Galway City Council

Annual Report 2016
# Table of Contents

Foreword from the Mayor of the City of Galway, Councillor Noel Larkin & Chief Executive, Mr. Brendan Mc Grath.............................................................................................................................. vii

Galway City ....................................................................................................................... x

Galway City Council Elected Members .......................................................................... xii
  Galway City East................................................................................................................ 12
  Galway City Central ......................................................................................................... 12
  Galway City West ............................................................................................................. 12

Housing & Social Inclusion ............................................................................................ 1
  Housing Supports ........................................................................................................... 1
  Housing Needs Assessment (HNA) ................................................................................ 1
  Social Housing Allocations .......................................................................................... 2
  Social Housing Stock ..................................................................................................... 2
  Housing Assistance Payment (HAP) ............................................................................. 3
  Rental Accommodation Scheme (RAS) ......................................................................... 3
  Leasing Arrangements .................................................................................................... 4
  Homeless Services and Supports .................................................................................. 4
  Capital Construction and Housing Supply Programme .................................................. 6
  Voluntary Housing and Approved Housing Bodies ......................................................... 7
  Housing Grants: Adaptation, Mobility Aid & Housing Aid for Older People .............. 11
    Returning Vacant Properties to Use ........................................................................... 11
    Energy Efficiency Programme – Basic Fabric Improvement ....................................... 11
    Radon Remediation ..................................................................................................... 11
    Heating Strategy ......................................................................................................... 12
    Building Control ......................................................................................................... 12
  Traveller Accommodation Programme ......................................................................... 12
  Community Development & Estate Management .......................................................... 13
    Antisocial Behaviour ................................................................................................. 13
  Housing Rent Assessment 2016 ..................................................................................... 14
  Tenant (Incremental) Purchase Scheme 2016 ................................................................. 14
  Social Inclusion ............................................................................................................. 14

Transportation & Infrastructure ...................................................................................... 16
  Kirwan Roundabout Upgrade ....................................................................................... 16
  Galway Regional Bike Scheme Update ......................................................................... 16
  Bearna Greenway ......................................................................................................... 16
  Galway Bike Week ......................................................................................................... 16
  Public Lighting ............................................................................................................... 17
  Community Wardens ..................................................................................................... 17
  School Wardens ............................................................................................................ 18
  Tuam Road Bus Corridor ............................................................................................... 18
  Tuam Road /Joyce’s Road Bus/Cycle Corridor ............................................................... 18
  Galway Transport Strategy ............................................................................................ 18
  Galway City Centre Transport Management Plan ....................................................... 18
  Optimising Transport Capacity Accessing Parkmore .................................................... 19
  Driver Feedback Signage .............................................................................................. 19
  Christmas Park & Ride .................................................................................................. 19
  Road Works Programme 2016 ...................................................................................... 19
  Taking in Charge of Estates .......................................................................................... 19
  Major Emergency Management .................................................................................... 20
  Urban Traffic Management Centre (UTMC) ................................................................ 20
  Urban Traffic Management Centre (UTMC) ................................................................ 20
N6 Transport Project......................................................................................................................20
Water Services................................................................................................................................21
Operations & Maintenance of Water Supply ..................................................................................21
Operation & Maintenance of Wastewater Services .......................................................................21
Progress and Implement Irish Waters Capital Investment Plan .........................................................22
Galway City Water Supply Scheme – Terryland WTP – Phase 3 ....................................................22
Galway City Drainage Plan (DAP) ..................................................................................................23
Galway Sewerage Scheme Phase 3 – Wastewater Treatment Plant Upgrade Mutton Island (Volume B) ..................................................................................................................23
Minor Capital Programme ..............................................................................................................24
Water Conservation ..........................................................................................................................24
Water Conservation Stage 3 Rehabilitation Works – Phase 1 ............................................................24
Implementation of Irish Water’s Transformation Plan under the SLA ..............................................24
National Lead Strategy ....................................................................................................................25
Planning & Development ...............................................................................................................26
City Development Plan 2017-2023 ..................................................................................................26
Specific Objectives of City Development Plan 2017-2023 ................................................................27
Development Management .............................................................................................................28
Planning Applications ....................................................................................................................28
Valid Planning Applications ...........................................................................................................28
Extension of Duration of Planning Permissions ...............................................................................28
Outdoor Events Licences ..................................................................................................................29
Planning Appeals to An Bord Pleanála.............................................................................................29
Declarations of Exemption ...............................................................................................................29
Planning Enforcement .....................................................................................................................29
Development Contribution Scheme ................................................................................................29
Heritage ............................................................................................................................................29
Building Control ............................................................................................................................30
Economic & Community Development ............................................................................................31
Local Economic and Community Plan (LECP) ................................................................................31
Strategy Development .....................................................................................................................31
Marketing Promotion Fund ............................................................................................................31
Purple Flag......................................................................................................................................31
Galway, European Region of Gastronomy 2018 ..............................................................................32
Enterprise Events ............................................................................................................................32
Enterprise Space ..............................................................................................................................33
Local Enterprise Office (LEO) ..........................................................................................................33
Twinning .........................................................................................................................................33
Community, Arts & Culture .............................................................................................................34
Galway City Arts Service .................................................................................................................34
Town Hall and Black Box Theatres .................................................................................................36
European Capital of Culture 2020 ..................................................................................................37
Galway City Museum ......................................................................................................................38
Galway Sports Partnership ..............................................................................................................39
Education & Training ......................................................................................................................39
Galway Sports Partnership Programme Funding 2016 .................................................................39
Bike Week 2016 ..............................................................................................................................40
Fit Towns .........................................................................................................................................40
Temporary Sports Development Officer .........................................................................................40
European Week of Sport ..................................................................................................................40
GSP 10K ........................................................................................................................................41
Galway Walking Week .....................................................................................................................41
—

Active Community Walking Programme ................................................................. 41
Operation Transformation 2016 .............................................................................. 41
HSE Funding ............................................................................................................. 41
Men on the Move ..................................................................................................... 41
Go for Life ................................................................................................................. 41
Galway City Council Sports Club Grant scheme 2016 ........................................... 42
Environmental Services .......................................................................................... 43
Landfill Operation and Aftercare ........................................................................... 43
Recovery and Recycling Facilities Operations ....................................................... 43
Cash for Cans ............................................................................................................ 43
Bring Centre ............................................................................................................. 43
Composting Facility ............................................................................................... 44
Bulky Goods Collection .......................................................................................... 44
Litter Management .................................................................................................. 44
Litter Fines ................................................................................................................ 44
Amenity Grants .......................................................................................................... 44
Tidy Towns Competition ......................................................................................... 44
Tidy Towns and Garden Competition 2016 ............................................................ 44
Hazardous Waste Collection Service .................................................................... 45
Environmental Awareness ...................................................................................... 45
Green Schools .......................................................................................................... 45
Pride of Place ............................................................................................................ 45
Local Authority Prevention Network (LAPN) ........................................................ 45
Local Agenda 21 Environment Partnership Fund .................................................... 46
Litter Awareness ..................................................................................................... 46
Operation of Street Cleaning ............................................................................... 46
Community Service Order Initiative ................................................................. 47
Water Safety – City Centre ................................................................................... 47
Waste Regulation – Monitoring and Enforcement ............................................... 47
Waste Enforcement Officer .................................................................................... 47
CUWERLA ............................................................................................................... 47
Community Warden Service to the Environment Section ...................................... 47
Derelict Sites ............................................................................................................ 47
Operation of Fire Services ..................................................................................... 48
Water Quality, Air and Noise Pollution .................................................................. 48
Water ......................................................................................................................... 48
Air ............................................................................................................................... 48
Noise ........................................................................................................................ 48
Oil Spillage Contingency Plan .............................................................................. 48
Busking ..................................................................................................................... 48
Provision of Automated Public Conveniences ..................................................... 48
Energy Services ........................................................................................................ 49
Sáilín to Silverstrand Coastal Protection Scheme .................................................. 49
Galway City Dog Pound .......................................................................................... 49
Casual Trading ........................................................................................................ 49
RMCEI ..................................................................................................................... 49
Operation of Library and Archival Service ............................................................. 49
Lough Corrib Navigation Trustees .......................................................................... 49
Recreation & Amenity ............................................................................................. 50
Terryland Forest Park ............................................................................................. 50
Event Permits .......................................................................................................... 50
Community Planting Initiative .............................................................................. 50
Doughiska Community Garden ................................................................. 50
Community Projects ................................................................................. 51
Galway City Allotments ............................................................................ 51
Christmas Tree Recycling ......................................................................... 51
Sports Capital Grant Projects .................................................................... 51
Community Centres .................................................................................. 51
Beaches ..................................................................................................... 51
Pitches/Dressing Rooms ............................................................................ 52
Cemeteries ................................................................................................ 53
Westside Sports Campus ........................................................................... 53
Blackrock Diving Tower ............................................................................ 53
Bio-Diversity Plan ..................................................................................... 53
Kingston and South Parks Master Plan ...................................................... 53
Draft Park Byelaws .................................................................................... 53
Playgrounds .............................................................................................. 54
Japanese Knotweed Eradication ................................................................. 54

