently by the developer while security fencing works were carried out at the Fionnusice estate at a cost of €18,052.18.

In 2012 the Department advised that the 2 estates that were categorised as Category 4 estates, Fionnusice in Doughuiska and the Caireal Mór Estate on the Headford Road were exempt from the Household Charge.

Heritage

Galway City Council Heritage Office, in conjunction with The Heritage Councils grant scheme carried out the following projects in 2012:-

2nd Annual Heritage Conference, ‘Archives; Celebrating Ireland’s Archival Heritage’ was held and conference proceedings published.
Consultants were appointed to prepare a Conservation & Management Plan for Galway City Walls.

An audit of the Industrial Heritage of Galway City was completed.

In conjunction with Galway City Museum, the Galway Maritime Exhibition, 'Uisce agus Beatha' was held.

A series of educational heritage posters were produced based on the themes of geology, built heritage and bird life, which were distributed to local schools.

The publication of Galway's Heritage/Oidhreacht na Gaillimhe (Heritage Magazine) continued on a twice yearly basis in 2012.

**Structures at Risk Fund**

In 2012 the City Council secured and allocated funding of €8,000 through the 'Structures at Risk Scheme' to assist with works on one thatched cottage in the City. The objective of the 'Structures at Risk' fund was to assist with works to safeguard structures listed on the Record of Protected Structures, which was in immediate danger of significant deterioration.

**Building Control**

**Certification/Notices**


The planning section is pivotal in the certification of associated procedural requirements including certifications and notices.

Details of Commencement Notices - Fire Safety Application and Disability Access Certs submitted under these regulations to Galway City Council during 2012 are listed hereunder:-

- Fire Safety Certificate: 74
- Disability Access Certificates: 37
- Commencement Notices: 108
Galway City Development Board

Galway City Development Board was established in 2000 as part of a national process to create a coherent, collaborative framework within which public sector organisations operating at a local level and local development actors would come together to work out an agreed vision for their city or county and to devise a City Strategy. “Gaillimh Beo agus Briomhar!: Strategy for Economic, Social and Cultural Development 2002 – 2012” was reviewed in 2008 and a Priority Action Plan covering the years from 2009 to 2012 was agreed by Galway City Development Board.

Priority Actions

During 2012 Galway City Development Board and its coordinating mechanisms continued to work on the Priority Actions that had been agreed. These Priority Actions detail the tasks required to support the Board to complete its Strategy – Beo and Briomhar. In total 10 coordinating mechanisms have agreed a total of 45 actions and tasks to support the Galway City Development Board reach its aim of: ‘A City that people are proud to be part of, to work in, to live in and which is attractive to investors alike.’

Membership changes of the Galway City Development Board which occurred during 2012:

Mr Barry Egan, Enterprise Ireland replaced Mr Seamus Bree.

Galway City Sports Partnership

In 2012 we embarked on a merger of Galway County and Galway City Sports Partnerships and this has proven to be the biggest challenge faced this year. This process is ongoing into 2103 and is moving a pace.
Galway City Sports Partnership (GCSP) delivered a number of national and local programmes over 2012 targeting those groups who have low participation rates in physical activity as well as helping existing sports clubs to up skill their volunteers and provide information on funding opportunities.

In 2012 GCSP provided funding information and advice to over 325 clubs or groups and assisted over 80 in making funding applications to various bodies. The other main areas of information provision to clubs were in the areas of child protection, governance and voluntarism.

With regard to the latter GCSP and County Galway Sports Partnership linked up with the Galway Volunteer Centre to produce a handbook resource for clubs and group titled “Finding and Keeping Volunteers- A Guide to Volunteer Management for Sports Clubs”. Two copies were sent to every club register with GCSP & CGSP and is available to download from Galway Volunteer Centre's website in both English and Irish.

**Training & Education:**
GCSP delivered fifteen Code of Ethics and Good Practice in Children's Sports courses. Twelve basic awareness courses catering for 219 people from 53 clubs with three Children's Officers courses attended by 33 volunteers. Many clubs benefited from the role out of a number of training courses for local clubs and groups including two first aid courses, two Speed, Agility and Quickness courses with over 70 people trained.

We ran two Children's officer courses in 2012, and attendees received training on implementation of Child Protection policies in their respective clubs. Also we ran a foundation and level 1 SAQ course for sports coaches who in turn return to their clubs able to implement their learning. We trained two people in the Be Active ASAP this year and they have and are delivering the course in Galway.

**Buntús**
Buntús is a national programme with three elements, teacher training, resource cards and substantial equipment for each school that takes part. Two schools received the Buntús generic course in 2012 bringing the total number of schools catered for to 21 in Galway City. Buntús Sports Specific courses in both soccer and badminton were delivered in cooperation with the FAI and Badminton Ireland. Teaching staff from five different schools received training and equipment in soccer and badminton.

Buntús Start is a similar programme to Buntús generic but is aimed at play schools and childminders. Galway City & County Childcare Committee is a major partner in the delivery of Buntús Start. Much of the programme was delivered in 2011 and 46 childcare providers attended the 6 hour training course in 2012 bringing the total number of facilities who have taken part in the programme to 50.

**Other Programmes:**
GCSP collaborated with 38 clubs/groups to deliver greater opportunities for people to be physically active. Some of the examples for these were Triple “I” League with Titan’s Basketball Club. Triple “I” was a physically active intercultural programme using basketball as a means of getting people active.
GCSP delivered two programmes for women from a traveller background in 2012 with the help of the Galway Traveller Movement. Approximately 30 participants took part in the
programmes. Both programmes, one dance orientated and the other exercise to music, targeted a group who have very low rates of sports related physical activity.

**Salthill / Knocknacarra Camogie Club and GCSP** delivered a programme targeting girls to become involved in Camogie. Part of the programme involved a mother and daughter element which benefited both generations. Over 160 girls took part in the programme delivered by Bothar Na Trá Camogie club in five schools in Galway City.

**Teenage Girl Dance programme** was a follow on from the 2011 programme focused on three schools. Both the School Completion Programme and Youth Work Ireland were our main partners on this programme. We targeted mainly at those girls who were not involved in mainstream school sports/activities. Participants were also given information about after school dance programmes.

**Eastside Strollers** have been going since 2008 and were also active in 2012 with over 30 people partaking in the group in its 4-year existence. The group caters for all ages and abilities. 2012 the Strollers took to Diamond Hill once again for their end of year outing.

**Let's Get Physical** was a programme delivered by the Rahoon Family Centre to increase awareness of being physically active in the youth and parents of the Rahoon area, which had 50 participants. The concept was that participants experienced a number of different activities that enabled them to choose those one that suited them best after the programme. Youth club members were involved in the development of the programme and parents were encouraged to be involved.

**GCSP supported Galway Judo Club** to deliver a programme for children with disabilities to become more physical active through the medium of Judo. The programme lasted 9 month and was a huge success.

**GCSP provided over €4,000 in funding for older adults programmes.** Three groupings of Active Retired Associations (ARAs) were funded to deliver a wide variety of activities targeting new members. Events included but were not limited to aqua aerobics, swimming, aerobics, bowls and walking event. GCSP with the HSE Health Promotion Department and County Galway Sports Partnership held a number of Physical Activity Leader (PAL) training days and a one day conference in the Clybaun Hotel for older adults groups.

**Unemployed kayaking, a programme delivered by Galway Kayak Club** was specifically for people who were unemployed people and allowed them to basic skills of kayaking. Further to the programme participants were given membership to Galway Kayak Club allowing them access to equipment and facilities on an on going basis – aiming to help with both the physical and mental health of the participants. There was also the opportunity for those who took part to go on and gain their instructors qualifications.

**Womens 5 a side football league in partnership with the FAI and Corrib Rangers FC** ended in February 2012 and had over 60 women from the ages of 18 to 40 plus. The main focus of the programme was to encourage women to take up football. Fun and sociable was the focus of the 5 a side league with each team required to recruit people who have never played before.
Galway Healthy Cities project gathered support for this simple but effective idea of how to get the most out of the resource of the sea. Foot Prints in the Sea, was supported by Galway Triathlon Club, Corrib Water polo, GCC, GCSP and the Healthy Cities project and is basically a number of markers buoys placed at certain distances that allow people to gauge how well they are doing with their swimming. It is hoped that this will encourage more use of the Blackrock area for swimming as a physical activity to improve people’s health.

Other events of note were the Galway Simon West of Ireland Women's Mini marathon, which GCSP supported again in 2012.

2012 also saw the return of the Volvo Ocean Race to the City. GCSP with the merger of the two Galway Sports Partnerships brought on board the Lebane GSP 10km road race. The event was a massive success with over 340 participants.

Galway City Council allocated €70,000 to forty eight sports club in the city through a grants scheme administered by GCSP. Amounts ranged from €200 to €3,000. Twenty one thousand of this funding went towards up-skilling volunteers to deliver the most up to date training methods to the participants. The remaining €49,000, funded numerous activities within the clubs.

Community Programmes – meeting the needs of the community.
Coaching in RAPID Schools: Weekly football sessions in schools across the city. After School Link, a 6-week programme was held on the East and West sides of city with 5 schools.

After School Skills Development: This programme caters for children aged 9 to 10 held in 2 venues east and west of the city over a 10-week period.

Community Days/Drop In Football
Football activities in local communities in conjunction with local support groups

Club Open Days - Club open days wer held for boys and girls aged 6 to 13.

During FARE/Social Inclusion Week the following activities took place:
The following activities were carried out in during this week in October
- Community Football Ballinfoyle Children 8-13
- Show Racism the Red Card Scoil Bhride Ns 6th Class
- Community Football Ballybane Children 8-13
- Football for All/Acquired Brain Injury Mervue AFC Adults
- Football for All/Cerebral Palsy Drom Park Children 8-13
- School Intercultural Futsal NUIG 5th Class
- Show Racism the Red Card Claddagh NS 6th Class
- Intercultural Futsal Blitz NUIG Adults

Late Night League is a programme targeted at two age groups, 10-14yrs and 15-18yrs. Weekly football took place on Friday and Saturday evenings covering the areas or
Ballybane/Doughiska, Ballinfoyle/Bohermore and Westside/Knocknacarra.

**Street League** targeting the homeless, drug and alcohol dependant individuals in rehabilitation, ex-offenders, Long-termed unemployed with identified learning disabilities, refugee and asylum seekers, age range 16 – 40. Matches were held each Monday afternoon from 2pm – 4pm in NUIG.

**Grassroots: Summer Soccer Schools**
2012 - 7 Camps were run in the areas of: Mervue, Salthill, Terryland Park (GK), Terryland Park (Girls Only), NUIG – Player Development, Renmore and Knocknacarra.

**Football For All Programme**
Football sessions have been held with the following groups: Acquired Brain Injury (Quest), DCD/CP (Enable Ireland), Rehab Care & NLN, St Joseph’s Training Centre.

**Futsal Programme**
Futsal Workshop - An indoors 5-aside soccer programme using a ball that doesn’t bounce to help increase the participants skill. This programme was held for clubs within the Galway and District League.

**Futsal League**
U10 and U8 leagues set up in March – May.
Primary School (3rd and 4th class)
Secondary Schools (1st years)

**Schools and Colleges**
EA Sports Primary Schools (5th and 6th class)

**Show Racism the Red Card**
Children in 6th class were shown an Anti Racism DVD. They took part in group discussions regarding Anti Racism and all children participated in 4 football sessions.

**School Education Programme**
**Kick Start 1**
Galway Technical Institute and Galway Community College
**Kick Start 2**
Galway Technical Institute

**Women’s / Girl’s Development**
**Soccer Sisters Easter Camp**
A girls only Easter camp being held in GMIT. Cost was €20 for 4 days. All girls received a full set of FAI gear. Girls aged 7 – 14yrs.

**Soccer Sisters**
10 Week Programme aimed at girls aged 7 – 14yrs.
Female Only Coaching Course
A Kick Start 1 coaching course for female participants only.

Women’s 5 – a- side League
Women’s 5-a-side League in conjunction with the Local Sports Partnership. The league took place on Monday evenings with 60 women participating in the league.

Coach Education: The following coaching course/workshops took place in 2012
Kick Start 1 (6), Kick Start 2 (3), Small Sided Games, Strength and Conditioning, Youth Cert, Buntus and a Futsal Workshop.

Local Community Festival Grants:
The Community Festivals Grants Scheme was organised for the seventh time. An array of community groups and residents associations were successful in seeking funding to develop their initiatives. These included - ARD Family Resource Centre, Ballybane Community Forum, Keep the Beat Club, Mervue Festival Committee, Tirellan Residents Association, and Westside Arts Festival.
In each case the projects may have differed but they all had at their core a support for people working together to improve the community spirit in their neighbourhood.

Comhairle na nÓg:
Galway City Comhairle na nÓg had an other successful year. A number of events took place, which gave young people an opportunity to voice their views on issues of concern to them. Each year young people from the city are elected onto the Organising Committee. This committee coordinates the events, activities and meetings of Comhairle na nÓg in the city throughout the year.