Corporate Services .................................................................................... 55
Freedom of Information Requests .............................................................. 55
Conferences & Seminars 2016 ................................................................. 56
Cúrsaí Gaeilge .......................................................................................... 58
Permanent Irish Officer ............................................................................... 58
Galway City Council 3rd Language Scheme ............................................ 58
Bilingual City Initiative ............................................................................... 58
Irish language training ................................................................................ 59
Gaeltacht Service Town ............................................................................... 59
Work Experience in Galway City Council ................................................... 59
Special Events hosted in City Hall by Galway City Council ......................... 60
Special Meetings ....................................................................................... 60
Civic Receptions ......................................................................................... 60
Mayoral Receptions .................................................................................... 60
Courtesy Visits ........................................................................................... 60
Other Visits to City Hall ............................................................................. 60
Customer Service ..................................................................................... 61
Customer Service Centre .......................................................................... 61
Customer Service Desk ............................................................................. 61
Call Centre ................................................................................................ 61
Cash Office ................................................................................................. 62
Health and Safety ...................................................................................... 62
Health and Safety Training ........................................................................ 64
Facilities .................................................................................................... 66
Facilities Management ............................................................................... 66
Facilities Area Works 2016 ....................................................................... 66
Human Resources ....................................................................................... 67
Staff Complement 2016 ............................................................................ 67
Retirements 2016 ....................................................................................... 69
Protected Disclosures 2016 ...................................................................... 70
Internal Audit .............................................................................................. 71
Audit Committee ......................................................................................... 71
Information Communication Technology .................................................. 72
Key ICT achievements in 2016 ................................................................. 72
Workplace Partnership ................................................................................ 74
Workplace Partnership Committee ........................................................... 74
Service Indicators

Finance

Youth/Community (Y1 to Y2)

Youth/Community (C1 to C4)

Finance

Annual Financial Statement for the Year ended 31st December 2016

Review of Financial Performance & Explanation of Significant Variances

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

Statement of Financial Position (Balance Sheet) at 31st December 2016


Introduction

Capital Account & Capital Debt

Review of Financial Performance & Explanation of Significant Variances

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

Capital Account & Capital Debt

Housing (H1 to H6)

H1: Social Housing Stock
H2: Housing Vacancies
H3: Average Re-letting Time and Cost
H4: Housing Maintenance Cost
H5: Private rented sector inspections
H6: Long-term Homeless Adults

Roads (R1 to R3)

R1: Ratings in Pavement Surface Condition Index (PSCI)
R2: Regional road grants works
R3: % of motor tax transactions conducted online

Water (W1)

W1: % Drinking water in private schemes in compliance with statutory requirements

Waste/Environment (E1 to E5)

E1: No./% of Households availing of a 3 bin service
E2: % of environmental pollution complaints closed
E3: % of LA area within the 5 levels of litter pollution

Planning (P1 to P5)

P1: New Buildings Inspected
P2: No./% of Planning decisions confirmed by An Bord Pleanála
P3: % of Planning Enforcement cases closed as resolved
P4: Cost per Capita of the Planning Service
P5: Applications for Fire Safety Certificates

Fire Service (F1 to F3)

F1: Cost per Capita of the Fire Service
F2: Service Mobilisation
F3: Percentage Attendance Times at Scenes

Library/Recreation Services (L1 and L2)

L1: Library Visits and Issues
L2: Cost of operating a Library Service

Youth/Community (Y1 to Y2)

Y1: Participation in Comhairle na nÓg scheme
Y2: Groups associated with the Public Participation Network (PPN)

Corporate (C1 to C4)

C1: Total Number of WTEs
C2: Working Days lost to Sickness
Appendix 1

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

Transportation and Infrastructure: Operation and Maintenance

Corporate Policy Group (CPG)

G: Board and Committee Composition
G: Board and Committee Facilitation
G: Committee Meetings
G: Scrutiny

Strategic Policy Committees (SPCs)

Housing Strategic Policy Committee
Planning Strategic Policy Committee
Economic Development & Culture Strategic Policy Committee
Transportation Strategic Policy Committee
Environment, Recreation & Amenity Strategic Policy Committee

Appendix 1

Transportation and Infrastructure: Operation and Maintenance

Flood Relief
Strengthening
Pedestrian Lights Upgrade
Path Repair
Hedge Cutting/Cutting
Wall Repair
Sign Cleaning
Road Surfacing
Weed Control
Road Overlay
Junction Improvement
Anti-Skid Surfacing
Traffic Lights Upgrade
Foreword from the Mayor of the City of Galway, Councillor Noel Larkin & Chief Executive, Mr. Brendan Mc Grath

Is mór againn an Tuarascáil Bhliantúil 2016 de chuid Chomhairle Cathrach na Gaillimhe a chur in bhur láthair i mbliana. The 2016 Annual Report is a record of the activities of Galway City Council in delivering services to the citizens of Galway City. The report also documents the achievements of Galway City Council in striving to ameliorate service levels and service delivery. It details the Council’s commitment to the continued maintenance and development of these levels of service.

Galway City’s reputation as a creative, cultural, international city is becoming renowned and we are very pleased to be able to showcase our achievements at home and to a European and wider global audience. Certainly, our biggest highlight of 2016 was to have been awarded the European Capital of Culture (ECOC) 2020 designation for 2020, alongside Rijeka in Croatia. Like Rijeka, Galway City’s location as a western, seafaring, bohemian city, characterised by a temperate climate and frequent rainfall, has shaped the stoic but vibrant attitude and creative potential of its citizens. This designation is Galway’s best opportunity to present itself and the creativity of its citizens to European audiences, as well as being a wide reaching showcase of the particular facets of arts and culture that are unique to Galway and the surrounding region. The 2020 designation has been framed in a context of our Cultural Strategy for the next decade that will embed culture, in its widest possible definition, at the heart of everyday life in the City.

On 22nd June 2016, Galway City was awarded the designation of European Green Leaf 2017, and is the first Irish city to be awarded this designation. The European Green Leaf is a new competition launched by the European Commission that recognises a commitment to better environmental outcomes. The objectives are threefold:

- To recognise cities that demonstrate a good environmental record and commitment to generating green growth
- To encourage cities to actively develop citizens’ environmental awareness and involvement
- To identify cities able to act as ‘green ambassadors’ and to encourage other cities to progress towards a better sustainability outcomes.

Furthermore, Galway, West of Ireland, has now been officially designated a European Region of Gastronomy 2018, the first region in Ireland to receive this designation. The European Region of Gastronomy award provides Galway with an excellent opportunity to build on the strong reputation and the excellent name it has in terms of a tourist destination, by building its profile further nationally and very importantly, internationally. Ireland’s reputation as a food destination and country known for producing high quality food has grown significantly and Galway has played a
significant role in this. It is strengths such as these that also add to Galway’s attractiveness for investment by many of the top global and national firms, where employees know they can access high quality food offerings.

The Galway City Development Plan 2017-2023 was also prepared in 2016, following an extended period of economic crisis. However, recent trends in economic activity suggest the beginning of a recovery with forecasts indicating an increase in market growth which will increase the prospects for employment, incomes and consumption. In this scenario, population is likely to increase creating additional pressures for housing and the associated land use requirements. The Core Strategy has been prepared with this outlook in mind and includes for a plan to guide development in the medium to longer term. It has also taken cognisance of the legacy over the last four years, since the adoption of the 2011 development plan, where there have been very low levels of development activity resulting in marginal changes in the amount of undeveloped zoned land between 2011 and 2015 and the impact this might have on future requirements.

The overall goals of the Development Plan have been arrived at following consideration of national and regional plans and relevant EU directives. They build on previous development plans and assume a continuing link into the future beyond the life span of the current plan term. The goals represent the strategic priorities of Galway City Council in respect of the future development and use of land and resources in the city. They also reflect public consultation, City Council Members’ direction and the emerging vision aspired to by Galway City Council including all current initiatives being undertaken to help deliver that vision for the City.

Although Galway City Council is proud of its many achievements and awards during 2016, we are also aware that they are cast in the background of various challenges to local government nationally. Infrastructure and resource constraints impact on the progress we wish to achieve as a Gateway City, particularly in the context of continuously striving for greater efficiency and effectiveness balanced against increasing public expectation. The dearth of housing supply generally and the length of the social housing waiting list in Galway City is a significant challenge. Additionally, addressing homelessness, implementing the Traveller Accommodation Programme, RAS, Social Leasing and the Housing Assistance Payment Scheme were also prioritised during the year.

To this end, Galway City Council has taken the lead on the co-ordination of supports and services for homeless people, under the Rebuilding Ireland Action Plan. Mr Simon Coveney T.D., Minister for Housing, Planning, Community and Local Government, visited Galway on the 23rd September 2016 in order to further promote the Government’s Rebuilding Ireland – Action Plan for Housing and Homelessness, which was launched on 19th July 2016. Rebuilding Ireland is designed to significantly increase the supply of social housing, double the output of overall housing to at least
25,000 per annum by 2020, service all tenure types (social, private and rental), and tackle homelessness comprehensively.

Transport and traffic issues continue to impact the social and economic life of citizens and visitors alike to Galway City, as well as the ongoing infrastructural requirements of a growing city. To address these issues, Galway City Council and Galway County Council, in partnership with the National Transport Authority, have developed the Galway Transport Strategy (GTS), which aims to address the current and future transport requirements of Galway, which encompasses the city and surrounding towns and villages. The Galway Transport Strategy builds on previous transport studies carried out for the Galway Region, and sets out an overview of the proposed actions and measures for implementation, covering infrastructural, operational and policy elements. These consolidated proposals will provide Galway City and its environs with a clear implementation framework for the next 20 years and will be used to secure funding to deliver projects in a phased manner, based on priority needs. Ultimately, the strategy will underpin the objectives of the current and future Galway City Development Plans.