Each year a number of members are elected to represent the city at the Annual Youth Parliament, Dáil na nÓg. This event provides an opportunity for young people to discuss issues of concern to young people and then to vote on the priorities that need to be addressed. The Minister for Children and Youth Affairs, and officials from a number of Government Departments participate in the discussions and address the issues posed by the young people.
This year Galway City Comhairle na nÓg introduced an initiative to acknowledge the positive customer service as experienced by young people in Galway. It is hoped that these Youth Friendly Business Awards will encourage retailers in the City to view their younger clientele in a more favourable light in the future.
The presentation ceremony at the Youth Friendly Business Award

Mayor's Awards:
Mayor of Galway City, Cllr. Hildegarde Naughton presented the Galway City's Credit Unions overall Volunteer of the Year award to Phyllis MacNamara in recognition of her efforts to raise awareness in relation to suicide and also her fundraising activities with Console in the last number of years.
Over 100 individuals and groups received certificates from the Mayor in celebration of voluntary activity in community life in the city. The winners of the individual awards remained a closely guarded secret until the ceremony itself, which was held in the Black Box Theatre in front of an audience of over 300 people and was broadcast live on Galway Bay FM. The Awards are organised by Galway City Council and are sponsored by the Galway City Credit Unions.
Mayor’s Award Winners 2012

The recipients of the award in each of the categories were:

- **St. Anthony’s & Claddagh Credit Union Arts, Culture, Heritage & Cursai Gaeilge Award – Tess Emerson**, in recognition of her extraordinary commitment to the Patrician Musical Society, spanning over sixty years;

1. **St. Columba’s Credit Union Residents’ & Local Areas Award – The Highfield Park Residents Association** for their commitment to making their environment the best that it can possibly be and their enthusiasm to engage with all members of the community;

* **Naomh Pádraig Credit Union Social & Community Support Award – The Galway Rape Crisis Centre SATU Volunteers** for their dedication to volunteering and for the caring and sensitive way they go about helping people who are the subject of sexual violence;

* **Business Volunteer of the Year – John Daly** for his commitment and dedication in sharing his business skills with individuals and organisations.

* **Sports Volunteer of the Year Award – Corrib Rangers F.C.** in recognition of their unswerving commitment to bringing soccer to everyone in their community;

* **Children and Youth Award – Néad na nÓg, Slí Burca** for their vision and dedication to developing childcare facilities in their area to the highest standards.

* **Young Volunteer of the Year – Katherine Long** for her commitment to ensuring that young people with intellectual disabilities have wider opportunities.

Each of the winners received a specially commissioned Galway Crystal trophy and a cheque for €700.
**Social Inclusion Unit:**

The Social Inclusion Unit works to develop the capacity of Galway City Council to lead the initiative for assessing and promoting policies, projects and developing awareness designed to tackle the cause and effect of social exclusion and disadvantage across the range of their activities, including working with other bodies, agencies and sectors.

2012 saw Galway City Council continue to develop and coordinate of Social Inclusion Week and a host of other events including involvement in Galway City and County Age Friendly Programme, Access for All, Galway LGBT and others.

The Social Inclusion Officer continued in the role as the City Council’s Access Officer. This role supports people with access issues to communicate their concerns with any section of city hall regarding access to Galway City Council services.

**Social Inclusion Group**

The City Development Board, social inclusion group continued to meet to support the social inclusion work in Galway city.

**Economic Development & the E-Galway Sub Group**

In 2012 Galway City Council continued to expand its economic development role including participating on the evaluation committee of the enterprise board and supporting the development of a “Made in Galway” local producers market at the Black Box in November 2012.

The development of a marketing campaign called City of Galway also began with the aim of launching a website and promotional video in 2013.

**MEET WEST INITIATIVE**

![Meet West Initiative](image)

The success of the inaugural ‘Meet West’ initiative in November 2012 attracted over 300 companies from Galway, Mayo and Roscommon to one of the biggest business networking events in the west.

The ‘Meet West’ initiative on 21 and 22 November 2012 at the Hudson Bay Hotel involved a number of high calibre speakers from the business world, and included a key note address from Irial Finnan, VP Coke-Cola and a former UCG/NUIG graduate.
The core event of the conference was a full day of coordinated one to one business meetings. This involved use of a specially commissioned computerised booking form that matched businesses to other attendees, based on their preference, their direct requests but also suggested meetings that may create synergies.

The meet west event also created a business directory of every business attending that included details of the type of business, size, turnover, areas of interest & areas where they were seeking development or opportunities.

The one to one meetings took place over day two, over 2400 individual 30-minute meetings were held as well as a large number of ad-hoc or specially requested meetings on the day.

The feedback was very positive with over 90 per cent satisfaction ratings, and proved to be a terrific example of intra-regional co-operation involving the local authorities and County and City Enterprise Boards in Galway, Mayo and Roscommon, Enterprise Ireland, the IDA, Udaras na Gaeltachta and the Western Development Commission.

Last year’s inaugural event was co-ordinated by Galway City & County Council and formed the basis of the three-year ‘Meet West’ programme in the western region. Mayo County Council is co-ordinating the 2013 event which will take place at the end of November in Mayo.

**Rapid Programme**

2012 saw ongoing work in the community gardens and other community-based activities continued to be supported by the RAPID coordinator and the local RAPID community groups.

In 2012 RAPID projects supported included the FAI summer camps in RAPID areas and ongoing FAI work throughout the year. Support continued to be given to community gardens in Scoile Bhride (Shantalla), Ballinfoile and Ballybane along with the establishment of a community garden in the Westside which started with a project in Corrib Park and started to design a site at the community centre/resource centre plot.

The Community Gardens continued to be supported and in doing so established a Lets Get Galway Growing Network to create opportunities to work together and share resources.

Lets Get Galway Growing continued to develop and held a number of meetings with interested groups to develop the initiative.

**Galway City Community Forum**

Galway City Community Forum (GCCF) was established in 2000, as part of the same process, which saw the development of Galway City Development Board (GCDB). The Forum acts as a representative, collective voice for the community and voluntary sector in Galway and seeks to develop, influence and monitor identified policies from a community perspective. Represented on the Galway City Development Board (GCDB), the Strategic Policy Committees (SPC) of Galway City Council and other local development bodies, the Forum participates actively in the social, economic and cultural development of the city.
Groups represented on the Forum are involved in community activities concerning a wide range of issues including anti-disadvantage; active retirement; art and culture; disability; education; transport; environment; heritage; housing and homelessness; migrants; residents' interests; youth; sports and recreation.

During 2012 the Forum's activities included the following;

Organised a series of meetings, including 1

Annual General Meeting, 4 Quarterly Meetings, 8 Steering Group Meetings, and a number of sub-group meetings.

Galway City Community Forum continued to provide support to the Forum' representatives on the City Development Board and its 10 Co-ordination Mechanisms; Galway City Council's 5 Strategic Policy Committees; the Joint Policing Committee; Galway City Partnership; the Western Alliance and the Western Regional Drugs Task-force.

Developed and promoted a number of submissions, including submissions to the various bodies that the forum members sit one.

Reviewed its policies and procedures to make them more relevant and easily understood.

The Forum, continues to use its website and Facebook to inform the wider community and its members of its activities.
ENVIRONMENTAL SERVICES

Service Objective

“To protect, enhance and conserve the natural environment of our City, to develop a litter free culture, to prevent pollution of air, water and soil and to promote and maintain a sustainable waste management system in Galway City”.

Landfill Operation and Aftercare
The final remediation of the site at Carrowbrowne is complete. Monitoring of the site is continuing, in accordance with the conditions of the EPA licence for the site. Recent works have included the upgrading of the leachate lagoon and general site improvements.

Recovery and Recycling Facilities Operations
In addition to the kerbside collection of household recyclables, Galway City Council provides many other recycling facilities to the people of Galway.

Recovery and Recycling Facilities Operations
The Recycling Centre in Liosbaun Industrial Estate has been upgraded to ensure easier public access and to make it more user friendly.

The public opening hours of the Recycling Centre are:

Monday – Thursday 2 pm – 4 pm
Friday 2 pm – 3 pm
Saturday 9 am – 1pm

The items accepted are: Glass jars and bottles, clothes, cooking oil, engine oil, car and household batteries, fluorescent tubes, CFL light bulbs, paint, domestic waste electronic and electrical items (WEEE), large hard plastics (such as toys, basins, buckets and garden furniture), waste metals (such as bicycles, buggies and toys) and small timber items.

Cash for Cans
The Cash for Cans pilot initiative is on-going with a cash payment of €2 being offered per bag of aluminium cans. From January to December 2012, 120 tonnes of aluminium cans were deposited at the Galway City Council Recycling Centre and a sum of approx. €18,000 was redeemed in City Hall for it.

The scheme is for householders living in the city only and cans are not be accepted from commercial sources. A maximum of 3 clear bags can be presented at any one time and each bag must contain 100 cans or weigh 1.5 kg.

€7000 from the Anti-Litter Awareness Fund was also allocated to the scheme.
**Bring Centre Operations**

A total of 1861 tonnes of glass was deposited in bottle banks throughout Galway city up to end of December 2012, with 578.86 tonnes deposited this quarter. The Environment Department has installed CCTV at selected locations to deal with illegal dumping at the bottle banks.

Significant improvement works were carried out at the Dyke Road Bring centre with the Banks now facing onto Dyke Road with a traffic bay to facilitate the public.

The Bottlebanks at Westside have been repositioned from Siobhan McKenna Road. The Final position of these banks will be dependent on the completion of works at Westside Park.

The Bottlebanks at the Headford Road Shopping Centre have been reinstated following enabling works for the proposed slip road from the Sean Mulvoy Road.

**Provision of Waste Collection Services**

**Galway City Council** provides a three bin segregated waste collection service to over 12000 households in Galway City. In addition, a bulky goods collection service for the correct and safe disposal of bulky items, such as furniture and electrical appliances, is provided.

A new pricing structure was introduced for 2013 whereby no household will pay in excess of €229 for the standard three-bin system.

Galway City Council continues to provide a waiver on refuse charges for over 2400 customers in the city. Waiver Customers are entitled to the three bin system only under the waiver scheme and multiples of any bin type will be phased out during 2013.

**Organic Waste Collection Services**

The composting facility in Carrowbrowne is operated in accordance with the EPA licence for the site and with the Department of Agriculture, Fisheries and Food licence under the Animal By-products Directive.

The composting facility in Carrowbrowne accepted 2846.4 tonnes of organic waste from Galway City Council's household wheelie bins in 2012. This organic waste was converted to compost over a 10-12 week period at the composting facility.

**Residual Waste Collection Services**

Galway City Council collected 8,427 tonnes of household waste through the kerbside waste collection service in 2012. Grey bin waste accounted for less than 30% of total waste collected.

698 tonnes of household waste electrical and electronic items (WEEE) were recycled through the Recycling Centre in Liosbaun Industrial Estate in 2012.
Two extra collections of WEEE in Salthill and at the Greyhound Track in College Road added an extra 41 tonnes.

**Table 1.** Household waste collected and recycled in Galway city.

<table>
<thead>
<tr>
<th></th>
<th>Tonnes collected (2012)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Green Bin Waste</strong></td>
<td>2192.8</td>
<td>19.88</td>
</tr>
<tr>
<td>Brown Bin Waste</td>
<td>2846.4</td>
<td>25.80</td>
</tr>
<tr>
<td>Grey Bin Waste</td>
<td>3388.5</td>
<td>30.69</td>
</tr>
<tr>
<td>Glass</td>
<td>1861.11</td>
<td>16.87</td>
</tr>
<tr>
<td>WEEE</td>
<td>739.96</td>
<td>6.7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11028.77</strong></td>
<td></td>
</tr>
</tbody>
</table>

Household recycling rates of over 71.95 % were achieved.

The figure does not include plastic, timber or metal items recycled through the recycling centre, items collected through bulky goods or batteries.

Bulky Goods Collection: The Bulky Goods Collection continues to be a popular service with Galway city residents. Bulky items, such as furniture, carpets and beds are collected directly from the household for prices ranging from €6-€50.

59 tonnes of household waste was collected through the Bulky Goods Collection Service in 2012.

Householders can avail of the service by contacting Customer Service by phone or in person at reception in City Hall.

**Litter Management**
Maintaining a litter free city is a key priority for Galway City Council.

**Litter Control Initiatives**
Galway City Council promoted a number of litter control initiatives aimed at involving the community in maintaining their local area litter free.

**Amenity Grants**
€23,000 was distributed between 100+ groups in the city in 2012

**Tidy Towns Competition**
A Galway City Tidy Towns group, comprising of individuals, residents groups and business representatives, has been established to co-ordinate the city’s entry into the national Tidy Towns Competition. A number of public meetings were held, including a Green Homes seminar during 2012.
The annual Tidy Towns and Garden Competition will run throughout the summer months, as in previous years.

The results of the Tidy Towns Competition 2012 were announced in June 2012 and Galway City achieved a total of 269 marks out of an overall mark of 400. This was an overall increase of 6 marks from 2011.

An extract of general impression from the adjudicators report stated the following:

“Your tightly co-ordinated approach to Tidy Towns in Galway City Centre is bringing excellent results in this very short time frame. You have a huge area to handle but this is being done efficiently and on a programmed way. Good luck in the year ahead when we will be back to Galway City”.

**Spring Cleaning**

Spring Clean initiatives took place from April to June. Residents associations were provided with bags and equipment. The Environment Department collected the waste gathered at agreed locations.

**Strategic Partnerships**

The Environment Department is encouraging partnerships with interested groups with regard to the cleaning of specific city spaces. In addition to the Glan Suas Gaillimh Initiative, partnerships have been developed for Doughiska Park and Terryland Forest Park and a number of Galway-based companies and organisations have carried out once-off clean-ups. Preparatory work is underway to launch an ‘Adopt-as-Spot’ scheme later in the year to promote and capitalise on these strategic partnerships. Galway City Council is also working with the Community Service Order Initiative.

**Environmental Awareness**

An extensive environmental awareness programme is ongoing in Galway city, with a number of initiatives currently underway.

Waste reduction, reuse and recycling were promoted in the city, through seminars, workshops, newspaper articles and environmental initiatives. Waste management information was made available in English, Gaeilge, French, Polish, Portuguese and Russian.

**Green Schools:** All primary and secondary schools in Galway city are registered for the green schools programme and 32 educational facilities have achieved green flag status. In May 2012, Merlin Woods NS received their first green flag and 9 schools renewed their flag at an award ceremony in Athlone. In addition, NUI, Galway has commenced a Green Campus Programme.

**Waste Prevention Project:** Galway City Council is a member of the Local Authority Prevention Network (LAPN) and is working on a number of waste prevention projects. Currently, green festival guidelines are being prepared and the Environment Education Officer is working with Galway Arts Festival 2012 on an initiative that will set the
foundations for Galway city to become a green destination.

**Pride of Place:** Galway City Council nominated 4 groups for the 2012 Pride of Place Competition. The nominated groups were Castlegar (Population under 1000), Oaklands (Housing Estate), Galway Arts Festival (Cultural Tourism) and COPE (Previous prizewinner).

Two judges visited the city in July and a very enjoyable evening prizewinners was held in Thomond Park in Limerick in November 2012.

The following extract was noted from the recently received Adjudicators Report: -

**Castlegar:** “Overall the judges were impressed by this essential rural community with established traditions still in force. There is a great attitude and a clear vision for the future”.

**COPE:** “The supportive role provided within the community is invaluable and the evidence is that COPE’s development is ongoing and highly valued. Overall the judges commended the work of all involved. This was a very good entry in a highly competitive category”.

**Galway Arts Festival:**

“The judges were highly impressed with the “behind the scenes” work that goes to make the festival the success that it undoubtedly is. The economic impact is considerable, but it is the showcasing of talent, local and international, that the Festival really shines. This was a thoroughly deserving winner of Category Five in the Cities Competition”.

**Oaklands Housing Estate.**

“Overall the residents are very comfortable with their area and do not experience the social problems associated with larger urban estates. The entry was a good one in the category, but the judges feel that to vie for top honours the residents need perhaps to take on more challenges”.

*Litter awareness:* A number of litter awareness initiatives, targeting different sectors of society, are on-going such as the Gum Litter Taskforce which was launched in Galway City.

**Local Agenda 21 Environment Partnership Fund:** In June, Galway City Council was allocated €8500 from the Department of Environment, Community and Local Government to spend on small-scale local environmental projects in 2012.

**Street Cleaning**

**Operation of street cleaning**

For street cleaning, litter picking and emptying of litter bins, the city is divided into four sectors, east, west, north and city centre. A litter crew is assigned to each sector. Street cleaning commences at 5.30 am.

**Provision and Improvement of Litter Bins**

Over 200 litterbins are provided citywide. New larger capacity bins have been placed
along the Promenade in Salthill and in the city centre. More larger capacity bins will be introduced to reduce the frequency of emptying.

**Galway City Volunteer Initiative (Glan Suas Gaillimh)**

The volunteer initiative has gone from strength to strength, with clean-ups taking place on Saturday mornings. Works carried out include litter picking, graffiti removal, painting, weeding, pruning, power washing, sweeping and removal of fly-posting. Projects are selected in association with the Tidy Towns committee and Galway City Council supplies all equipment, materials and training.

Large clean-ups of the Eglinton Canal and the Henry Street playground took place during 2012 involving a number of groups including Galway City Council, the Galway Kayak Club and the Atlantaquarium.

A facebook page has been established and a website is being designed to facilitate volunteer registration. The initiative has received positive media coverage on local radio and in local newspapers and was the subject of a TG4 Nuacht report in March.

**Graffiti Removal**

Graffiti removal has been carried out on a number of areas throughout the city, including Knocknacarra, Briarhill Underpass, Eyre Square, Merchants Road, Prospect Hill, Bowling Green, Buttermilk Walk and Spanish Arch. Some groups have been provided with paint so that they can manage the graffiti problem themselves.

**Waste Regulation, Monitoring and Enforcement**

**Environment Enforcement Officer**

The Environment Enforcement Officer continues to monitor and enforce regulations under the Waste Management Acts 1996 to 2010, including compliance with Waste Facility Permits, Waste Collection Permits, Packaging, Plastic Bag Levy, Waste Electrical and Electronic Equipment, Tyre and Waste Tyre and End of Life Vehicle Regulations. In addition, compliance with the existing Household Waste Management Scheme and the Litter Pollution Act, 1997 are monitored.

The Enforcement Officer liaises with businesses throughout the City to ensure compliance with the relevant regulations. The Officer also offers assistance and advice on registration and reporting required under the Regulations.

**Food Waste Regulations:** In recent months enforcement efforts were focused on the food waste regulations to ensure that all producers of food waste, including shops, pubs, hotels, restaurants, workplace canteens, guest houses, supermarkets, nursing homes, educational facilities and state buildings, were compliant. According to the Regulations, all food waste must be separated at source (i.e. be placed in a dedicated bin) and not mixed with other waste types. The food waste must then be treated correctly, either through a waste collector who takes it to a composting facility or by on-site by composting. Waste collectors are obliged to inform the relevant local authority of persons who are refusing to avail of a source segregated food waste collection service, if available.
Community Warden Service to the Environment Section

The community wardens continue to assist in investigating complaints made by the public to the Environment Department.

The wardens have been very effective in not only in tackling littering and illegal dumping but, also, in liaising with and supporting local communities who are trying to keep their area clean. They have also assisted in the successful reporting and prosecution of individuals under the Waste Management and Litter Pollution Acts and have assisted in the reporting on Derelict Sites throughout the city. The wardens are also involved in litter surveys, including those associated with the National Litter Monitoring Survey and the Gum Litter Taskforce.

Regional Waste Management

National Permitting Authority
Galway City Council continues to work with Offaly County Council, the national permitting authority, in the processing and issuing of new waste collection permits in the region.

Waste Management Planning
The Evaluation of the existing Connaught Waste Plan was completed in 2012. Following new Policy Guidance from the Department it is likely that the Connaught Region will become part of the West Regional Assembly Region for the purposes of Waste Planning. Therefore the next regional waste plan will include all the Connaught Counties and Donegal, Cavan and Monaghan.

Maintenance and Upkeep of Burial Grounds
309 burials took place in the cemeteries in Rahoon and Bohermore in 2012.

Safety of Structures and Places
The Environment Section continued to investigate and take action under the Derelict Sites Act and numerous property owners were issued with Section 11 notices specifying measures to be carried out to remove dereliction. The number of derelict sites continues to grow, however, most sites are rendered non-derelict by agreement with owners following the completion of scheduled works. Action was also taken in relation to a number of Dangerous Structures, under the Local Government (Sanitary Services) Act 1964.

Operation of Fire Services
The Fire Service is provided by Galway County Council.

Water Quality, Air and Noise Pollution

Water
Blue flags were awarded to Salthill & Silverstrand for the 2012 bathing water season, and
all 4 beaches were monitoring for water quality from May to September. Water quality was in general very good, with the exception of a breach at Grattan Road in August as a result of extreme heavy rainfall. Applications for the 2013 blue flags have been submitted.

**Air**
Air quality continued to be monitored by the National University of Ireland, Galway. Air quality in Galway is good and remains in compliance with the recommended limits.

New ‘Smoky Coal Ban’ regulations came into effect on the 31st August, which have extended the restricted area into the County area and also introduced a ban on the burning of restricted fuels in the specified areas. Inspections, awareness and enforcement activities will be increased in the last quarter of the year.

**Noise**
Noise pollution incidents were investigated on a case-by-case basis and complainants are advised as to the procedures to be followed under the Environmental Protection Agency Act.

**Agency and Recoupable Services**

**Galway Energy Agency**
The Galway Energy Agency Ltd (GEAL) provides an Energy Management Service to Galway City Council and a Public Energy Information and Awareness Service to the general public.

The main GEAL activities conducted in 2012 included:

- Public Procurement of Electricity supply under the NPS National Framework for all sites.
- Completion of Natural Gas Boilers and Combined Heat & Power plant at Leisureland
- Low Energy Design Specification for 3 dwellings at Claddagh
- Compile Energy & Emissions Database for GCC energy consumption
- Training in Building Energy Rating (BER) in order to provide this as an internal service to Galway City Council
- Public enquiries and support for SEAI Better Energy Homes grant scheme

From November 2012, all Public Sector bodies are required to report to the Department of Communications Energy and Natural Resources (DCENR) on energy consumption reductions with a view to reducing primary consumption by 33% by the year 2020.

**Special Projects**

**South Park:** RPS Consulting Engineers continued with the preparation of the design for the Masterplan for the Southpark remediation. Works also continued on the designs for a number of the garden remediations along Grattan Road and Frenchville, in accordance with the Grattan Road and Frenchville Risk Assessment Report, and further to discussions with the EPA.

The tender process for the remediation of gardens has been completed.
Sailin-Silverstrand Coastal Protection: RPS Consulting Engineers are the consultants appointed to carry out initial detailed design works required for a foreshore licence application which will be necessary for the coastal works associated with the Sailin to Silverstrand Coastal Protection Scheme. Site Investigation works are required to be carried out in order to enable further design to be completed for the foreshore licence application.

These works were completed in late 2012. The results of the Site Investigation works will enable the full foreshore application to be made.

Knocknacarra Community and Leisure Centre: Purcell Construction continued to advance the works on the Capping Park Community Centre, and the contract is progressing according to schedule.

It is anticipated that the centre will be substantially complete by early May. There will follow some internal fitting out with furniture and equipment.

The appropriate operational arrangements / model is being considered by the Transport Infrastructure and Recreation Directorate.

Galway City Dog Pound
Works were carried out to address issues raised in the risk assessment carried out for the Dog pound.

Casual Trading
Applications for casual trading licences at the St. Nicholas Market and Eyre Square market were processed for the 2012/2013 trading period, including the special event casual trading licences at the St. Nicholas Market during the Volvo Ocean Race in July.

Lough Corrib Navigation Trustees
The Lough Corrib Navigation Trustees were established by the Navigation Act of 1859 made by the Commissioners of Public Works in Ireland. The Trustees are responsible for the maintenance of navigation aids and a limited number of piers on the Corrib system. The Trustees are also responsible for the maintenance of the Eglinton canal system, associated walkways, towpaths, lock gates and boundary walls.

Operation of Library & Archival Service
Galway County Council provides the library service.
RECREATION AND AMENITY

Service Objective:

“To develop and promote the provision of high quality recreational, leisure and amenity facilities for all groups of life through conserving the City’s Natural Heritage”

Tree Management
Scheduled Management Works were undertaken to deal with referrals from residents in estates. Some of this work was undertaken by Recreation and Amenity staff with more specialised work undertaken by tree surgeons.

Contract works were undertaken in tandem with scheduled ESB overhead powerline clearances.

Grant funding was sought and received under Coillte's Neighbourhood Scheme for tree thinning works and the development of new pathways in Terryland Forest Park.

Community Initiatives and Events

Conservation Volunteers Galway
Conservation Volunteers Galway, working in partnership with the Recreation and Amenity Department of Galway City Council, hosted a number of events throughout the year.

These included a wildflower planting day in Salthill and a native willow planting day and path clearing in Barna Woods.

Volvo Ocean Race 2011-2012

Galway was the finish port for the final leg of the 2011-2012 Volvo Ocean Race. The Recreation and Amenity Dept. worked closely with the organisers of the Volvo Ocean Race festival, which took place from 30th June to 8th July. There was a race village in the Harbour and further events/activities at South Park, Kennedy Park, Spanish Arch and Claddagh Quay.

Continental Christmas Markets

Galway City Council in partnership with Galway City Business Association was granted Part VIII planning permission for Continental Christmas Markets at Kennedy Park. The Markets took place from 23rd November 2012 to 22nd December 2012.

Other Events
Recreation & Amenity Department processed 111 event permits in the period January to
December, 2012 which included the return of many annual events which included: Bike Week in conjunction with the Galway Transportation Unit, Salthill-Devon Five-a-Side Competition in Salthill, Community Circus at Millennium Playground and many more charity/commercial events.

Open Space Permits
The Recreation & Amenity Department processed 8 open space permit applications in the period January to December 2012, which included ESB & UPC works.

Community Planting Initiative (CPI)
A service giving advice and planting materials to residents was again provided in 2012. 105 groups/estates were supported and provided with materials such as trees, bulbs, compost etc.

Parks
Kennedy Park (Eyre Sq)
The 40th Anniversary of the handover of Eyre Square to the City of Galway in 1712 was marked on Saturday, 15th September 2012. It included the unveiling of a commemorative plaque by the Mayor of Galway, Cllr Terry O’Flaherty after which she planted three trees in honour of the occasion.

Galway City Council also received the ceremonial key to Eyre Square, which is located for public display in Galway City Museum.

Christmas Trees
The traditional Christmas Trees and festive lights were provided in Kennedy Park. Services to provide recycling facilities for Christmas trees are planned for January 2013.

Allotments
Allotments were developed in the west side of the city in 2012, comprising 32 Plots at Shantalla Park.

Advertisements for a yearly licence for the plots were placed in local media. There was substantial interest with over 300 applications received. All plots were allocated and a waiting list created should future plots become available.

Celia Griffin Memorial Park
The Recreation and Amenity Dept. worked closely over the past few years with Mark Kennedy and members of the Celia Griffin Memorial Trust to develop the memorial park at Grattan.

A memorial stone was set in place and a contractor was appointed to undertake civil works.

The dedication of the Famine Ship Memorial took place on July 4th at the newly renamed Celia Griffin Memorial Park in Grattan Road.
SPORTS & ACTIVE RECREATION

Improvements to Community Centres
Westside and Renmore Community Centres were refitted with energy saving bulbs (T5 lighting). We hope to make savings of up to 50% on future electricity bills by doing this work.

A Specialist Contractor also installed cavity wall insulation in both centres.

Defibrillators were purchased and installed in the two centres. Caretaking staff undertook the necessary training for their operation.

Improvements to Other Facilities
A Structural Engineer was appointed to undertake a structural survey of 'the Plots' Building in Woodquay. A Contractor was appointed to undertake necessary remedial works.

Pitches
Maintenance works including application of sports sand and goalmouth repairs took place in the pitches in the City. Roll out of new goalposts continued.

A new entrance and carpark was designed for the Dublin Road (The Jes) pitches. A tender process, under procurement guidelines, was undertaken and a Contractor was appointed. Works were complete in 2012.