We would like to express our continued support and gratitude to all City Councillors, including Councillor Frank Fahy for his extensive work and achievements during his term as Mayor of the City of Galway, which concluded during June 2016. We also acknowledge Galway City Council staff for their commitment, enthusiasm and dedication to, contributing to, enhancing and improving the lives of those whom Galway City Council serves. Gura fada buan sibh ar fad.

Le gach dea-ghuí,

Councillor Noel Larkin, Mayor of the City of Galway
Mr. Brendan McGrath, Chief Executive, Galway City Council.
Galway City

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

Nestled on the shores of the Atlantic at the very edge of Europe, Galway is a area of unparalleled natural beauty with a ripe land and rich marine environment. Our region stretches from the small green fields and stone walls at the north of the county, east to the rich farmlands of the Shannon River basin, south to the unique karst landscape of the Burren and into the west to the vibrant Galway City, the trout fishing capital of Europe, Lough Corrib, and the hills of Conamara, and along 689 kilometres of wild, rugged Atlantic coast to our renowned off-shore islands.

Culturally-diverse with a young population, Galway is Ireland’s first city to embark on an ambitiour bilingual project and the county is home to the largest Gaeltacht community in the country. The city has quadrupled in size in the last 50 years and, with close to one-fifth (19.2%) of the population hailing from overseas, it has the highest non-native population in Ireland. Galwegians are proud of our reputation as a place that people fall in love with and never want to leave.

The population of the city has continued to grow, according to preliminary Central Statistics Office from 2016, to now stand at 79,504. This is a growth of 5.3%. This growth not only reflects a national and international trend of increased urbanisation but more specifically reflects the attractiveness of Galway as a city to study in, to work in, to visit and to live in. Throughout recent years, from the 1990s through to the last number of years, employment in the city has increased with areas such as bio-technology, medical devices, information technology and peripherals combining with strong commercial, retail, health, education and public service sectors bolstering employment figures.

Galway is a young, vibrant, learning city. There are close to 40,000 pupils and students in primary, secondary, further and third-level schools and colleges across city. The challenge of securing the resources and infrastructure required for a learning city is one that Galway City Council is rising to, in both the identification of locations for educational and training development and providing the networks for broadband, a basic requirement for the knowledge economy.

Galway is a vibrant, diverse, multicultural city. More than 1 in 10 of the population of the City was born outside of Ireland. 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, acknowledge diversity and at the same time work together. These challenges impact on many aspects of the work of Galway City Council including the areas of housing, community development and social inclusion.

Over the years, our City's reputation in Ireland and overseas has been enhanced by the presence of world leaders in the arts like Druid Theatre Company and Galway Arts Festival and the annual Galway Races, amongst other events. Locally-based visual artists, writers, musicians, film makers, actors, producers and directors all contribute to the collective gaiety, creative atmosphere, economic mix and cultural identity of the city.

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

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

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

**Galway City East**
Cllr. Mairéad Farrell (SF)
Cllr. Michael Crowe (FF)
Cllr. John Walsh (FG)
Cllr. Declan McDonnell (NP)
Cllr. Noel Larkin (NP)
Cllr. Terry O’Flaherty (NP)

**Galway City Central**
Cllr. Billy Cameron (Lab)
Cllr. Pádraig Conneely (FG)
Cllr. Anna Marley (SF) until 1/9/16
Cllr. Ollie Crowe (FF)
Cllr. Mike Cubbard (NP)
Cllr. Frank Fahy (FG)
Cllr. Mark Lohan (SF) from 10/10/16

**Galway City West**
Cllr. Catherine Connolly (NP) until 26/2/16
Cllr. Peter Keane (FF)
Cllr. Dónal Lyons (NP)
Cllr. Niall McNelis (Lab)
Cllr. Cathal Ó Conchúir (SF)
Cllr. Pearce Flannery (FG)
Cllr. Colette Connolly (NP) from 22/3/16
Service Objective

To provide suitable housing accommodation and a responsive and supportive service for those in need of housing support.

Housing Supports

Galway City Council’s Housing Support Services include a range of options for housing applicants, including:

- Local Authority Housing (Social Housing)
- Rental Accommodation Scheme (RAS)
- Housing Assistance Payment (HAP)
- Long Term Leasing (LTL)
- Voluntary Housing
- Traveller Specific Accommodation.

The focus on the provision of social housing has changed dramatically over the last number of years. In the past, sufficient finance was available for the purchase and building of houses to cater for the needs of those on our housing waiting list. Galway City Council previously had a significant Capital Programme to cover construction and acquisition of dwellings. However, the reduction in capital spending has necessitated a restructuring of the social housing investment programme to allow for delivery through more flexible funding models. The Social Housing Leasing Initiative, and in particular the Rental Accommodation Scheme (RAS), were introduced as new housing options for long-term social housing supports. In 2016, the Housing Assistance Payment Scheme was successfully introduced in Galway City.

Galway City Council has continued to experience a lack of supply of new and second-hand housing units across the social spectrum. This has impacted on the delivery of housing options to applicants on the housing waiting list. With rents on an increasing curve, landlords are in a position of strength as to choice of tenants. This is to be seen in the case of individuals or families claiming rent supplement.

Housing Needs Assessment (HNA)

In June 2016, local authorities were directed to carry out a Summary of Housing Needs Assessment. The purpose of the HNA was to count the number of households qualified for social housing support on 21st September 2016 in order to inform policy and plan for the right types of housing support. The following are the figures from the Summary of Housing Needs Assessment for Galway City in 2016.
### Basis of Need

<table>
<thead>
<tr>
<th>Basis of Need</th>
<th>Galway City</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dependent on Rent supplement</td>
<td>1,188</td>
</tr>
<tr>
<td>Unsuitable Accommodation – household circumstances</td>
<td>1,037</td>
</tr>
<tr>
<td>Require separate accommodation</td>
<td>582</td>
</tr>
<tr>
<td>Institution, Emergency Accommodation or hostel</td>
<td>157</td>
</tr>
<tr>
<td>Disability – Physical</td>
<td>118</td>
</tr>
<tr>
<td>Disability – Sensory</td>
<td>17</td>
</tr>
<tr>
<td>Disability – Mental health</td>
<td>84</td>
</tr>
<tr>
<td>Disability – Other</td>
<td>2</td>
</tr>
<tr>
<td>Disability – Intellectual</td>
<td>59</td>
</tr>
<tr>
<td>Exceptional medical needs or compassionate grounds</td>
<td>9</td>
</tr>
<tr>
<td>Overcrowded accommodation</td>
<td>60</td>
</tr>
<tr>
<td>Unfit accommodation</td>
<td>3</td>
</tr>
<tr>
<td>Unsustainable Mortgage</td>
<td>6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,322</strong></td>
</tr>
</tbody>
</table>

The vast majority of the persons on the list seek 1/2 bed accommodation.

**Social Housing Allocations**

166 social housing allocations were processed in 2016, comprising:

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Allocations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Housing Allocations (LA stock)</td>
<td>82</td>
</tr>
<tr>
<td>Voluntary Housing Allocations</td>
<td>60</td>
</tr>
<tr>
<td>RAS/LTL Allocations</td>
<td>24</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>166</strong></td>
</tr>
</tbody>
</table>

There were 30 refusals of Social Housing in 2016.

**Social Housing Stock**

Galway City Council’s housing stock comprises of houses, duplex townhouses and apartments. Some housing units are designated for persons with special needs and the elderly. At the end of 2016, Galway City Council had a housing stock of 2,347 units sited across the city. These units are of varying type, age and condition.
<table>
<thead>
<tr>
<th>Number of Bedrooms</th>
<th>No. of Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>202</td>
</tr>
<tr>
<td>2</td>
<td>607</td>
</tr>
<tr>
<td>3</td>
<td>1,338</td>
</tr>
<tr>
<td>4</td>
<td>196</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2347</strong></td>
</tr>
</tbody>
</table>

**Housing Assistance Payment (HAP)**

The HAP Scheme commenced in Galway City Council in February 2016 and is one of the social housing options being offered to those seeking accommodation. The introduction of HAP means that Galway City Council can now provide housing assistance for households who live in the private rented sector who qualify for social housing support. HAP will replace rent supplement for those households with a long term housing need. Short-term rent supplement will continue to be managed by the Department of Social Protection. There are four main cohorts of households eligible for HAP, as follows:

- New social housing applicants who require social housing support
- Existing households on the housing waiting list who wish to avail of HAP
- Long term rent supplement recipients – these are being transferred to HAP on a phased and agreed basis with the Department of Social Protection
- Rent supplement recipients changing tenancies.

Under HAP, the Council makes a monthly payment towards the rent for the accommodation directly to the landlord on behalf of the tenant. This payment to the landlord is set within maximum rent limits. The HAP tenant pays a rent contribution to the Council calculated in accordance with the Differential Rents Scheme. The HAP tenant can take up full-time employment while still receiving housing support and can avail of other social housing supports and options if they so choose through the Council’s transfer list.

336 households were housed under HAP in 2016, including 92 households transferred from long-term rent supplement. There is ongoing engagement locally with the Department of Social Protection with regard to the transfer of approximately 2,500 households that are in receipt of long-term rent supplement on a phased basis. The staffing resource required to administer HAP is significant and a dedicated team was established in 2016.