Playgrounds
The annual external (Independent) Audit was undertaken on all playgrounds with items actioned through the course of the year.

Mervue playground was entered into a €2,000 “Makeover” competition run by Mykidstime.ie, by the Recreation & Amenity Department. Ten playgrounds were short listed nationally, which included Mervue. Mervue playground was announced as the winner on September 12th 2012 following a public vote.

Capital Works
Bohermore Dressing Rooms and Cappagh Park Community Facility:
Works are underway on these two capital projects. The Recreation and Amenity department has been involved in elements of these works, however overall management of the projects is with other Departments.

Westside Sports Amenity Park
A Part VIII Planning Application for the proposed Amenity Park in Westside was submitted on 2nd August 2012 and was formally passed by elected members in the November Council Meeting.

Beaches
Lease of Kiosk
Advertisements were placed in the local press for interested parties to lease the kiosk at Lady's Beach in Salthill. Five applications were received and a 6month lease was issued
to the successful applicant.

**Cemeteries**
Work is continuing on sourcing potential sites for a new cemetery.

**Rahoon Cemetery**
Works commenced on the extension of Rahoon cemetery. This included foundations for grave plots, pathways and green areas.

**Lady Gregory Grave**
Works were undertaken to improve the condition of Lady Gregory's grave.
**ARTS AND CULTURE**

*Service Objective:*

“To continue to promote and develop the Arts & Culture tradition of the City and to extend its influence across all strands of society”.

---

**Town Hall Theatre and Black Box Theatres**

The Town Hall Theatre - incorporating the 400-seater main auditorium and the 60-seater Studio Space at Courthouse Square, and the nearby multi-purpose Black Box Theatre - continued to present an extensive mix of theatre, concerts, musicals, dance, film, comedy, family and community shows.

The mission of both venues is to engage and develop the widest possible audience for a diverse programme of theatre and arts events in Galway and to provide a supportive environment for artists and arts organisations.

In 2012, the venues continued to show considerable resilience amidst tough economic conditions and though attendances were down on 2011 levels, they still matched pre-boom levels at 100,000 as both venues remained at the epicentre of Galway’s cultural activity including involvement with each of the city’s big international festivals such as Cuirt, Galway Arts Festival, Galway Film Fleadh, Baboro International Children’s Festival and Galway Comedy Festival.

Productions from Galway companies included Druid (with the return of their production of John B Keane’s Big Maggie and the world premiere of the critically acclaimed Druid/Murphy, featuring three of Tom Murphy’s finest plays directed by Garry Hynes. Decadent (with Conor McPherson’s Port Authority directed by Andrew Flynn), The Mothers Arms by LittleJohn Nee and the hugely successful Town Hall /Decadent/Everyman Theatre co-production of John Patrick Shanley’s Doubt directed by Andrew Flynn and produced by Michael Diskin) were for many the highlights of another busy theatre calendar.

Furthermore and in addition to visits by the above national and international companies and artists, the venues’ programme proudly featured the work of many (professional and amateur) performers, companies, award-winning musical societies and arts organisations from across the city and county with successful productions by Renmore Pantomime, Patrician Musical Society, Galway Musical Society and Galway University Musical Society.

Michael Diskin, the long serving and pioneering manager of the theatre and a key figure on the Galway arts scene for over twenty years, passed away in March. Management would like to acknowledge the exceptional performance and commitment of the Town Hall Theatre staff during this difficult year.
Galway City Museum

Arts Office work in 2012 included the continuing development and delivery of an innovative programme of residencies, including John Faulkner's highly successful season of concerts in the Galway City Museum, a Dance Residency with Rianach Ni Neill and a Theatre Residency with Christian O'Reilly.

Rianach also worked on the curatorial aspects of her major dance festival in April, whilst creating with Galway dance artists her imaginative and collaborative models of practice. Christian continued his Town Hall based mentoring and assistance of emerging theatre talent whilst working towards a summer performance of his own theatre-work. Novelist Mike McCormack also worked on a literature residency initiative and the Space Invaders and Street Art in Residence community projects proved popular. We participated fully in the Bealtaine Festival of Creativity amongst Older People, funding and co-curating (with Galway Arts Centre) a programme of artists’ engagements with Galway city users of centres and resources including Units 5 and 6 in Merlin Park and St.Anthony's in Newcastle. The project also included theatre performances of a Mary McEvoy one-woman show in University College Hospital, Galway and Merlin Park, an exhibition in Galway Arts Centre – *Burning Bright* – of the work created in the artists’ engagements and a thé dansant for the participants and their carers in Nuns' Island. We continued to work on the Local Authority Partnership Scheme ANDP II, with Galway and Mayo County Councils, Cork City Council, the Arts Council, Arts and Disability Ireland, Brothers of Charity Soundscape and the Blue Teapots Theatre Company on delivering disability awareness training, resourcing and innovation for audiences, artists and participants in Galway's communities.

The Arts Office embarked on a series of exhibition collaborations with art group ADAPT in The Shed art venue in the Docks. This new venue partially addressed the chronic shortage of exhibition space in the city, keenly felt by emerging and established Galway artists. City Hall hosted an exchange exhibition by Lorg, Connaught Printmakers, featuring Lorg's own printers and guests from Australia, New Zealand and the United States. We also continued our collaboration on crafts, linking in with the County and City Enterprise Board in developing the aesthetics and business potential of the sector, through research and seminars. The main Public Art Project was the continuation of the Sliabh Ban Per Cent for Art in Ballybane, with artists Ciaran Smyth and Ailbhe Murphy are continuing their work. They addressed the national conference of CLUID on their work, which is considered to be quite ground-breaking in terms of intensity of endeavour and positive results. The house hosted several research visits by visiting academics, all hosted and mediated by the Sliabh Ban Residents Association.

The Arts Officer also advised and assisted the committee of St. John the Apostle NS, Knocknacarra, on the school's PCAS commission with sculptor Mark Rode. The Arts Officer was also available to advise and assist on other public art issues within the Council and the City.

Culture Night on September 21st was the largest ever in the city, with over fifty venues hosting work by over two hundred artists to audiences and participants numbering over 6,000. It was the fifth Culture Night programmed and organised in Galway by Galway City arts Office and is now firmly established in the annual calendar. It is the equivalent of a major arts festival, but taking place, at the request of the Department of Arts, Heritage and the Gaeltacht as a cultural *coup de main*, all on one night, and all for free.
The idea is to encourage public engagement with arts and creativity across artforms and culture definitions. Participating venues this year included Access Music Project, Conradh na Gaeilge (An Amharclann and Club Aras na nGael), Nuns' Island Theatre, Ballybane Community Centre, The Collegiate Church of St. Nicholas, Druid Theatre, Engage Art Studios, the Dock Shed (Galway Harbour Company), Galway Early Music, Galway Civic Trust, St Mary's College, the Huston School of Film and Digital Media and the James Hardiman Library (NUI Galway), University College Hospital, the Niland Gallery, Galway Cathedral, Galway Rehearsal Studios, NUI Galway Archives and Special Collections, Artspace Studios, Norman Villa Gallery, St John the Apostle NS, Blue Horse Gallery, the Forge Studios, Ballybane Enterprise Centre, Eyre Square Centre, Galway Arts Centre, Galway City Youth Cafe, Galway Film Centre, 126 Artist Run Gallery, Galway City Library, Shantalla Community Centre, Galway One World Centre, the National Computer and Communications Museum of Ireland (Digital Enterprise and Research Institute, NUI Galway), 091 Labs, Ballinfoile Organic Garden, the Rosa Parks Gallery, Galway City Museum, the Kenny Gallery, Ballybane Community Garden, Charlie Byrne's Bookshop, Galway Rape Crisis Centre, Galway Arts Centre, Blue Teapot Theatre Space and the Town Hall Theatre.

Participating artists and organisations included Síomha Brock, Lane County, Emma O'Sullivan, Druid Theatre Company, Rev Gary Hastings, John Faulkner, Cois Cladaigh, Tribal Music, Fia Rua, Galway Early Music Ensemble, Maoin Cheoil na Gaillimhe, NUI Galway Societies, Sean agus Nua, Galway Multicultural Choir, the Kurdish Community of Galway, Erika Feeney, Liminal, Galway Cathedral Choir, Raymond O'Donnell, Art Ó Briain, Truman Town Theatre Company Space Invaders, Foroige, Western Writers' Centre, Lorg Printmakers, Mephisto Theatre Company, Juxtify Artists (GMIT), Bridge Mills Language Centre, Galway Community Circus, Galway Dance Project, the Art School of GMIT, Over the Edge, Age Action West, Cumann na bFhear (Ballinfoile), Tribes Alive Theatrical Walking Tour of Galway and Blue Teapot Theatre Company, Visitor and participant numbers were very healthy: the Galway Community Circus Tent hosted the Juxtify art-making workshops in Eyre Square where a footfall of over 2,000 was recorded. Numbers ranged from between 200 and 500 in most venues.

Of special note was the lecture programme in Galway City Museum where nineteen experts in archaeology, history and culture (mainly from the Humanities School of NUI Galway) delivered a series of fascinating vignettes of Galway – an Unfinished History

The Arts Officer was available to advise and assist all artists, groups and citizens in their engagement with creativity. The Arts Office also provided MC facilities for organisations ranging from the Waterboys (two fundraisers for the Strange Boat garden in Salthill) to the Parks Unit for the Eyre Square 300 celebrations and the Celia Griffin memorial on Grattan Beach. The Arts Officer opened several exhibitions, launched books, introduced writers at public readings, chaired discussions and advised the City Council on the annual carefully balanced funding of the City arts organisations which continue in adversity to bring such acclaim and attention to Galway in their the cultural industries which contribute so much to the economy of our beloved city.
HUMAN RESOURCES

Service Objective:

“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”.

Staff Complement – 2012

<table>
<thead>
<tr>
<th>Grade</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Manager</td>
<td>1</td>
</tr>
<tr>
<td>Director of Services</td>
<td>3</td>
</tr>
<tr>
<td>Head of Finance</td>
<td>1</td>
</tr>
<tr>
<td>Financial Management Accountant</td>
<td>1</td>
</tr>
<tr>
<td>Head of Information Systems</td>
<td>1</td>
</tr>
<tr>
<td>Senior Executive Officer</td>
<td>5</td>
</tr>
<tr>
<td>Administrative Officer</td>
<td>11</td>
</tr>
<tr>
<td>Senior Staff Officer</td>
<td>14</td>
</tr>
<tr>
<td>Staff Officer/Store Keeper</td>
<td>24</td>
</tr>
<tr>
<td>Assistant Staff Officer</td>
<td>17</td>
</tr>
<tr>
<td>Clerical Officers</td>
<td>55</td>
</tr>
<tr>
<td>Senior Engineer/Planner</td>
<td>5</td>
</tr>
<tr>
<td>Senior Executive Engineer/Planner/Parks Superintendent/Architect</td>
<td>12</td>
</tr>
<tr>
<td>Senior Resident Engineer</td>
<td>1</td>
</tr>
<tr>
<td>Project Engineer</td>
<td>1</td>
</tr>
<tr>
<td>Executive Engineer/Planner/Architect</td>
<td>19</td>
</tr>
<tr>
<td>Assistant Engineer/Planner</td>
<td>5</td>
</tr>
<tr>
<td>Senior Executive Technician</td>
<td>2</td>
</tr>
<tr>
<td>Executive Technician</td>
<td>6</td>
</tr>
<tr>
<td>Technician Grade I</td>
<td>5</td>
</tr>
<tr>
<td>Technician Grade II</td>
<td>1</td>
</tr>
<tr>
<td>Clerk of Works</td>
<td>5</td>
</tr>
<tr>
<td>Arts Officer</td>
<td>1</td>
</tr>
<tr>
<td>Heritage Officer</td>
<td>1</td>
</tr>
<tr>
<td>GIS Co-Ordinator</td>
<td>1</td>
</tr>
<tr>
<td>Senior Social Worker</td>
<td>1</td>
</tr>
<tr>
<td>Post</td>
<td>Count</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Social Worker</td>
<td>1</td>
</tr>
<tr>
<td>Housing Estate Liaison Officer</td>
<td>2</td>
</tr>
<tr>
<td>Leisureland Manager</td>
<td>1</td>
</tr>
<tr>
<td>Environmental Education Officer</td>
<td>1</td>
</tr>
<tr>
<td>Health &amp; Safety Officer</td>
<td>1</td>
</tr>
</tbody>
</table>

**Other Posts**

<table>
<thead>
<tr>
<th>Post</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workplace Partnership Facilitator</td>
<td>1</td>
</tr>
<tr>
<td>Local Sports Partnership Co-Ordinator</td>
<td>1</td>
</tr>
<tr>
<td>Rapid Co-Ordinator</td>
<td>1</td>
</tr>
<tr>
<td>I.S. Analyst Developer</td>
<td>2</td>
</tr>
<tr>
<td>Social Inclusion Officer</td>
<td>1</td>
</tr>
<tr>
<td>Customer Services Manager</td>
<td>1</td>
</tr>
<tr>
<td>Deputy Customer Services Manager</td>
<td>1</td>
</tr>
<tr>
<td>Customer Service Advisor</td>
<td>8</td>
</tr>
<tr>
<td>Assistant Museum Director</td>
<td>1</td>
</tr>
<tr>
<td>Museum Mediators</td>
<td>2</td>
</tr>
<tr>
<td>Museum Receptionist</td>
<td>1</td>
</tr>
<tr>
<td>Environment Enforcement Officer</td>
<td>1</td>
</tr>
<tr>
<td>Documentation Officer</td>
<td>1</td>
</tr>
</tbody>
</table>

**Grade**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Craft Foreman</td>
<td>8</td>
</tr>
<tr>
<td>Craft Chargehand</td>
<td>2</td>
</tr>
<tr>
<td>Craftsmen</td>
<td>33</td>
</tr>
<tr>
<td>Caretakers</td>
<td>6</td>
</tr>
<tr>
<td>Facilities Manager</td>
<td>1</td>
</tr>
<tr>
<td>Meter Reader</td>
<td>1</td>
</tr>
<tr>
<td>Water Inspector</td>
<td>1</td>
</tr>
<tr>
<td>Foreman</td>
<td>4</td>
</tr>
<tr>
<td>Ganger</td>
<td>13</td>
</tr>
<tr>
<td>Position</td>
<td>Count</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Driver/Plant Operator A</td>
<td>11</td>
</tr>
<tr>
<td>Driver/Plant Operator B</td>
<td>10</td>
</tr>
<tr>
<td>Light Equipment Operator Cat 2</td>
<td>12</td>
</tr>
<tr>
<td>Labourer/GO Cat 1</td>
<td>31</td>
</tr>
<tr>
<td>GO Cat 3</td>
<td>60</td>
</tr>
<tr>
<td>Cemeteries Supervisor</td>
<td>1</td>
</tr>
<tr>
<td>School Wardens</td>
<td>22</td>
</tr>
<tr>
<td>Traffic Warden</td>
<td>1</td>
</tr>
<tr>
<td>Town Hall Theatre Staff</td>
<td>15</td>
</tr>
<tr>
<td>Community Warden Supervisor</td>
<td>1</td>
</tr>
<tr>
<td>Community Warden Assistant Supervisor</td>
<td>1</td>
</tr>
<tr>
<td>Community Wardens</td>
<td>6</td>
</tr>
<tr>
<td>Dog Warden</td>
<td>1</td>
</tr>
<tr>
<td>Porter</td>
<td>1</td>
</tr>
<tr>
<td>Relief Porter</td>
<td>1</td>
</tr>
<tr>
<td>Waste Operations Supervisor</td>
<td>1</td>
</tr>
</tbody>
</table>

Galway City Council’s staff headcount at the end of December 2012 stands at 464 (WTE of 435.33). This figure includes permanent staff and contract staff of both a full-time and part-time nature.