**Rental Accommodation Scheme (RAS)**

RAS is a social housing support which meets long-term housing need through the use of private rented accommodation. The main objective is to meet the accommodation needs of people in receipt of long-term rent supplement and who are assessed as having a long-term housing need. Under RAS, the tenant pays rent directly to the landlord...
Council, rather than their landlord, based on the Differential Rent Scheme. The Council pays an agreed monthly rental amount to the landlord. Galway City Council had 437 households on the scheme during 2016. This figure includes 147 households transferred to voluntary housing under RAS and those transferred to private rented accommodation under RAS. A rent review of all properties commenced in 2016, due to the increasingly challenging rental market with escalating rents in the city. This review is imperative, in view of the dearth of supply of units available to rent and the necessity to maintain current level of provision under RAS. With an upsurge in the number of Notice of Terminations being issued under the RAS Scheme, a major challenge in 2016 was to secure alternative accommodation for those RAS tenants and ultimately prevent homelessness occurring.

**Leasing Arrangements**

Galway City Council utilises Availability Agreements to secure privately-owned property for the purposes of providing social housing support for an agreed period of time. Applicants must be on the housing waiting list but do not need to be on long-term rent supplement to qualify for this scheme. Galway City Council enters into Availability Agreements with the property owners for periods generally between 4 to 8 years. The landlords are responsible for the management and maintenance of the properties, with rent being guaranteed for the lease period. Tenants can transfer to either the RAS or the Availability Agreement scheme at their current address if their landlord is willing to participate in the scheme and the property meets the requirements of the scheme. Galway City Council had 131 households on this scheme at the end of 2016 in a variety of estates across the City. The rent review process that commenced at the end of 2016 for RAS properties will also apply to those dwellings provided under Availability Agreements going forward, in order to both obtain and maintain much needed accommodation in the private rented sector for the Council’s housing applicants.

**Homeless Services and Supports**

The Housing Section continued to work closely with various agencies in the city in the provision of homeless services throughout 2016. A strong co-ordinated approach continued between all the stakeholders, including COPE Galway, Galway Simon, the Health Service Executive, St. Vincent de Paul, Brothers of Charity, Clúid, Respond!, Tuath Housing, Galway Co-Op Housing and Cheshire Homes. Homelessness remained very challenging in the current housing crisis. Osterley Lodge, which has provision for up to 13 bedrooms (including 2 family rooms), has been consistently full since January 2015 (on average in 2016 3 families plus 6 children and 8 single women availed of the service). The Fairgreen, which has a total of 26 bed spaces, was also at full capacity in 2016. The Cold Weather Initiative commenced in November 2016 and increased the number of available beds by 16. The CWI was very successful in 2016 and provided additional bed spaces over the winter months to those in need. Harm Minimisation Packs were provided to those homeless persons, who for a number of reasons did not avail of the service.
Families continued to present for homeless services in 2016 and this has resulted in the service providers having to source alternative temporary private emergency homeless accommodation throughout the City. The increase in presentations is as a result of increase in Notices to Quit in the private rented market, increases in rents, rent caps not matching current market rates, the unavailability of private rented accommodation within the City and landlords not availing of RAS/LTL schemes. Other factors are family breakdown and complex issues which lead families into homelessness. An allocation of €1,650,000 was approved under Section 10 Homeless Funding. In 2016, homeless services consisted of:

- Emergency residential accommodation at Fairgreen for men (26 bed unit) and at Osterley Lodge for women and children (13 bed unit – 2 of these to be used as family units as appropriate)
- In 2016, The Cold Weather Response operated from Teach na Coiribe, Seamus Quirke Road with the provision of 2 terrapin units. This provided beds and facilities for approximately 16 men. Additional beds were made available in Osterley Lodge for women. This initiative runs from December to March annually
- A Day Centre facility run by COPE Galway provided advice, support, advocacy and preventative work and is located on the Seamus Quirke Road. The family support team also operates from this facility
- Emergency accommodation was also provided by Tourist Hostels and B&Bs in the City. Throughout 2016, there was a continuing dependence on private emergency accommodation in particular with regard to family units presenting as homeless
- Resettlement residential services – Abbey House and Bridge House
- Galway Simon community-based housing ranging from high support units to medium low support projects
- Capital Assistance funded units managed by Galway Simon
- Outreach team supporting individuals and families in various accommodation types
- In 2016, Galway City Council provided 4 transitional social housing units with support for homeless families, managed by COPE, increasing the number of transitional units to 10
- The Galway Interim Tenancy Sustainment Protocol was put in place to ensure a fast intervention preventing families and individuals who are in receipt of rent supplement from becoming homeless. The protocol is operated by Threshold who makes referrals to the Department of Social Protection.

There has been a continuing steady demand for homeless services and considerable efforts have been made to work with applicants regarding their housing needs and options available to them. During the year, the Housing Section continued to work closely with the voluntary housing sector and also strengthened formal relationships with other statutory bodies in relation to supported accommodation and tenancy sustainment services as follow-on from emergency accommodation. At the end of
2016, there were 122 persons availing of homeless services provided for and on behalf of Galway City Council.

The Action Plan for Housing and Homelessness – Rebuilding Ireland, published in July 2016 contains 5 pillars of action including addressing homelessness. A key priority of the Plan is addressing the unacceptable level of homeless families and long-term homeless people in emergency accommodation by providing rapid housing delivery, alongside measures to support those at risk of losing their homes. Levels of Rent Supplement and HAP have been increased in order in to give people more security to remain in their homes. Addressing the unacceptable level of households, particularly families, in emergency accommodation is a priority.

Capital Construction and Housing Supply Programme

- **Ard Cré Ballymoneen Road**: Approval for Phase 1 for 14 units progressed to Stage 3 approval (under the Capital Works Management Framework) and following tender process, a preferred bidder for the construction of the development was identified and recommended. Stage 4 approval and commencement of construction is anticipated in Quarter 1 of 2017. In Phase 2, 55 units are planned. It is expected that a revised application for Stage 1 approval will be submitted in early 2017.

- **Ballyburke (Public Private Partnership)**: In 2016, a portion of lands in Galway City Council ownership in Ballyburke was selected to be one of the sites in a National Social Housing PPP Project. There are 8 sites nationally, of which Ballyburke is one. It is proposed that 75 social housing units be delivered through a PPP mechanism. The PPP project programme anticipates obtaining planning approval by Quarter 3 of 2017, with the procurement process and then construction to follow.

- **Keeraun**: An application for Stage 1 approval for a 1st phase of development on this site was submitted in December 2016. The proposed development consists of 23 social housing units – 6 of these units are in the form of Traveller-specific group housing and comprise an element of the Galway City Council Traveller Accommodation Programme.

- **Bóthar an Choiste**: This site has potential for the delivery of approximately 45 social housing units. Access issues relating to inadequate road infrastructure has prevented the progression of a social housing scheme on these lands. An application was submitted in October 2016 seeking funding under the Local Infrastructure Housing Activation Fund. This is a dedicated fund to provide the means for local authorities to deal with offsite infrastructural impediments which are preventing residential development from proceeding on zoned lands.

- **Acquisitions**: 2 units were acquired by the Council in 2016 at a variety of locations in the City.
Voluntary Housing and Approved Housing Bodies

105 units were delivered by Approved Housing Bodies in partnership with Galway City Council in 2016 at a variety of locations across the City, of which 60 were allocated in 2016. There is regular liaison between Galway City Council and Approved Housing Bodies, having regard to the important role this sector plays in addressing the social housing waiting list. To date, over 700 units have been delivered by AHBs in the City. The streams of government funding under this area are the Capital Assistance Scheme (CAS) and Capital Advance Leasing Facility (CALF). The table below shows CAS Projects initiated, in progress or completed in 2016.

<table>
<thead>
<tr>
<th>AHB</th>
<th>Address of Project</th>
<th>Category of Tenant</th>
<th>Construction or Acquisition</th>
<th>No. of Units</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clúid Housing Association &amp; COPE</td>
<td>Various units</td>
<td>Homeless</td>
<td>Acquisition</td>
<td>11</td>
<td>Delivered in 2016</td>
</tr>
<tr>
<td>Respond!</td>
<td>10 Individual house units. Proposal: Galway City East</td>
<td>Homeless/ Disability/ Elderly</td>
<td>Acquisition: Subject to Dept approval.</td>
<td>10</td>
<td>10 Properties initiated in 2016 for Acquisition</td>
</tr>
<tr>
<td>Peter Triest Housing Association</td>
<td>Cúl Garraí, Rahoon</td>
<td>Disability</td>
<td>Construction</td>
<td>6</td>
<td>Expected completion in Quarter 4 of 2017</td>
</tr>
<tr>
<td>Peter Triest Housing Association</td>
<td>2 Projects on east &amp; west of City</td>
<td>Disability de-congregated settings programme.</td>
<td>Construction Subject to Dept approval.</td>
<td>2</td>
<td>Initiated in Quarter 4 of 2016</td>
</tr>
<tr>
<td>COPE</td>
<td>2 House properties</td>
<td>Homeless/ Disability/ Elderly</td>
<td>Acquisition</td>
<td>2</td>
<td>Initiated 2016. To be completed in Quarter 1 of 2017</td>
</tr>
<tr>
<td>Carraig Dubh Housing Association</td>
<td>97/98 Rockfield</td>
<td>Disability</td>
<td>Construction</td>
<td>4</td>
<td>Expected completion 2017</td>
</tr>
</tbody>
</table>

A CAS project, approved in 2014, for a domestic violence refuge/homeless project to provide for 9 units by COPE Galway at Forster Street, Galway progressed to tender stage in 2016 and is expected to commence construction in Quarter 3 of 2017.
The Capital Advance Leasing Facility (CALK) involves an AHB securing a minimum of 70% private funding for the acquisition of units for the provision of social housing, with the Department of Housing, Planning, Community and Local Government providing up to 30% of the remaining funding requirement as a Capital Advance through the local authority. The local authority enters into a long term Payment & Availability Agreement with the AHB as approved by the Department and has 100% nomination rights on the tenancies of the units. The table on the next page shows CALF agreements initiated or completed in 2016.
<table>
<thead>
<tr>
<th>No.</th>
<th>Location</th>
<th>No of Units</th>
<th>AHB</th>
<th>Total Cost of Units</th>
<th>Capital Advanced (%)</th>
<th>Payment &amp; Availability Period</th>
<th>Status of Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Boireann Beag, Roscam</td>
<td>16</td>
<td>Clúid</td>
<td>€3,135,008</td>
<td>(30%) €940,500</td>
<td>30 years</td>
<td>Delivered in Quarter 4 of 2016</td>
</tr>
<tr>
<td>2</td>
<td>Maigh Rua</td>
<td>23</td>
<td>Co-Operative Housing Ireland</td>
<td>€3,870,808</td>
<td>(15%) €580,621</td>
<td>30 years</td>
<td>Delivered in Quarter 4 of 2016</td>
</tr>
<tr>
<td>3</td>
<td>Cúirt Róisín</td>
<td>15</td>
<td>Clúid Housing Association</td>
<td>€1,425,000</td>
<td>(0%)</td>
<td>22 years</td>
<td>Delivered in Quarter 2 of 2016</td>
</tr>
<tr>
<td>4(a)</td>
<td>Réileán, Roscam</td>
<td>12</td>
<td>Tuath Housing Association</td>
<td>€2,239,000</td>
<td>(30%) €671,700</td>
<td>30 years</td>
<td>Agreed 2016. Part V with AHB. Due for occupancy in April 2017</td>
</tr>
<tr>
<td>4(b)</td>
<td>Réileán, Roscam</td>
<td>12</td>
<td>Tuath Housing Association</td>
<td>€2,055,000</td>
<td>(30%) €631,500</td>
<td>30 years</td>
<td>Agreed 2016. Part V with AHB. Due for occupancy in April 2017</td>
</tr>
<tr>
<td>5</td>
<td>Tornóg, Headford Road</td>
<td>39</td>
<td>Clúid</td>
<td>€5,095,000</td>
<td>(11%) €560,450</td>
<td>30 years</td>
<td>Agreed 2016. Due for occupancy in April 2017</td>
</tr>
<tr>
<td>6</td>
<td>Maoilín</td>
<td>6</td>
<td>Tuath Housing Association</td>
<td>€1,213,185</td>
<td>(30%) €363,956</td>
<td>30 years</td>
<td>Initiated in 2016. Part V in Conjunction with AHB</td>
</tr>
<tr>
<td></td>
<td>Project Name</td>
<td>Number</td>
<td>Organization</td>
<td>Funding</td>
<td>Notes</td>
<td>Relationship with Galway City Council</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>--------------------</td>
<td>--------</td>
<td>---------------------------------</td>
<td>---------</td>
<td>------------------------------------------------------------------------</td>
<td>----------------------------------------</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Leas na Mara</td>
<td>40</td>
<td>Tuath Housing Association</td>
<td>€0</td>
<td>Not Required</td>
<td>P&amp;A and P&amp;A Continuation. Agreement with Galway City Council in 2016</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Galway City East</td>
<td>40</td>
<td>Respond</td>
<td>TBC</td>
<td>Acquisition of 40 Apartments. Subject to conditional approval.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Castlegar, Galway</td>
<td>81</td>
<td>Respond Housing Association</td>
<td>€20,014,759</td>
<td>Subject to conditional approval (30%) €6,004,428</td>
<td>Initiated in 2016. Ongoing.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>284</strong></td>
<td></td>
</tr>
</tbody>
</table>
Housing Grants: Adaptation, Mobility Aid & Housing Aid for Older People

197 grants under the Housing Adaptation, Mobility Aids and Housing Aid for Older People grant schemes were processed. The total expenditure on grants for 2016 was €762,780.49. A further amount of €151,335.54 was allocated in respect of adaptations to 37 local authority houses.

<table>
<thead>
<tr>
<th>Grant Type</th>
<th>Grants</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Adaptation Grant</td>
<td>95</td>
<td>€516,737.16</td>
</tr>
<tr>
<td>Housing Aid for Older People</td>
<td>81</td>
<td>€313,215.80</td>
</tr>
<tr>
<td>Mobility Aid Grant Scheme</td>
<td>21</td>
<td>€84,163.07</td>
</tr>
<tr>
<td>Total</td>
<td>197</td>
<td>€914,116.03</td>
</tr>
</tbody>
</table>

Returning Vacant Properties to Use
Throughout 2016, the intensive programme of work to address existing vacant Galway City Council-owned houses continued. Vacant properties were identified and good progress was made during the year with 26 void properties benefiting from funding under the national initiative. In addition, 52 properties were also returned to use from own resources. This programme has assisted in reducing the vacancy rate down to 1.5%. This programme will continue into 2017.

Energy Efficiency Programme – Basic Fabric Improvement
The current funded programme for energy efficiency works is to provide a basic fabric improvement to all social housing of cavity wall insulation, wall ventilation, attic insulation, attic ventilation, and draught-proofing. 1100 properties in over 80 estates were insulated under this programme in 2016. The passive ventilation was upgraded with permanent vents in all habitable rooms. The mechanical extraction was upgraded in kitchens and bathrooms as part of these works, in order to improve the indoor air quality in the properties. This improvement in ventilation will reduce the risk of high humidity, condensation and mould growth. This work continues into 2017.

Radon Remediation
Radon testing and remediation in all pre-1997 properties (789 units) was completed by the end of 2014. Following the completion of the relevant remediation works, i.e. external sump and extraction fan, all these properties were re-tested in 2015 to ensure the effectiveness of the works. The programme continued throughout 2015, with the testing of post-1997 properties (1,518). Radon detectors were placed in all 1,518 remaining untested properties by December 2015 and results were received and collated in Quarter 1 of 2016. 90 properties exceeded the maximum reference level and the necessary remediation work was completed in these properties. These properties will be tested in Quarter 1 of 2017 to ensure the effectiveness of the remediation.
**Heating Strategy**

The planned maintenance of gas and oil-fired boilers continued throughout 2016. 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. The emergency on-call crew were put on full alert for the Christmas holiday period and all calls were attended to.

**Building Control**

The Building Control programme includes the review and examination of new and existing buildings, having regard for the Building Regulations. The review and examination includes Fire Certificate Applications, Commencement Notices, Disability Access Certificate applications and Completion Notifications issued under the Building Control Management System. The programme also includes inspections of rented accommodation under the Rental Accommodation Scheme, Long Term Leasing, Housing Assistance Payments and private rented accommodation.

<table>
<thead>
<tr>
<th>Notices, Applications, Certificates &amp; Inspections</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid commencement notices</td>
<td>122</td>
</tr>
<tr>
<td>Valid fire safety certificate applications</td>
<td>118</td>
</tr>
<tr>
<td>Valid disability access certificates</td>
<td>58</td>
</tr>
<tr>
<td>Building control inspections</td>
<td>12</td>
</tr>
<tr>
<td>Minimum standards inspections</td>
<td>113</td>
</tr>
</tbody>
</table>

**Traveller Accommodation Programme**

The Traveller Accommodation Programme 2014–2018 was adopted in March 2014 and a TAP mid-term review commenced in 2016, proposing a number of amendments for consideration by the Elected Members. Work will continue in 2017 to progress actions proposed, including planned traveller-specific accommodation and to deal with the issues at Cúl Trá and Carrowbrowne halting sites.

Efforts continued to seek agreement on proposed relocation of the families currently occupying the overcrowded Cúl Trá halting site in Salthill and families who are currently residing at the temporary halting site at Carrowbrowne. Work also progressed on the prioritisation of families requiring extensions based on medical grounds. Feasibility studies were completed on 5 priority projects. Work commenced at a unit in Castlepark and 3 other properties are earmarked for extensions in 2017 subject to funding.

The Council embarked on consultations with families from the transient and temporary sites at Carrowbrowne in conjunction with Galway Traveller Movement (GTM). This work helped inform Galway City Council as regards changes in the accommodation needs of the families and also provided relevant information that informed the process of the TAP 2014–2018 mid-term review.
The Council is also working with AHBs to progress traveller-specific accommodation proposals, including with Respond to progress a proposed housing scheme in Doughiska and with Clúid Housing in relation to possible redevelopment at Fána Glas. Consultations continued with CENA in relation to a proposed pilot project in the east of the City and it is envisaged that one of the identified sites in the mid-term TAP 2014-2018 review will be earmarked for the CENA Project.

The Local Traveller Accommodation Consultative Committee met on 4 occasions in 2016. The Committee was involved in the process of the TAP 2014-2018 review. Work to progress a horse project feasibility study focused on the east of the City was progressed by Galway Traveller Movement and will be further considered in 2017.