The City Council continues to operate within a comparably low staffing base. The continuing Moratorium on Public Sector Recruitment coupled with the radically changed fiscal environment, presented significant on going challenges in terms of Human Resource Management in 2012.

Whilst there was undoubtedly a drop in service levels in certain areas in the organisation this was matched with increased demands for some of our other services. In an effort to manage the peaks and troughs in workflows over the year, staff were deployed on a priority needs basis.

The Public Service Agreement 2010 – 2014 (Croke Agreement) continued to dictate the operations of the Human Resources Department. The purpose of the agreement was to enhance the country’s prospect of recovery, the protection of public services for its citizens in terms of the resources available and bringing a major degree of certainty to public service workers in terms of their remuneration, and their terms and security of employment over the immediate future.

Galway City has a population of in excess of 75,000 and is growing at the rate of 1,000
The City Council is tasked with delivering a wide range of diverse services from Housing to the Arts, from Roads to Heritage. This diversity of services and the continued growth of the city, places huge demands on the City Council in terms of the scale and type of service delivery that has been managed within the context of the staffing moratorium and the Council continues to prove its ability to achieve efficiencies on a daily basis.

Retirements 2012
The following staff retired from their respective posts with Galway City Council in the year 2012.

The Management and staff would like to take this opportunity to thank each individual for their years of service to Galway City Council and in turn to the City of Galway.

Mary Lyons,
Christopher O'Keefe
Brendan Madden
John O'Brien
Denis Fitzgibbon
Kathleen Scanlon
Joe Considine
Patrick Corbett
Martin O'Connor
Sean Flaherty

Staff Training and Development
Galway City Council’s Corporate Plan 2009 - 2014 sets out the core values of the Council, which include the provision of a first class service to our city and its people. In order to achieve this, it is acknowledged that significant investment is required in the training and development of our staff.

The PMDS process, which has been rolled out in Galway City Council, is being used to identify training needs in the organisation. An analysis of the training needs, in turn, is used to provide the content of the annual Training Programme.

In 2012 staff continued to attend courses and seminars on a regular basis in order to develop their skills to assist them to carry out their functions in the most effective and efficient manner.
## Training Courses Attended - 2012

<table>
<thead>
<tr>
<th>Course Name</th>
<th>No. of Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe InDesign</td>
<td>3</td>
</tr>
<tr>
<td>Asbestos Awareness</td>
<td>31</td>
</tr>
<tr>
<td>Asbestos Removal</td>
<td>9</td>
</tr>
<tr>
<td>BI Report Training</td>
<td>3</td>
</tr>
<tr>
<td>Bachelor of Arts Degree - Public Management</td>
<td>1</td>
</tr>
<tr>
<td>CSCS - Signing Lighting and Guarding at Roadworks</td>
<td>6</td>
</tr>
<tr>
<td>Certificate in Biodiversity Conservation &amp; Management</td>
<td>3</td>
</tr>
<tr>
<td>Certificate in Building Energy Rating</td>
<td>1</td>
</tr>
<tr>
<td>Certificate in Local Government Studies</td>
<td>6</td>
</tr>
<tr>
<td>Certified Payroll Technician</td>
<td>1</td>
</tr>
<tr>
<td>Child Safeguarding</td>
<td>2</td>
</tr>
<tr>
<td>Conferences Meetings Seminars Workshops</td>
<td>140</td>
</tr>
<tr>
<td>Confined Spaces - Emergency and Rescue</td>
<td>4</td>
</tr>
<tr>
<td>Confined Spaces C2 – Supervising of Risk</td>
<td>17</td>
</tr>
<tr>
<td>Dealing with Violence and Agression</td>
<td>50</td>
</tr>
<tr>
<td>Defibrillator training</td>
<td>5</td>
</tr>
<tr>
<td>Diploma in Human Resources</td>
<td>1</td>
</tr>
<tr>
<td>Diploma in Local Government Studies</td>
<td>3</td>
</tr>
<tr>
<td>Driver CPC Module 1 (CVEDT)</td>
<td>1</td>
</tr>
<tr>
<td>Driver CPC Module 5 (PROTD)</td>
<td>32</td>
</tr>
<tr>
<td>Driver Licence C &amp; EC Category</td>
<td>21</td>
</tr>
<tr>
<td>EPA Disinfection Manual</td>
<td>1</td>
</tr>
<tr>
<td>FETAC Level 4 Horticulture Module</td>
<td>11</td>
</tr>
<tr>
<td>FETAC Level 4 Housing Maintenance Module</td>
<td>9</td>
</tr>
</tbody>
</table>
Fats Oil and Grease 1
Fire Marshall Training 53
Fire Safety/ Use of Fire Extinguishers Training 9
Forklift Operator 21
Grave Shoring 7
HGV Driver Licence 1
Hazardous Chemical and Spillage Control 1
Health and Safety Briefing 3
Emergency Planning 3
Excavation Safety and Emergency Plan Booklet 6
IAT Roads Engineering 2
ICT Systems Training CORE Advanced Personnel 8
iHouseTraining 5
IOSH Managing Safely for Construction Managers 2
IOSH Supervising Safely in Construction 17
Litter Warden Training 15
Major Emergency Management 5
Managing Safely in Construction / Renewal (Management Level) 2
Manual Handling (indoor) 16
Manual Handling (outdoor) 73
Masters of Arts in Human Resource Management Yrl 1
Noise Monitoring 3
Occupational First Aid 16
Pesticide Handling 13
Pitch Maintenance 4
Procurement Training - New Standard Conditions of Engagement 7
Procurement Training – Civil Works 4
Public Procurement Civil & Building Works 1
Public Procurement Rules 2
Register of Electors 2
Relevant Contracts Tax (RCT) 18
Road Safety Auditor Training 1
Road Sweeper 4
Safe Pass

Safety Induction - Indoor

Safety Rep Training

Tool Box Talks

Water Conservation – Leakage Control - Managers

Water Treatment Plant Operations - DistSystems

Water Treatment Plant Operations - Plant

Water Treatment Plant Operations - Water1

Water Treatment Plant Operations – Safety+Assess

Water Treatment Plant Operations – Water2

Water Treatment Plant Operations – Water3

Website Design

Working at Heights Training
In the year 2012, a total of **40** requests were made to Galway City Council under the Freedom of Information Acts 1997 & 2003. Of these, 19 sought access to non-personal information and 21 to personal information. The table below provides an analysis of the outcome of these requests.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests Granted</td>
<td>27</td>
</tr>
<tr>
<td>Requests part-granted</td>
<td>8</td>
</tr>
<tr>
<td>Requests Refused</td>
<td>2</td>
</tr>
<tr>
<td>Requests withdrawn</td>
<td>4</td>
</tr>
<tr>
<td>Dealt with outside of F.O.I</td>
<td>2</td>
</tr>
<tr>
<td>Carried Forward to 2013</td>
<td>1</td>
</tr>
</tbody>
</table>

**Total** 44

One of Galway City Council's decisions on requests was appealed internally and one appeal was made to the Information Commissioner.

Freedom of Information Requests Received by each Department in the Year 2012:

<table>
<thead>
<tr>
<th>Department</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>2</td>
</tr>
<tr>
<td>Housing</td>
<td>20</td>
</tr>
<tr>
<td>Corporate Services</td>
<td>7</td>
</tr>
<tr>
<td>Transport &amp; Infrastructure</td>
<td>6</td>
</tr>
<tr>
<td>Human Resources</td>
<td>2</td>
</tr>
<tr>
<td>Finance</td>
<td>3</td>
</tr>
</tbody>
</table>
**Internal Audit**

Internal Audit is responsible for providing assurance to the Audit Committee, City Manager and Senior Management Team, on the adequacy and effectiveness of Galway City Council's internal control systems. Internal Audit critically and objectively reviews the adequacy of the Operating Systems and Procedures used throughout Galway City Council. Internal Audit confirms the integrity of management information used for accountability and decision-making. It verifies compliance with statutory regulation and adopted policy; and attests to the safeguarding of assets.

Internal Audit operates under an adopted Charter, which ensures that the functions discharged by it comply with the Principles and International Standards as set by the *Institute of Internal Auditors – UK and Ireland*.

Internal Audit liaises with External Auditors; including the Local Government Audit Service, the NRA; NTA; BMW Authority; Government Departments and EU Auditors.

**Audit Committee**

The focus of the Audit Committee is to ensure that financial systems and procedures are sufficiently robust with the emphasis on achieving efficiency and value-for-money.

During 2012, the Committee members considered the following:

- Internal Audit Report.
- Internal Audit Annual Work Programme.
- Procurement & Insurance Function.
- Progress with the implementation of Internal Audit Recommendations.
- Overall Financial position of the City Council.
- Capital Jobs – Balances and funding.
Please find set out below details of courses & conferences attended in 2012:

<table>
<thead>
<tr>
<th>Conference</th>
<th>No. Of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>TASC Health Conference</td>
<td>2</td>
</tr>
<tr>
<td>Contemporary Housing Issues in a Changing Europe</td>
<td>3</td>
</tr>
<tr>
<td>Putting Human Rights at the Heart of Good Society</td>
<td>3</td>
</tr>
<tr>
<td>World Suicide Prevention Day Conference</td>
<td>1</td>
</tr>
<tr>
<td>National Flood Management Conference 2012</td>
<td>1</td>
</tr>
<tr>
<td>Intensive Course on Planning Law.</td>
<td>3</td>
</tr>
<tr>
<td>Scoil Gheimhrdha Mherriman 2012</td>
<td>1</td>
</tr>
<tr>
<td>AMAI Spring Seminar</td>
<td>4</td>
</tr>
<tr>
<td>Nuclear Free Local Authorities Ireland – Autumn Seminar</td>
<td>1</td>
</tr>
<tr>
<td>Promoting and Protecting Human Rights in Ireland</td>
<td>1</td>
</tr>
<tr>
<td>Restorative Justice for Ireland</td>
<td>2</td>
</tr>
<tr>
<td>The Role of the Council in encouraging and supporting the development enterprise through Tourism and Sport</td>
<td>2</td>
</tr>
<tr>
<td>Bullying and Stress in the Workplace.</td>
<td>2</td>
</tr>
<tr>
<td>Improving the Social Housing Stock</td>
<td>4</td>
</tr>
<tr>
<td>Personal Insolvency Bill 2012</td>
<td>4</td>
</tr>
<tr>
<td>Development Initiatives for your Community</td>
<td>1</td>
</tr>
<tr>
<td>Debt Settlement</td>
<td>4</td>
</tr>
<tr>
<td>CE Marking and Building Materials Conference</td>
<td>3</td>
</tr>
<tr>
<td>Promoting Justice through better consultation and Co-operation in Local Government</td>
<td>5</td>
</tr>
<tr>
<td>Public Works Contract Conference 2012</td>
<td>2</td>
</tr>
<tr>
<td>Justice Conference 2012</td>
<td>2</td>
</tr>
<tr>
<td>2012 Parnell Summer School</td>
<td>1</td>
</tr>
<tr>
<td>The Tragic impact of Major Flooding and Freezing Spells</td>
<td>2</td>
</tr>
<tr>
<td>Civil Partnership and Certain Rights and Obligations and Cohabiting Act 2010</td>
<td>1</td>
</tr>
<tr>
<td>Can the Tourism Industry lead to Economic Recovery in Ireland</td>
<td>1</td>
</tr>
<tr>
<td>Supervalu Tidy Towns National Conference 2012</td>
<td>1</td>
</tr>
<tr>
<td>Carlow Tourism National Conference</td>
<td>3</td>
</tr>
<tr>
<td>Publication of the Valuation Bill (Amendment) Bill 2012, What will it mean for Local Authorities?</td>
<td>1</td>
</tr>
<tr>
<td>Mental Health &amp; Suicide Awareness</td>
<td>3</td>
</tr>
<tr>
<td>LAMA Spring Seminar</td>
<td>6</td>
</tr>
<tr>
<td>LAMA Autumn Seminar</td>
<td>5</td>
</tr>
<tr>
<td>leader Funding and the Councillor</td>
<td>1</td>
</tr>
<tr>
<td>Putting People First Reform and Strategic Planning for 2013.</td>
<td>2</td>
</tr>
<tr>
<td>National Retrofits Conference 2012</td>
<td>1</td>
</tr>
<tr>
<td>Michael Collins and the Creation of Irish Democracy</td>
<td>1</td>
</tr>
<tr>
<td>National Social Housing Conference 2012</td>
<td>1</td>
</tr>
<tr>
<td>Association of County and City Councils</td>
<td>3</td>
</tr>
<tr>
<td>The Councillor &amp; Local Government Reform</td>
<td>1</td>
</tr>
<tr>
<td>West Cork Fusion</td>
<td>1</td>
</tr>
<tr>
<td>Health &amp; Safety and the Councillor</td>
<td>1</td>
</tr>
</tbody>
</table>
Conference and Seminars attended by Councillors – 2012 – Outside the State

New Models of Services Delivery, London................................................................. 2
Local Government Finance Reform, Birmingham................................................... 2
In 2012, ICT developed a strategy to cover the 4-year period 2013 to 2016. This strategy provides a roadmap whereby ICT in partnership with other departments provides efficient cost-effective services which are responsive to the needs of our customers. The strategy will be implemented on a phased basis and will draw on the vast arrays of data within our existing platforms coupled with the exploitation of modern technologies and solutions to achieve our objectives. In addition the strategy will be reviewed from time to time to ensure it is meeting it's targets and encompass any new criteria which may arise in the course of it's lifetime.