**Community Development & Estate Management**

Estate management primarily ensures that local authority estates are better places to live. There are 3 Housing Estate Liaison Officers dealing with estate management, antisocial behaviour and tenancy enforcement. They carry out a range of services, including advice to tenants on all details of their tenancy and estate management, development of Residents Associations, assistance with problems that occur in estates and investigation of complaints of breach of tenancy or antisocial behaviour.

The HELOs continued to provide support and training on underpinning both new and existing residents groups providing support and advice on tenancy empowerment and funding opportunities. 2016 saw a renewed focus on estate enhancement schemes including community gardens, facilitating community text alert schemes and support for youth clubs in community centres. HELOs also contributed towards the delivery of actions outlined in the Joint Policing Committee strategic plan 2015-2020. HELOs continued to assist elderly and vulnerable tenants in securing improvement works through DPG grants and in partnership with Galway City Partnership TUS schemes.

Works progressed on the Walter Macken community garden and common area enhancement in Whitehall Close/Bowling Green, as well as Community Planting Initiatives in Sruthán, Coillte Mhuirlinne and Clósn na Coille. Additional achievements during 2016 included the further expansion of the Community Planting Initiatives to the residents of An Sean Bhaile, Doughiska and update to the internet system in the Melody’s Court complex and provision of training courses to residents.

**Antisocial Behaviour**

The Antisocial Behaviour Strategy was reviewed in 2016 and will be presented to the Housing Strategic Policy Committee in early 2017. The Council recognises that antisocial behaviour can create major problems in a community for everyone living there and that it can seriously impact on the quality of life of all residents. The Council also recognises that the vast majority of its tenants live in and wish to enjoy the peaceful occupation of their dwellings and that only a very small number of tenants
are involved in antisocial behaviour. Housing Estate Liaison Officers dealt with over 700 complaints, issued 12 warnings and breach of tenancy notices and were involved in 4 court cases. The Post-Tenancy Section of Galway City Council attended 10 Circuit Court hearings in relation to illegal encampments.

**Housing Rent Assessment 2016**
A new Differential Rent Scheme signed in December 2015 became effective in March 2016. 2,586 income return forms were issued to tenants on the Differential Rent Scheme, comprising 2,012 Social, 318 RAS and 122 LTL tenants. 95% of accounts were reassessed under the new Rent Scheme in 2016 and work progressed into 2017 to complete all outstanding reviews.

**Tenant (Incremental) Purchase Scheme 2016**
Galway City Council commenced the roll-out of the Tenant (Incremental) Purchase Scheme 2016 in Quarter 4 of 2016. An audit was carried out of the Housing Stock and letters issued to 974 tenants deemed eligible in early December 2016. 70 applications have been received and are being processed. The Housing Strategic Policy Committee considered the eligibility criteria under the scheme.

**Social Inclusion**
The Social Inclusion Office continued to be involved with a number of programmes across the City in 2016. One of the key objectives was the preparation of the Strategy for Housing People with Disabilities. This involved co-ordination of a dedicated Steering Group, compilation of the draft Strategy and presenting same to the Housing Strategic Policy Committee for review. A draft Strategy was considered by the Steering Group in 2016 with the final draft for adoption in early 2017. Other projects delivered in 2016 included:

- Facilitation of Galway City's Integration Consortium along with Galway City Partnership project partners
- Further promotion of Galway City Council's commitment to the nationwide Age Friendly Initiative and co-ordination of the promotion of events and policies
- Liaison with schools and community groups in relation to themes and projects which combat social exclusion and promote an equitable society
- Management of a dedicated funding stream to assist with community projects which promote social inclusion
- Co-ordination and delivery of the annual Social Inclusion Week. This entails compilation of a varied programme of events across Galway City and the provision of funding and various supports to groups involved in the delivery of same.

The Social Inclusion Officer role also encompasses that of Access Officer for Galway City Council. This role entails duties which primarily ensure that Galway City Council services meet the obligations as written into legislation specific to Disability and Access. The promotion of access issues across the city are also a key function of the
role and the co-ordination of the Access for All Group is central to this. Access for All Galway is a group comprising of representatives and advocates from across the disability sector in Galway. Monthly meetings are chaired by the Social Inclusion Officer and objectives requiring action by Galway City Council are passed to the relevant Sections.
Transportation & 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.

Kirwan Roundabout Upgrade
Consultants were appointed to develop a design for the upgrade of the roundabout. Works have commenced on assessing options for the junction upgrade.

Galway Regional Bike Scheme Update
Galway City Council, the National Transport Authority and ARUP Consulting Engineers are continuing work on the provision of additional stations. Construction of 8 new stations commenced in late 2016 and a number of those were substantially complete at year-end.

Bearna Greenway
Galway City Council, the National Transport Authority and Atkins Consulting Engineers finalised a preliminary design for a pedestrian and cyclist Greenway which would commence at Wolfe Tone Bridge and finish at Bearna Village.

Galway Bike Week
Galway Bike Festival was held from Saturday the 11th to Sunday 19th June, 2016. The event, which is funded by the Department of Transport, Tourism and Sport was officially launched at Eyre Square by the Deputy Mayor of the City of Galway Cllr. Niall McNelis on Monday the 23rd May. Now in its 8th year, Galway Bike Festival is now an established annual event and the aim this year was to continue on the theme that ‘Galway is better by bike’. The Galway Bike Festival promotes cycling for everyone, supports a dynamic cycling culture in the City and aims to increase the number of cyclists in Galway. The festival celebrates all that’s great about cycling – it’s good for your health, good for the city, good for the environment and it is seen as a positive approach to encourage the use of cycling as a sustainable
mode of smarter travel in Galway City.

Events for Galway Bike Week took place all over the City and were organised by Galway City Council, Galway County Council, An Taisce Green Schools, An Garda Síochána, Foróige, and other Voluntary groups. As in previous years, Galway City Council put particular emphasis on social media outlets such as Facebook and Twitter to promote events taking place during Bike Week.

Public Lighting
The public lighting network comprises of approximately 9,700 street lights. These lights are provided and maintained for the safety and convenience of the public. Electric Skyline Ltd (ESL) are the electrical contractor employed by Galway City Council to carry out routine maintenance. Each light location is inspected every 2 weeks as part of this contract. The ongoing programme of installation of the LED lights will result in energy and maintenance cost savings and reduce carbon emissions for Galway City Council.

Community Wardens
The Community Wardens in the City carry out ongoing enforcement of the Parking Regulations. The Wardens work during normal business hours, 6 days a week. In
addition to monitoring of traffic flow and parking, the Wardens issue Fixed Charge Notices for breaches of Traffic Regulations. In addition to these enforcement duties, Community Wardens 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 22 full-time Wardens and one School Warden on standby on the east side of the City.

**Tuam Road Bus Corridor**
Galway City Council, Galway County Council, the National Transport Authority and Atkins Consulting Engineers have finalised a preliminary design for an inbound bus lane and a shared cycle and pedestrian track on the N17/Tuam Road between Baile-Chláir and the N6/N17 junction at Flemings. The design includes the upgrade of the Tuam Road/Parkmore Road and the Tuam Road/Castlegar Road junctions.

**Tuam Road /Joyce’s Road Bus/Cycle Corridor**
Galway City Council, the National Transport Authority and RPS Consulting Engineers have developed corridor options from the N6/N17 junction at Flemings, via Joyce's Road and Wellpark Road to Moneenageisha junction.

**Galway Transport Strategy**
Galway City Council, in conjunction with the National Transport Authority and Galway County Council, finalised the long-term multi-modal Transport Strategy in August 2016, approved by both Councils thereafter, and had its transport policies incorporated in the Development Plans of both Councils by year-end.

**Galway City Centre Transport Management Plan**
Following the adoption of the Galway Transport Strategy as the long-term transport policy of Galway City Council, the Council sought tenders for the production of plans for Galway City Centre that would give effect to the Strategy’s proposed measures. Following a tender process, Arup were appointed as project consultants by the City Council and the National Transport Authority, with a project programme that will culminate by the end of 2017 with the production of a plan to accommodate the movement of buses, bicycles, cars, taxis, goods vehicles within, through and around the city centre, as well as a freight management strategy and a car-park access strategy.
Optimising Transport Capacity Accessing Parkmore
Following the adoption of the Galway Transport Strategy as the long-term transport policy of Galway City Council, the Council sought tenders for the production of plans to optimise capacity for all modes of transport accessing Parkmore that would give effect to the Strategy’s proposed measures in that area of the city, which includes Doughiska Road and Briarhill. Following a tender process, AECOM were appointed as project consultants by Galway City Council and the National Transport Authority, with a project programme that will deliver phased improvements, starting with adjustments to the junction of Parkmore Road and Monivea Road, and Lynch junction (Briarhill/N6). Further phases in the project programme are intended to deliver improved journey times for the city bus network and provide dedicated facilities for cyclists.

Driver Feedback Signage
Under the Low Cost Safety Scheme, work on the installation of 7 Driver Feedback Signs at specific locations in the city has commenced and is programmed to be completed and functioning by the end of Quarter 2 of 2016.

Christmas Park & Ride
Galway City Council and Bus Éireann operated a Park & Ride between Galway Race Course and Galway Coach Station from the 3rd to the 24th of December 2016. The scheme was very successful with highest number of cars recorded availing of the service.