In 2012, ICT also developed a Web Services Policy document incorporating Internet, e-mail and social media. This document was adopted as policy and deployed across the organisation.

For the purposes of Disaster Recovery, we deployed a dark fibre communications solution to interconnect City Hall, County Hall and our DR Site where we are hosting Galway County Council DR facility as a 'Shared Services' initiative.

We enhanced our communications with our customers through the development of our Map Alerts Communications System (MACS) available on our website. This initiative began by making the latest data available in terms of roadworks and water interruptions and generating alerts to the public who register to receive them. The system will continue to develop in 2013.

We enhanced our water quality monitoring through the introduction of Labworks System, from which live updates are provided on the web.

We procured new aerial photography for the city and also collated spatial information for Ardaun LAP process.

We integrated Commercial Rates Reminders with our Financial System Data Collection and deployed a self-service ICT Helpdesk to all staff.
Workplace Partnership Committee

The Workplace Partnership Committee hold scheduled monthly meetings. The committee discuss issues that have been presented by both staff and management of the council. The Committee is central to policies being introduced in the Council and these policies are channelled for debate and consideration prior to implementation. Working Groups set up by the committee submit monthly reports. Projects initiated since the Partnership Process was introduced in 2000 continue to be nurtured and supported. However due to constraints attached to the Public Service Agreement, Croke Park, there was a reluctance by both management and unions to engage in issues normally dealt with at local level. The agreement saw all issues now discussed under these national criteria. This anomaly, as far as Partnership was concerned, resulted in only three full meetings taking place during 2012, with a fourth called to discuss the budget for the following year. This in affect made the Workplace Partnership Committee somewhat redundant. Despite this situation the annual Partnership sponsored Projects continued to be held and are reported below.

The members of the current Workplace Partnership Committee (2012) are; Management Nominees Patricia Philbin, Joint Chair (deputising for Helena Martyn), Edel McCormack, Kevin Swift and Colette Burke. The Union nominees are: Frank Daly, Joint Chair, SIPTU, Sandra Lawlor, IMPACT, Michael O'Neill, IMPACT, Jim Molloy, SIPTU/LAPO and Anthony Collins, UCATT, representing the Craft Group of Unions.

Retirement / Service Awards

The eleventh renewal of the Annual Retirement/Service Awards Function took place on Friday 25th May 2012 in the Staff Solar Café in City Hall. The function was held to honour staff members, who retired from Galway City Council during the previous twelve months, with Service Awards being presented to staff members who completed twenty years service during the year. The Retirees had accumulated service of over 409 years with Galway City Council and this astonishing fact was acknowledged by Her Worship the Mayor Councillor Hildegarde Naughton and City Manager Joe O'Neill when making the presentations at the function. The Deputy Joint Chairs of the Workplace Partnership Committee Patricia Philbin and Anthony Collins were part of the presentation team. Over seventy people attended the function, which included the families of the recipients along with work colleagues and former colleagues.

The Retired Staff honoured on the night were:

The 20 Year Service Award Recipients honoured were:


Pictured seated with Her Worship the Mayor Councillor Hildegarde Naughton are retirees Paddy Mulgannon and John O’Brien. Standing at back, Brendan Fox Workplace Partnership Facilitator, Deputy Joint Chair Anthony Collins with retirees Pat Corbett, Kathleen Scanlon, Micheal Higgins, Joe Considine, Deputy Joint Chairperson, Patricia Philbin and City Manager Joe O’Neill. Absent from photo William Mellet.

Pictured with Her Worship The Mayor Councillor Hildegarde Naughton and City Manager Joe O’Neill are Service Award Recipients Paul O’Brien, Pat McPhilbin, Martin Folan and Joe Tansey.
Annual Pensioners Christmas Mass and Party

The Annual Pensioners Christmas Mass and Party, our eleventh, took place on Saturday 1st December in the Staff Solar Café, City Hall. Her Worship the Mayor Councillor Hildegarde Naughton was in attendance. Approximately one hundred guests were present. The function commenced with Vigil Mass celebrated by Fr. Pat Whelan PP of St. Patrick’s Parish. As is the tradition at our Pensioners Mass, a lighted candle was brought to the Altar in memory of any staff member, pensioners or widows, who deceased over the past twelve months. Those remembered this year were serving staff member Michael Diskin, R.I.P., Town Hall Manager and Ray Moriarty R.I.P., of the Environment Section along with pensioners Eddie Francis, R.I.P., Thomas Feeney, R.I.P., Robert Cronly, R.I.P., John Higgins, R.I.P., Jimmy Creane, R.I.P., James Regan, R.I.P., Margaret Geraghty R.I.P., Mary Conroy, R.I.P., Stephen Bermingham, R.I.P. and John Savage, R.I.P. The candles were carried to the altar by family members who were present or by existing staff members who were work colleagues of the deceased.

Following the Mass the guests were provided with a three-course meal with service provided by fourteen staff volunteers. The staff volunteers also set up the seating arrangements for the Mass in the ground floor lobby along with assisting with the setting up of the Café. The evening continued with live entertainment provided by the Carousel Band. This event is proving very popular and much appreciated by our former work colleagues. The occasion affords the opportunity of acknowledging the contribution our Pensioners made to the Council in the past. Compliment is paid to our caterers in Solar Café, Lydon House for the excellent meal provided.

LANPAG Sponsored Education / Training

FETAC Level 3 Accredited Course

Seven staff members commenced a FETAC Level 3 course in December 2009 and continued their studies up to June of this year. Study/classes took place on Wednesday evenings in Mayoralty House, St. Augustine Street. The City of Galway VEC conducted the course. The course contents include Communications, Maths, Computer Literacy and Personal Development, which make up the first four modules of the eight required for full FETAC accreditation. The additional elective modules, which includes Wood craft commenced in Spring 2011. The training provided in the course allows participants to obtain accreditation with a view to contributing to their personal development and increases and diversifies their work skills. In the majority of cases the course participants are individuals who have previously participated in the Return to Learning Programmes. The course was fully funded by LANPAG. Certificate will be presented to all of the successful students in Spring 2013.

IPA / LANPAG Scholarships Scheme

The Institute of Public Administration (IPA) and the Local Authority National Partnership Advisory Group (LANPAG) in 2009 offered Scholarship to Staff members who wished to study for a Certificate/Diploma/Degree in Public Management, which covers Economics, Law, Irish government and Politics along with the Principles of Management. The scheme was open to all staff who never previously completed a formal course of study leading to a third level qualification and who would not normally apply for these courses. Thirty places were available nationally, which equates to approximately one candidate from each local authority. One staff member employed in the Environment Department applied to the Workplace Partnership Committee for the scholarship with LANPAG approving this
application in May 2009. Study for the course commences in September of each year. The staff member undertaking the course is a ‘graduate’ of the Return to Learning Programme and has sat for Junior and Leaving Certificate subjects over the past number of years, an inspiration to all and certainly an endorsement of the initial programme, which encouraged all staff to embrace the ‘life long learning’ ethos. The individual successfully completed year three and is now studying for year four exams, which will take place in April/May 2013.

FETAC Level 3-4 Module for General Operatives
Funding was secured from LANPAG late in 2011 for a singular Level 3 or 4 module for General Operatives working in Parks and Housing. Partnership Facilitator Brendan Fox conducted a number of workshop and information sessions on the modules. In March of this year ten Parks staff commenced a module on horticulture with eight Housing staff members embarking on a Housing Maintenance skills module. The classes for both modules commenced in March 2012. The classes took place one morning a week and continued for approximately 12 weeks. All participants passed their relevant modules and Certificates will be presented to the successful students in Spring 2013. The FETAC modules will ensure that Galway City Council will have a batch of highly skilled workers, who’s new found expertise will allow work to be retained in-house. Each participant will have the added bonus of enriched job satisfaction. The City of Galway VEC provided the tutors for both modules. Galway City Council wish to acknowledge LANPAG’s funding and the CGVEC’s support throughout the project.

Handing Significant Change Through Partnership
Galway City Council’s Handling Significant Change Through Partnership Forum (the HSCTP Forum) met just the once during 2012. The Forum is made up of the Management Team, Full Time Union Officials and the Workplace Partnership Committee. Workplace Partnership Facilitator, Brendan Fox facilitates the Forum meetings. The meetings proved to be very successful and facilitated full debate and exchange of views on issues that are affecting the City Council. City Manager Joe O’Neill updates the members of the Forum on the budget and the many constraints being placed on the City Council during this current economic downturn. At all meetings the Manager acknowledged the evidence of goodwill and co-operation being shown by all staff in tackling the resource problems being faced by the City Council. The unions involved in the Forum confirmed that they would continue to play their part in solving these problems. The Forum is proving to be a great asset to the organisation and ensures that staff and the trade unions are kept up to date on the many changes brought about due to the financial constraints being exerted during this time of recession.

Staff Christmas Lunch
The Workplace Partnership Committee sponsored a breakfast for all staff members on the day of the Christmas ‘break up’ Thursday 20th December. This breakfast event was being held in lieu of the staff lunch, which was provided for the previous five years. Due to funding cutbacks in the Partnership area it was not possible to provide a lunch on this occasion, however, the breakfast alternative proved very popular and indeed highly successful with close to 300 staff members availing. The venue for the lunch was the Solar Café in City Hall. The City Manager took the opportunity at the breakfast sittings to thank all staff members for their efforts and contributions in keeping Galway City ‘on the move’ over the past twelve months. He wished all staff members and their families a happy and peaceful Christmas. He also paid compliment to the Lydon House Staff of
Solar Café for the tasty fare and efficient service.

**Regional Network For Facilitators and Joint Chairs**
The Border Midland West Region meetings of Facilitators are held every two months with the Joint Chairs meeting three times a year. The meetings are co-ordinated to facilitate the holding of a plenary session for both groups on the same day. The location for these plenary meetings is normally Carrick on Shannon, County Leitrim, which proves very central for the region. This networking is proving very successful as an information exchange forum. The plenary sessions are used to update each local authority on ‘Workplace Partnership’ progress along with discussing intended developments of the process. It is accepted that these networks are a major influence in the development and progression of Partnership in the region. The Network met on three occasions during 2012, with the Joint Chairs meeting just the once. These meetings are being held despite the constraints exerted on Partnership via the Croke Park Agreement.

**LANPAG Review of Workplace Partnership**
The Local Authority National Partnership Advisory Group, LANPAG, endorsed The Review of Workplace Partnership at a meeting in early December 2011. The endorsement followed a number of meeting deferrals and additional workshops for the union members of the Group. The delay in finalising the Review is due to the fact that LANPAG meetings were not taking place and can be attributed to the many pressures and exertions associated with the Public Service Agreement, Croke Park. The Review was accompanied by a further document, which was titled “Partnership – A New Direction”. The HSCTP Forum at their meeting on 17th December 2011 discussed the Review along with the New Direction – with the view that there was nothing new in either document. In early 2012 addenda were added to the New Direction in the form of Activities associated with the recommendations contained in the document. The Review along with the New Direction Document (as amended) is now accepted as a guide for all stakeholders and practitioners involved in the Partnership process.

**Local Authority National Partnership Advisory Group**
The continued support received from the Local Authority National Partnership Advisory Group, LANPAG, is acknowledged and greatly appreciated.
A Customer Service Centre comprising of a Call Centre and a Customer Service Desk has been in place since 2009.

**Call Centre**

With the exception of Housing and Planning the Call Centre supports all telephone calls received on the main telephone number for Galway City Council (091-536400) from 9.00am to 5.00pm, Monday to Friday. Outside of office hours, emergency telephone calls are routed to an out of hours call centre and escalated where necessary to on-call staff in Galway City Council.

In 2012, the call centre received 61,000 telephone calls, which accounts for two thirds of all calls received on Galway City Council’s main telephone line.

In 2012:
- 93% of telephone calls were answered first time.
- The Average Speed To Answer was 12 seconds
- The Average Telephone Call Handling Time was 1 minute 26 seconds.
- The Average Caller Abandon Rate was 2.80%

**Customer Service Telephone Call Volume Trend & Performance 2012**

The Top 5 Queries received by the Customer Service Call Centre (by telephone) in 2012 related to the following:
1. Refuse Payments
2. Refuse Bin Service
3. Fixed Charge Notices (Parking Fines)
4. Pay & Display Machines
5. NPPR (Non Principle Private Residence)

**Customer Service Desk**

The Customer Service Desk in the main foyer of City Hall provides a single point of contact for customers in relation to various city council related services.