Road Works Programme 2016
The National Roads Authority (NRA) provides funding for maintenance of National Primary & Secondary Roads. Galway City Council and the Department of Transport, Tourism and Sport provide funding for Regional & Local Roads maintenance and improvements. Appendix 1 highlights the works that have been carried out from the Road Works Programme in 2016.

Taking in Charge of Estates
In 2016, the process of taking in charge of 13 housing
developments was advanced. Simultaneously, the process of Security Bond Release Applications for 20 developments was progressed. Galway City Council availed of security Bonds and Department (DECLG) funding and carried out works to upgrade substandard infrastructure for a number of housing developments across the city. Remedial works by developers/inspections/costings/planning and legal queries are proceeding on other developments. Legal taking in charge queries on properties are being received and processed on a weekly basis.

**Major Emergency Management**
The External Emergency Plan for the Topaz Seveso Site was updated in August. An exercise was carried out in November, to test the plan. Training for the Local Coordination Group was carried out in conjunction with the exercise.

**Urban Traffic Management Centre (UTMC)**
Galway City Council awarded a contract, to upgrade Traffic Signal Heads to LED heads, to the Elmore Group. The life of an LED head is significantly longer than a lamped head resulting in significantly lower maintenance costs. Additionally, the power consumption is significantly lower which will reduce power costs and reduce our carbon footprint. The contract covered the replacement of heads at 11 junctions and 32 pedestrian crossings. The contractor submitted a value engineering proposal to upgrade 11 of the junction controllers and 23 of the pedestrian controllers at no additional cost, which was accepted.

**Urban Traffic Management Centre (UTMC)**
As of the end of 2016, there are 36 signalised junctions and 53 signalised pedestrian crossings in Galway City. 28 of the signalised junctions are linked to the UTMC. There are also 5 pedestrian signal controllers linked, as they are on linked corridors. 23 of the 36 junctions and 20 of the 53 pedestrian crossings have Light Emitting Diodes (LED) signal heads. There are 29 CCTV cameras installed and linked for traffic monitoring purposes.

**N6 Transport Project**
Galway County Council is leading a project on behalf of the 2 local authorities in Galway, to design and deliver a scheme which would assist in alleviating traffic congestion in the city, improving access to and from Conamara and areas west of the city, and also support Galway City Council's efforts to generate greater use of sustainable transport.
**Water Services**

**Service Objective**

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

Since 1st January 2014, Irish Water has taken over the Water & Wastewater Services functions and responsibilities of Galway City Council, and is now the National Water Services Authority. Galway City Council is operating under a 12 year Service Level Agreement with Irish Water and working in partnership with Irish Water to continue to provide water services in the City within the new delivery arrangements.

The Annual Service Plan between Irish Water & Galway City Council commits both parties to deliver specific objectives and standards of performance against a budget covering headcount, goods and services plus future investment.

The Water Services function in Galway City Council is divided into the following areas:

- Operation & Maintenance of Water Supply
- Operation & Maintenance of Wastewater Services
- Progress & Implement Irish Water’s Capital Investment
- Minor Capital Programme
- Water Conservation

**Operations & Maintenance of Water Supply**

The principal service is to provide and maintain in a sustainable manner the Water Supply Network capable of meeting the needs of the domestic, commercial and industrial consumers in Galway City and environs. This involves the management and operations of the water network and adherence to all statutory and regulatory requirements as set out by Irish Water, EPA, CER and other relevant statutory bodies.

Terryland Waterworks continues to produce drinking water to the highest standard and treated 44,000m³ per day in 2016. The quality of drinking water is monitored and analysed to ensure compliance with all the requirements of the European Communities (Drinking Water) (No. 2) Regulations 2014. All drinking water monitoring results are uploaded to the EPA website. Watermains maintenance and leak repairs are undertaken on an ongoing basis and in conjunction with the water conservation scheme.

**Operation & Maintenance of Wastewater Services**

The principal service is to provide and maintain in a sustainable manner the drainage network capable of meeting the needs of the domestic, commercial and industrial consumers in Galway City and environs and to ensure adequate treatment capacity for the future needs of the city in partnership with Irish Water. This requires compliance with the Urban Waste Water Directive and the Wastewater Discharge License for
Mutton Island WWTP. The Mutton Island Wastewater Treatment Plant has been operated on behalf of Galway City Council by AECOM, on an interim basis, from 2004 to September 2014 and has been fully compliant with its EPA Discharge Licence No. DO050-01. In September 2014, Irish Water awarded the Mutton Island WWTP 20 year Operation & Maintenance Contract with Design Build Upgrade to Aecom/Siac JV. Substantial completion of the upgrade works was achieved in Quarter 4 of 2015. In order to achieve wastewater environmental compliance, Galway City Council and Irish Water will develop their environmental capability and engage collaboratively with the EPA and DECLG so as to achieve cost-effective and sustainable environmental improvements in compliance with statutory obligations.

**Progress and Implement Irish Waters Capital Investment Plan**

Under the Irish Water Major Capital Investment Plan 2014 – 2016, projects are divided into three categories:

- A. Continue in Construction Review
- B. Scope and Commence Construction
- C. Continue Planning and Business Case Review

Galway City Council has 3 projects listed in the Irish Water Major Capital Investment Plan B Category:

**Galway City Water Supply Scheme – Terryland WTP – Phase 3**

This has now been renamed the Galway West Water Supply Scheme. The long-term strategy for the Terryland WTP upgrade involved examining Galway City & Environs water network and treatment requirements over a 20 year time horizon. The strategy also examined the feasibility of relocating the existing raw water intake. A preliminary report was submitted by Ryan Hanley Consulting Engineers to Galway City Council in October 2014. Following a review, Irish Water approved a Scope Change for the Consultant to prepare a Feasibility Report to examine the viability of supplying water as far west as An Cheathrú Rua, Co. Galway. Irish Water have approved the scope change to supply water to South Connemara and Ryan Hanley Consultant Engineers were appointed in Quarter 4 of 2016 to carry out the design stage of this project the scope of which now includes the following:

**Stage 1:** New Intake and associated works at Terryland Water Treatment Plant (WTP) which includes a new intake structure pumping station and rising main. This stage will also require a Water Abstraction Order together with the required Environmental Impact Statement (EIS) and Natura Impact Statement (NIS).
Stage 1a: All works required to transfer Terryland WTP water and An Spidéal water to the An Cheathrú Rua Water Supply Scheme.
Stage 1b: All works required between Clifton Hill Service Reservoir and Tonabrocky Reservoir to allow Leitir Móir PWS to be supplied from An Cheathrú Rua SR. Also works required to allow the Rosmuc PWS to be supplied from Ros a’ Mhíl SR.

This project is at Design Stage and is being managed by Galway City Council in conjunction with Galway County Council.

**Galway City Drainage Plan (DAP)**
Formerly known as the Galway Sewerage Scheme Phase 3 Volume D – Network Upgrade & Extension. A consultant has been appointed by Irish Water to this project in Quarter 4 of 2016. The Irish Water DAP process covers hydraulic, environmental, structural, service and operational performance and risk within the Galway City and environs drainage area. Irish Water’s DAP Stages are listed and explained below:

**Stage 1**: Data collection followed by Study and Survey Scoping
**Stage 2**: Surveys and Hydraulic Model Build and verification
**Stage 3**: Risk Assessment and Needs identification
**Stage 4**: Strategy, Optioneering and Future Solutions design

**Galway Sewerage Scheme Phase 3 – Wastewater Treatment Plant Upgrade Mutton Island (Volume B)**
This project is a 20 year Operation and Maintenance Contract with Design/Build upgrade to Mutton Island WWTP. The contract was awarded to Aecom/Siac Joint Venture by Irish Water in 2014 with works commencing on-site in Quarter 3 of 2014 with Substantial Completion achieved in Quarter 4 of 2015. This project was completed on time and within budget.
Minor Capital Programme
Irish Water launched the Minor Capital Programme in 2014, which consisted of programmes aimed at optimising the performance of existing assets with targeted low level investment. The programme was categorised under specific investment drivers which were aimed at addressing regulatory compliance, public health, environmental health, business efficiency and maintaining levels of service through addressing under-performing assets and delivering improvements in health and safety, quality/compliance, reliability, maintainability, operational costs and sustainability. The programme targeted standardisation and best practice, achieving significant business efficiencies and cost reductions. During 2016, Galway City Council completed the Watermain Replacement on Thomas Hynes Road as well as the Service Reservoir Refurbishment (Regional) Programme all funded under the Minor Capital Programme.

Water Conservation
High levels of leakage across the country are placing a strain on water treatment facilities and, in some cases, on water sources, reducing the availability of drinking water to customers, increasing operating costs, impacting plant performance and water quality. Irish Water is committed to introducing an asset management approach to leakage reduction that will balance funding between active leakage control, speed and quality of repairs, pressure management and investment in water main rehabilitation. Customer side leakage is a significant component of unaccounted for water. Irish Water is implementing its Find & Fix Programme nationally and Galway City Council are seeking extra resources under this programme to target leak detection and repair in conjunction with our own resources to drive unaccounted for water down to an economically sustainable level.