In 2012 the Customer Service Desk handled an average of 600 transactions per month (outside of general reception duties).

The Top 5 Queries received at the Customer Service Desk in 2012 related to the following:

1. Refuse Waivers
2. Fixed Charge Notice Queries (Parking Fines)
3. Household Charge Queries & Registration
4. Residents Parking Permits
5. NPPR (Non Principle Private Residence)

The Customer Service Centre (Call Centre and Customer Service Desk) provided support for the following services in 2012:

**Transport & Parking:** Pay and Display queries, Pay & Display Machine Queries/Issues, Parking Permits, Parking Fine Queries/Payments.

**Environment:** Bulky Goods Collection Service, Recycling, Casual Trading Licence Queries, Spring Clean Initiative, Refuse Service Queries, Refuse Payments and Waivers.

**Finance:** NPPR (Non-Principal Private Residence) Queries, Registration and Payments, Household Charge Queries, Registrations and Payments, Processing Telephone Payments for various services.

**Recreation and Amenity:** Parks, Grass Cutting/Trees Queries, and Changing Room Facilities

**Corporate Services:** Register of Electors Queries, Reception Duties,
Finance

Service Objective:
“To Maximise resources available for infrastructure and service provision and ensure the efficient and affective use of these resources by having modern financial management systems in place”.

Annual Financial Statement for the Financial Year ended 31st December 2012

Introduction

The preparation of the Annual Financial Statement complies with the requirements of the Local Government Act 2001 and the Accounting Code of Practice for Local Authorities.

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 income, planning fees etc. The Capital Account records accrued expenditure and a mix of accrued income and receipts.

All major debtors are reflected in the Balance Sheet with provision made for doubtful debts. This provision was increased further in 2012.

Fixed Assets are included under the headings of Local Authority Housing, Water & Sewerage Network, Roads & Infrastructure, Buildings, Land, Equipment, Plant & Machinery and Heritage at a total value of €1,161 million.

The format of Note 17 has been amended in 2012 to enhance comparability of the annual financial statement and the budget.

The accounting policies for Fixed Asset Revaluation and the treatment of Affordable Housing were amended in 2012.

Review of Financial Performance & Explanation of Significant Variances

The 2012 economic and fiscal environment presented ongoing challenges for Galway City Council. The reduction in income from a number of sources necessitated implementing measures in order to ensure the achievement of a balanced budget.

The increasing levels of outstanding debt continue to give rise to concern. The negative impact on cash flow resulting primarily from extended payment plans and the increasing dependency on our overdraft facility are threatening the maintenance of existing service levels. The small surplus on the Income and Expenditure account for 2012 must be considered in this context. Galway City Council have put measures in place to manage
this exposure through the formation of a Debt Management Unit and further increases to the provisions for doubtful debts.

Rental income receivable increased during 2012 due to the ongoing rollout of the Rental Accommodation Scheme and Long Term Leasing programme. Income from planning fees also increased due a number of substantial planning applications. The City Council received a dividend payment from Irish Public Bodies during the year. However, income from a number of sources including the Local Government Fund, Pay & Display, Water, Composting and the Leisureland facility were below that anticipated in the budget.

The continued rise in the number of vacant premises and businesses ceasing to trade, resulted in a further reduction in income from commercial rates and water. This has a significant impact on the resources available to the City Council due to the magnitude of income receivable from these sources.

The Local Government (Charges) Act 2009 introduced a charge of €200 for non-principal private residences (NPPR). The City Council received income in excess of €2.8 million from this source in 2012.

Review of year-end financial position and overview of financial standing

The Income and Expenditure statement at 31st December 2012 shows total income of €81,415,996 and total expenditure of €81,399,317. This gives rise to a net surplus of €16,679 having accounted for net transfers to reserves of €4,471,660. There is now a cumulative credit revenue balance at the year-end of €61,284, compared to a balance of €44,605 at 31st December 2011.

The 2012 results reflect the successful efforts and actions taken to match expenditure with available funding and resources. Galway City Council has implemented prudent expenditure controls, strengthened debt collection measures and reviewed work practices and resource demands. It is imperative that the City Council continues this programme into the future in order to limit the impact of reduced resources on essential services.

Capital Account & Capital Debt

Capital expenditure in 2012 amounted to €31.2 million, while capital income amounted to €27.7 million resulting in a cumulative surplus of €4.8 million. The net surplus is attributable the change in accounting treatment for affordable houses.
There remain, however, a number of adverse capital balances, which will require funding from a provision in the Revenue budget over a number of years.

Capital monies in 2012 were expended on number of projects including the purchase of housing and the upgrade of traveller accommodation, the completion of the Seamus Quirke Road project, the establishment of the Urban Traffic Management Centre, the progression of the removal of roundabouts and installation of traffic lights on the N6 corridor, the commencement of the Cappagh Park Community facility, continuation of Galway Main Drainage Stg 3 Vol C and Galway City Water Conservation Ph2 and the
installation of a combined heat and power unit in Leisureland.

The balance due by the City Council on long-term loans at 31/12/2012 is €108.5 million, compared to €109.6 million at 31/12/2011. The draw down of a loan of €8 million for the Seamus Quirke Road project and €1.5 million for the Ballinfoile Community Centre are offset by the repayment of mortgage loans and loans in respect of affordable houses sold.
## BALANCE SHEET AT 31st DECEMBER 2012

<table>
<thead>
<tr>
<th>Notes</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>€</td>
<td>€</td>
</tr>
<tr>
<td><strong>Fixed Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operational</td>
<td>551,586,297</td>
<td>550,824,826</td>
</tr>
<tr>
<td>Infrastructural</td>
<td>576,480,370</td>
<td>581,976,167</td>
</tr>
<tr>
<td>Community</td>
<td>629,707</td>
<td>629,707</td>
</tr>
<tr>
<td>Non-Operational</td>
<td>32,131,804</td>
<td>32,131,804</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,160,828,178</td>
<td>1,165,562,504</td>
</tr>
</tbody>
</table>

| **Work in Progress and Preliminary Expenses** |         |         |
|                                               | 110,668,983 | 94,311,998 |

| **Long Term Debtors** |         |         |
|                      | 37,506,407 | 41,287,406 |

| **Current Assets** |         |         |
| Stocks             | 335,390  | 323,136  |
| Trade Debtors & Prepayments | 17,948,444 | 18,932,044 |
| Bank Investments   | 9,771,802 | 5,363,717 |
| Cash at Bank       | 52,363   | 282,376  |
| Cash in Transit    | 137,957  | 378,150  |
| Urban Account      | -        | -        |
| **Total**          | 28,245,956 | 25,279,423 |

| **Current Liabilities (Amounts falling due within one year)** |         |         |
| Bank Overdraft                | -        | -        |
| Creditors & Accruals          | 19,158,740 | 12,517,466 |
| Urban Account                 | -        | -        |
| Finance Leases                | -        | -        |
| **Total**                      | 19,158,740 | 12,517,466 |

| **Net Current Assets / (Liabilities)** |         |         |
|                                        | 9,087,217 | 12,761,958 |

| **Creditors (Amounts falling due after more than one year)** |         |         |
| Loans Payable                       | 105,446,566 | 106,515,331 |
| Finance Leases                      | -         | -         |
| Refundable deposits                 | 1,089,970  | 979,241   |
| Other                                | 4,556,353  | 6,231,100 |
| **Total**                           | 111,092,888 | 113,725,672 |

| **Net Assets** |         |         |
|               | 1,206,997,897 | 1,200,198,193 |

| **Represented by** |         |         |
| Capitalisation Account | 1,160,828,179 | 1,165,562,504 |
| Income WIP           | 106,248,899  | 91,581,122  |
| Specific Revenue Reserve | 2,331,936  | 2,331,936  |
| General Revenue Reserve | 61,284   | 44,605    |
| Other Balances       | (62,472,402) | (59,321,974) |
| **Total Reserves**   | 1,206,997,897 | 1,200,198,193 |
## SUMMARY OF EXPENDITURE ACCOUNT (REVENUE) FOR YEAR ENDED 31ST DECEMBER 2012

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>%</th>
<th>2011</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll Expenses</td>
<td>22,411,654</td>
<td>29%</td>
<td>22,868,864</td>
<td>27%</td>
</tr>
<tr>
<td>Operational Expenses</td>
<td>39,274,935</td>
<td>51%</td>
<td>45,852,753</td>
<td>54%</td>
</tr>
<tr>
<td>Administration Expenses</td>
<td>2,414,083</td>
<td>3%</td>
<td>2,512,298</td>
<td>3%</td>
</tr>
<tr>
<td>Establishment Expenses</td>
<td>1,464,608</td>
<td>2%</td>
<td>1,352,597</td>
<td>2%</td>
</tr>
<tr>
<td>Financial Expenses</td>
<td>10,141,081</td>
<td>13%</td>
<td>11,183,273</td>
<td>13%</td>
</tr>
<tr>
<td>Miscellaneous Expenses</td>
<td>687,671</td>
<td>1%</td>
<td>812,865</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>76,394,032</strong></td>
<td><strong>1%</strong></td>
<td><strong>84,582,650</strong></td>
<td><strong>1%</strong></td>
</tr>
</tbody>
</table>

Change in Rev Expenditure 2012 vs 2011: -9.7%

## SUMMARY OF CAPITAL EXPENDITURE AND INCOME FOR YEAR ENDED 31ST DECEMBER 2012

### EXPENDITURE

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing and Building</td>
<td>12,635,614</td>
<td>10,720,091</td>
</tr>
<tr>
<td>Roads, Transportation and Safety</td>
<td>12,858,279</td>
<td>8,172,110</td>
</tr>
<tr>
<td>Water Services</td>
<td>2,354,040</td>
<td>2,505,856</td>
</tr>
<tr>
<td>Development Management</td>
<td>32,699</td>
<td>(17,617)</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>118,871</td>
<td>107,185</td>
</tr>
<tr>
<td>Recreation and Amenity</td>
<td>2,824,290</td>
<td>1,305,248</td>
</tr>
<tr>
<td>Agriculture, Education, Health and Welfare</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>189,716</td>
<td>243,902</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>31,013,509</strong></td>
<td><strong>23,036,775</strong></td>
</tr>
</tbody>
</table>

### INCOME

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing and Building</td>
<td>7,677,806</td>
<td>38,070,127</td>
</tr>
<tr>
<td>Roads, Transportation and Safety</td>
<td>12,725,740</td>
<td>7,607,204</td>
</tr>
<tr>
<td>Water Services</td>
<td>2,264,315</td>
<td>2,045,988</td>
</tr>
<tr>
<td>Development Management</td>
<td>1,083,985</td>
<td>34,664</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>118,001</td>
<td>212,475</td>
</tr>
<tr>
<td>Recreation and Amenity</td>
<td>636,926</td>
<td>503,931</td>
</tr>
<tr>
<td>Agriculture, Education, Health and Welfare</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>44,997</td>
<td>121,961</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>24,551,770</strong></td>
<td><strong>48,596,350</strong></td>
</tr>
</tbody>
</table>

### TRANSFERS

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing and Building</td>
<td>(1,140,357)</td>
<td>(1,176,013)</td>
</tr>
<tr>
<td>Roads, Transportation and Safety</td>
<td>(355,655)</td>
<td>(622,268)</td>
</tr>
<tr>
<td>Water Services</td>
<td>(290,000)</td>
<td>(150,105)</td>
</tr>
<tr>
<td>Development Management</td>
<td>(192,700)</td>
<td>0</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>(160,869)</td>
<td>(224,500)</td>
</tr>
<tr>
<td>Recreation and Amenity</td>
<td>(595,816)</td>
<td>(391,384)</td>
</tr>
<tr>
<td>Agriculture, Education, Health and Welfare</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>(283,439)</td>
<td>(338,751)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>(3,018,836)</strong></td>
<td><strong>(2,903,021)</strong></td>
</tr>
</tbody>
</table>

Surplus/(deficit) for Year: (3,442,903) 28,462,596
Balance (Debit)/Credit @ 1 January: 8,303,404 (20,159,192)
Balance (Debit)/Credit @ 31 December: 4,860,501 8,303,404
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 17 allocates transfers by service division in the same format as Table A of the adopted Local Authority budget.

### Expenditure by Division

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing &amp; Building</td>
<td>15,992,756</td>
<td>16,006,292</td>
<td>(13,536)</td>
<td>365,311</td>
</tr>
<tr>
<td>Roads Transportation &amp; Safety</td>
<td>11,536,621</td>
<td>6,834,206</td>
<td>4,702,415</td>
<td>4,337,071</td>
</tr>
<tr>
<td>Water Services</td>
<td>11,030,268</td>
<td>5,002,122</td>
<td>6,028,147</td>
<td>5,868,575</td>
</tr>
<tr>
<td>Development Management</td>
<td>3,453,003</td>
<td>703,738</td>
<td>2,749,265</td>
<td>2,579,574</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>12,454,196</td>
<td>3,068,176</td>
<td>9,386,020</td>
<td>8,683,426</td>
</tr>
<tr>
<td>Recreation &amp; Amenity</td>
<td>11,088,153</td>
<td>3,868,196</td>
<td>7,219,957</td>
<td>7,358,195</td>
</tr>
<tr>
<td>Agriculture, Education, Health &amp; Welfare</td>
<td>442,793</td>
<td>34,340</td>
<td>408,453</td>
<td>430,389</td>
</tr>
<tr>
<td>Miscellaneous Services</td>
<td>10,396,244</td>
<td>3,624,510</td>
<td>6,771,734</td>
<td>8,001,117</td>
</tr>
<tr>
<td>Total Expenditure/Income</td>
<td>16</td>
<td>76,394,032</td>
<td>39,141,580</td>
<td></td>
</tr>
</tbody>
</table>

### Net cost of Divisions to be funded from Rates & Local Government Fund

| Rates | 34,830,054 | 33,990,039 |
| Local Government Fund - General Purpose Grant | 5,866,267 | 6,481,901 |
| Pension Related Deduction | 1,044,471 | 1,052,987 |
| Total Surplus/(Deficit) for Year before Transfers | 17 | 4,488,339 | 3,901,270 |

### General Reserve @ 1st January 2012

| General Reserve | 44,605 | (67,742) |
| General Reserve @ 31st December 2012 | 61,284 | 44,605 |
Service Indicators 2012

Community Participation

- Percentage of schools involved in the Local Youth Council/Comhairle na nÓg Scheme ...................................................... 100
- Total number of local schools and youth groups .................. 12
- Number of local schools and youth groups involved in the local Youth Council/Comhairle na n-Og Scheme ................................................................. 12
- Number of groups registered with the Community & Voluntary Forum .... 173

Corporate Issues

*Percentage of working days lost to absence through:*

- Certified Leave .................................................................................. 4.37
- Uncertified Leave ................................................................................ 0.56
- Number of working days lost to sickness absence through certified leave... 4321.5
- Number of working days lost to sickness absence through uncertified leave... 554
- Total number of staff (Whole Time Equivalent) at the end of December 2011 (as per DEHLG staffing return for the end of 2011)......................... 435.33
- Expenditure on Training and Development as a percentage of total payroll costs ................................................................. 5.22

Environmental Services

Water

- Unaccounted for water (UFW) as a percentage of total volume of water supplied under the water supply schemes that the local authority is responsible for ................................................................. 48.53
- Total volume of water supplied (m3/per day) under the water supply schemes that the local authority is responsible for ............................ 45638
- Volume of unaccounted for water (m3/per day) under the water supply schemes that the local authority is responsible for ................................. 22146
- Percentage of drinking water analysis results in compliance with statutory
requirements with regard to public schemes

- Micro 100%
- Chemical 99.9%

**Waste Management**

- Percentage of households who received a waste collection service and are provided with segregated waste collection for dry recyclables ................. 99.42
- Percentage of households who receive a waste collection service and are provided with segregated waste collection for organics ......................... 84.95
- Total no. of households provided with a waste collection service ............. 26299
- No. of households provided with a segregated waste collection service for recyclables ................................................................. 26146
- No. of households provided with a segregated waste collection service for organics ................................................................. 22341
- % of household waste collected from kerbside, which is sent for recycling ....51.61
- Tonnage of household waste collected from kerbside, which is sent for recycling ................................................................. 10226.40
- Tonnage of household waste recycled, which arises from waste collected from recycling facilities (i.e. Bring banks, civic amenity centres, transfer stations and other recycling facilities) ................................................................. 3785.75
- Total tonnage of household waste collected from kerbside ...................... 19814.07
- Tonnage of household waste collected from kerbside, which is sent for recycling ................................................................. 10226.40
- Tonnage of household waste collected from kerbside, which is landfilled... 9659.67
- Tonnage of household waste recycled, which arises from waste collected from recycling facilities (i.e. Bring banks, civic amenity centres, transfer stations and other recycling facilities) ................................................................. 3785.75
- % of household waste collected, sent to landfill...................................... 48.75
- The tonnage of household waste collected which is sent to landfill ............ 9659.67
- Total tonnage of household waste collected ............................................. 19814.07
- Tonnage of households waste which is sent to landfill ............................ 9659.67
- The total no. of Bring Sites in the Local Authority area ...................................... 12
- The total no. of Civic Amenity Centres in the local authority area ....................... 1

### Recycling Facilities

<table>
<thead>
<tr>
<th></th>
<th>Glass</th>
<th>Cans</th>
<th>Textiles</th>
<th>Batteries</th>
<th>Oils</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Bring Sites for recycling</td>
<td>11</td>
<td>0</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No. of Civic Amenity Sites for recycling</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Total no. of facilities</td>
<td>12</td>
<td>1</td>
<td>18</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>No. of locations for recycling per 5,000</td>
<td>0.8</td>
<td>0.07</td>
<td>1.19</td>
<td>0.07</td>
<td>0.07</td>
<td>0.07</td>
</tr>
</tbody>
</table>

### Litter Prevention and Environmental Enforcement
- No. of full time Litter Wardens ................................................................. 0
- No. of part time Litter Wardens ............................................................... 0
- No. of Litter Wardens (Both full and part-time) per 5,000 population ............ 0
- No. of on the spot fines issued .................................................................. 160
- No. of on the spot fines paid ..................................................................... 96
- No. of prosecutions cases taken because of non-payment of on the spot fines..26
- No. of prosecutions secured in cases taken because of non-payment of on-the-spot fines................................................................. 3
- No. of notices issued (under sections 9, 15, 16, 17 and 20 of the Litter Pollution Act 1997) .................................................................
- Total no. of prosecutions taken (all prosecutions under the Litter Acts 1997 to 2003) ................................................................. 26
- Total no. of prosecutions secured (all prosecutions under the Litter Acts 1997 to 2003) ................................................................. 3

### Environmental Complaints & Enforcement
- Total no. of cases subject to complaints concerning environmental pollution (relating to waste, litter, water pollution, noise pollution, air pollution) .......... 1138
- No. of complaints investigated .................................................................... 1138
• No. of complaints resolved where no further action was necessary ........... 0
• No. of enforcement procedures taken .......................................................... 0

Percentage of Schools Participating in Environmental Campaigns
• Primary Schools ............................................................................................ 100
• Secondary Schools ....................................................................................... 100
• Total no. of primary schools ............................................................................ 30
• No. of primary schools participating in environmental campaigns ............. 30
• Total no. of secondary schools ....................................................................... 10
• No. of secondary schools participating in environmental campaigns .......... 10

HOUSING

Housing Vacancies
• Total no. of dwellings in local authority stock ............................................. 2242
• Total no. of dwellings, excluding those subject to major refurbishment projects ........................................................................................................ 2220
• Overall % of dwellings empty (excluding those subject to major refurbishment projects) ................................................................. 4.46
• % of empty dwellings unavailable for letting ................................................. 74
• % of empty dwellings available for letting .................................................... 26
• The average no. of dwellings that are empty (excluding those subject to major refurbishment projects) ...................................................... 100
• The average no. of empty dwellings unavailable for letting ......................... 74
• The average no. of empty dwellings available for letting ............................ 26
• Average time taken from the date of vacation of dwelling to the date when all necessary repairs are carried out which are deemed necessary to re-let the dwelling ........................................................................................................ 8
• Average time taken from the works being implemented to the date of the first rent debit ................................................................................................................................ 40
• No. of repairs completed as a percentage of the no. of valid repair requests received .................................................................................................................. 63.72
• No. of repairs completed .................................................................................. 2566
• No. of valid repair requests received ............................................................... 4027

Traveller Accommodation
• Total no. of traveller families accommodated as a percentage of targets set in the local traveller accommodation programme .................................. 20.0
• No. of travellers families accommodated .................................................... 7
• Target no. of Traveller families to be accommodated in the year, as set out in the local Traveller accommodation programme .................................. 35
**Enforcement of Standards in the Private rented sector**
- Total no. of registered tenancies ................................................................. 8000
- No. of dwelling units inspected................................................................. 88
- No. of inspections carried out ................................................................. 124
- No. of dwellings inspected as % of registered tenancies.......................... 1.1

**Grants to adapt housing for the needs of people with a disability**
- Average time taken (in weeks) to process applications under the Mobility Aids Grant Scheme, including any necessary inspection(s), from the date of receipt of a valid application to the date of decision on the application .................. 7.28
- Average time taken (in weeks) to process applications under Housing Adaptation Grant for People with a Disability, including any necessary inspection(s) from the date of receipt, to the date of decision on the application................. 16.95

**Pre-Tenancy Familiarisation Courses**
- Total no. of new Local Authority tenants .................................................... 62
- % of new Local Authority Tenants who have been offered pre-tenancy familiarisation courses ................................................................. 100

**Library Public Opening Hours**
- Galway County Council operates The Library Service for Galway City Council on a shared service bases.

**Motor Taxation**
- Galway County Council operates The Motor Taxation Service for Galway City Council on a shared service bases.
Planning And Building Control

Planning Enforcement
- Total no. of cases subject to complaints that were investigated ...................... 432
- Total no. of cases subject to complaints that were dismissed .......................... 196
- Total no. of cases subject to complaints that were resolved through Negotiations ................................................................................................................. 0
- No. of enforcement procedures taken through warning letters.......................... 259
- No. of enforcement procedures taken through enforcement notices.................. 170
- No. of prosecutions ........................................................................................................ 37

Public Opening Hours & Consultations
- Average no. of opening hours per week ................................................................. 35
- No. of pre-planning consultation meetings held ...................................................... 301
- Average length of time (in days) from request for consultation with local authority to actual formal meeting for pre-planning consultation ..................... 4.14
- Buildings inspected as a % of new buildings notified to the Local Authority ... 109.72
- Total no. of new buildings notified to the local authority .................................... 72
- No. of new buildings notified to the local authority that were inspected ............ 79

Taking Estates In-Charge
- A) The no. of residential estates for which the planning permission has expired, in respect of which formal written requests for taking in charge (from residents or developers) were on hand at the beginning of the year .................................................. 4
- B) No. of estates that were taken in charge in the year in question ....................... 4
- C) No. of dwellings in respect of B above .................................................................. 326
- D) % of estates in Row A not completed to satisfaction of the planning authority in line with the planning permission ..................................................... 75
- No. of estates in column D in respect of which enforcement action was taken in the year in question and/or the bond was called in .............................................. 7
- No. of estates in row D in respect of which works were undertaken by the authority to bring the estate to taking in charge standard ........................................ 0
### PLANNING APPLICATIONS – DECISION MAKING

<table>
<thead>
<tr>
<th></th>
<th>Individual Houses</th>
<th>New Housing Devs</th>
<th>Other not Requiring EIA</th>
<th>Other Requiring EIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. applications decided</td>
<td>19</td>
<td>3</td>
<td>274</td>
<td>0</td>
</tr>
<tr>
<td>No. applications decided within 8 weeks</td>
<td>4</td>
<td>0</td>
<td>190</td>
<td>0</td>
</tr>
<tr>
<td>No. decisions requiring further information</td>
<td>15</td>
<td>3</td>
<td>82</td>
<td>0</td>
</tr>
<tr>
<td>No. of decisions where extension of time agreed by the applicant, under Section 34(9) of the Planning &amp; Development Act 2000</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Average length of time taken (in days) to decide a case where further information was sought</td>
<td>72.6</td>
<td>78.33</td>
<td>78.94</td>
<td>0</td>
</tr>
<tr>
<td>% Grants</td>
<td>89.47</td>
<td>100</td>
<td>89.05</td>
<td></td>
</tr>
<tr>
<td>% Refused</td>
<td>10.53</td>
<td>0</td>
<td>1095</td>
<td></td>
</tr>
<tr>
<td>% of cases where the decision was confirmed, with or without variations by An Bord Pleanala</td>
<td>75</td>
<td>100</td>
<td>58.33</td>
<td></td>
</tr>
<tr>
<td>% of cases where the decision was reversed by An Bord Pleanala</td>
<td>25</td>
<td>0</td>
<td>41.67</td>
<td></td>
</tr>
</tbody>
</table>

### Recreational Services

**No. of Children’s Playgrounds**
- Per 1,000 population directly provided by the Local Authority ………………… 0.30 (22 Playgrounds)
- Per 1,000 population facilitated by the Local Authority……………………………. 0
- No. of visitors to local authority facilitated leisure facilities per 1,000 population………………………………………………………………………… 3062.91
- No. of visitors to local authority facilitated leisure facilities…………………. 230986
Revenue Collection

House Rents
- Amount collected at end of year as a percentage of amount due............. 75.9

Percentage of arrears
- 4 weeks old.................................................................................................. 2.82
- 4-6 weeks old.................................................................................................. 2.31
- 6-12 week old................................................................................................. 3.86
- more that 12 weeks old.................................................................................. 91.02

- Amount due at year end from House Rent .................................................. 9677855
- Amount collected at year end from House Rent.......................................... 7345665
- Amount of arrears at year end from Housing Rent..................................... 2332190
- Amount of arrears on Housing Rent that are 4 weeks old......................... 65659
- Amount of arrears on Housing Rent that are 4-6 weeks old........................ 53791
- Amount of arrears on Housing Rent that are 6-12 weeks old..................... 89939
- Amount of arrears on Housing Rent that are more than 12 weeks old........ 2122801

Housing Loans
- Amount collected at end of year as a % of amount due.............................. 71.97

Percentage of arrears on housing loans that are
- 1 months old .................................................................................................. 5.11
- 1-2 months old............................................................................................... 2.77
- 2-3 months old............................................................................................... 2.4
- More than 3 months old................................................................................ 89.72

- Amount due at year end from Housing Loans.............................................. 2099765.69
- Amount collected at year end from Housing Loans.................................... 1511129.86
- Amount of arrears at year end from Housing Loans.................................. 588636
- Amount of arrears on Housing Loans that are 1 month old....................... 30069
- Amount of arrears on Housing Loans that are 1-2 months old................... 16315
- Amount of arrears on Housing Loans that are 2-3 months old................... 14153
- Amount of arrears on Housing Loans that are more than 3 months old..... 528099

Commercial Rates
- Amount collected at end of year as a % of amount due.............................. 62

Refuse Charges
- % of households paying refuse charges (including waivers) at year end..... 99.7

Non-domestic water charges
- Amount collected at year end as a % of amount due for non domestic water charges................................................................. 59
Road Restoration

- No. of kilometres of local and regional roads improved & maintained under the Restoration Programme per annum........................................ 12.765

- No. of kilometres of local and regional roads constructed under the specific improvement grants scheme per annum........................................ 0