Water Conservation Stage 3 Rehabilitation Works – Phase 1
Galway City Council, in collaboration with Irish Water, completed the process of appointing a Consultant Engineer for the Galway City Water Conservation Stage 3 Watermain Rehabilitation Works – Phase 1, which includes for the rehabilitation of approximately 20km of prioritised watermains throughout the city. The appointment was completed in Quarter 2 of 2015. The Site Investigation Contract was completed in 2016 and currently the project team are procuring a contractor to carry out the works and are expected to be on site by Quarter 4 of 2017. It will take approximately 18 months to complete.

Implementation of Irish Water’s Transformation Plan under the SLA
The Water Services section of Galway City Council supports the strategic planning for Irish Waters transformation initiatives in line with
the Water Industry Operation Framework (WIOF). We collaborate with Irish Water by participating in Project Development Teams, workshops, pilots and other initiatives as required to implement the transformation in an effective and collaborative manner.

**National Lead Strategy**
In July 2015, the DECLG announced a National Lead Strategy to reduce exposure to lead in drinking water. Initially, it would be a matter for every local authority to determine to extent of lead piping serving properties in their ownership and to adopt a risk-based approach to mitigation measures. Water Services has estimated the number of houses in Galway City Council ownership that possibly could have exposure to lead and are involved with the Lead Mitigation Strategy in conjunction with the Housing Section. Water Services have also carried out an assessment of public buildings in Galway City Council ownership and have conducted remedial works to remove the exposure to lead in the water supply in the majority of these buildings. Irish Water has developed a draft Lead in Drinking Water Mitigation Plan in 2016 to deal with issues of lead in drinking water. The draft plan included a Strategic Environmental Assessment Report and Natura Impact Statement. This plan can be viewed on the Irish Water Website. Galway City Council made a submission on this Plan during the public consultation period. The Department of Housing, Planning, Community and Local Government have introduced a Lead Remediation Grant Scheme in 2016 which helps householders that qualify with the cost of removing lead piping internally and within the curtilage of their property. This scheme is being administered by the Water Services section and information and application forms are available on the Galway City Council and Irish Water websites.
Planning & Development

<table>
<thead>
<tr>
<th>Service Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>To have in place a system of physical planning capable of meeting sustainable economic, environmental and social development objectives for Galway City.</td>
</tr>
</tbody>
</table>

City Development Plan 2017-2023

Making the City Development Plan is one of the most important functions of the City Council. The Plan 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 2nd year of the preparation of a new plan, which is a statutory 2 year process, involving the Elected Members, stakeholders, members of the public and various departments within Galway City Council, continued from 2015. The Draft Plan and Environmental Reports went on display for public consultation from December 2015 until March 2016 and attracted 261 submissions.

Following the consideration of the Draft City Development Plan 2017-2023, the Chief Executive’s report and the associated environmental assessments, the Elected Members, by resolution, decided that the Draft Plan should be amended. A total of 109 material alterations of the plan were proposed. The proposed material alterations went on public display in September 2016 and were also referred to the prescribed authorities. During the consultation period 100 written submissions were received. At the final plan meeting in December 2016, following consideration of the Chief Executive’s Report and the proposed Material Alterations, the City Development Plan 2017-2024 was adopted by the Elected Members.

The City Development Plan 2017-2023 sets out the vision and overall strategy for the future sustainable development of Galway City in relation to issues such as Economic Development, Housing, Transportation, Commercial activity, Parks and Recreation, Biodiversity, Arts, Culture, Heritage, Tourism and Social and Community Development. It provides the strategic framework to guide and manage development for the period up to 2023 and defines the longer term strategy.

The Plan incorporates a Core Strategy which sets out the requirements for land and resource dedication required for enterprise, commercial, housing and the supporting transport strategy for Galway City. These are aligned with the Regional Planning Guidelines and the National Spatial Strategy. This ensures that the development plan is robust and evidence based that is substantiated by empirical research to ensure
sufficient lands and resources are planned for to enable proper development of the City and to justify land use decisions.

Area based policies are included for in the plan also. Proposals for 3 local area plans – Headford Road, Ardaun and Murroogh and an area plan for Castlegar are objectives in the plan. The City Plan also highlights the strategic infrastructure projects for the city to 2023 and makes statutory provision for these including for policies also on renewable energy and sustainable building practices. The City Development Plan 2017-2023 is accompanied by 3 environmental assessments – an Environmental Report which details the likely significant effects on the environment of implementing the new Plan; A Natura Impact Report (NIR) which assesses the impact of the Plan on designated European Sites and a Strategic Flood Risk Assessment which ensures that flood risk is integrated into land use policy. These have enabled the process to allow for development while taking adequate measures to ensure these are balanced by environmental considerations. The Plan also included for consideration of additions to the Record of Protected Structures, 36 of which were supported by the Elected Members bringing the number of structures on the Register of Protected Structures up to 622.

**Specific Objectives of City Development Plan 2017-2023**
The City Plan sets out a range of specific objectives for implementation. Many are under the control of other sections of Galway City Council and are part of their implementation programmes. Within the Planning Section, the focus is on preparation of a number of plans and the implementation of the objectives in the plan. The next priority project for the Policy Section in Planning in 2017 is to bring forward for public consultation the completed Draft Ardaun LAP. Work has been ongoing on this project.

**Ardaun Local Area Plan**
The preparation process of the Ardaun Local Area Plan (LAP) has focused on a collaborative and consultative approach, in order to devise a sustainable plan for the development of Ardaun. Preliminary studies, including the *Ardaun Urban Design Advices 2012*, *Street Conversations 2013*, the *Ardaun Urban Design Charette 2013* and a programme of public and stakeholder consultation, workshops and public information sessions (2013-2014), have enabled inclusive and effective consultation creating a collective vision for the LAP. The Ardaun Urban Design Strategy 2014 develops the vision for Ardaun setting out an
urban design framework to create a well connected, business-friendly urban village, a place that is sustainable, connected, pedestrian-friendly, memorable, attractive, vibrant, smart and energy efficient. The urban design framework comprises of character analysis, movement strategy, landscape strategy and development strategy. It defines key elements of the urban structure, movement, landscape, network of public realm and development parcels in an interconnected manner while allowing for a degree of flexibility to enable the development of Ardaun over time. It identifies the optimum location for an urban village centre and further work has been carried out to examine design and layout options for the centre.

**Development Management**

Strategic Infrastructure Development – Galway Harbour Extension: The plan to extend Galway Harbour was the subject of an oral hearing held by An Bord Pleanála in January 2015. The Bord signalled towards the end of 2015 that the harbour company needed to seek approval through the IROPI (Imperative Reasons for Overriding Public Interest) provision in the EU Habitats Directive. Proposals for compensatory measures relating to habitat have been under discussion in 2016 and are not concluded yet. These measures are required to address the impacts on the integrity of the Special Area of Conservation in Galway Bay.

**Planning Applications**

In 2016, a total of 347 valid planning applications were lodged with Galway City Council. A breakdown of these applications is set out below. In addition to these, there were 12 planning applications received for the purposes of extending the duration of planning permissions as provided for under the 2000 and the 2010 Acts.

<table>
<thead>
<tr>
<th>Valid Planning Applications</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Extensions</td>
<td>125</td>
</tr>
<tr>
<td>Other Buildings</td>
<td>64</td>
</tr>
<tr>
<td>Dwellings</td>
<td>63</td>
</tr>
<tr>
<td>Developments not included in the above</td>
<td>60</td>
</tr>
<tr>
<td>Applications exempted from Fees</td>
<td>10</td>
</tr>
<tr>
<td>Advertisement Structures</td>
<td>17</td>
</tr>
<tr>
<td>Plant, Machinery, Storage Tanks</td>
<td>3</td>
</tr>
<tr>
<td>Agricultural buildings</td>
<td>2</td>
</tr>
<tr>
<td>Caravans, Parking, Open Storage</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>347</strong></td>
</tr>
</tbody>
</table>

**Extension of Duration of Planning Permissions**

Overall, there were 12 applications received in 2016 to extend the duration on planning permissions due to expire. Of the decisions, 11 were granted with 1 application deemed invalid.
Outdoor Events Licences
The following Event Licences were processed in 2016
- The annual St. Patrick’s Day parade
- An event involving performers and musicians passing through the streets of Galway City, organised by Galway City Council in association with Macnas
- Annual Christmas Market, Eyre Square.

Planning Appeals to An Bord Pleanála
There were 31 decisions/determinations received from An Bord Pleanála in 2016. Of the decisions, 21 were upheld with 10 reversed.

Declarations of Exemption
During 2016, a total of 19 applications for Declarations of Exempted Development were lodged with Galway City Council. Under Section 96 (Housing Strategy) a total of 39 Applications were received in 2016.

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 219 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 166 cases warranted Warning/Enforcement Notices and 13 of these cases subsequently required referral to Galway City Council's Law Agent for legal proceedings.

Development Contribution Scheme
During 2016, the collection of development levies continued to be a priority for the Planning Section. The monies collected will be used to assist in the provision of necessary public infrastructure and community facilities prioritised for the City. A total of €1.2 million was collected during the course of 2016. A review of the current development contribution scheme is underway. The review of the Development Contribution Scheme is subject to extensive public consultation in its preparation and is approved by the Elected Members of Galway City Council. The draft-scheme is due to go on public display in 2017.

Heritage
The new Heritage Plan 2016–2022 was adopted by the Heritage Forum before going on public consultation in 2016. Although not a statutory document, it was brought before the Elected Members for approval with a report on the public consultation. It was accepted with minor modifications and not sets out the framework for actions on Heritage for the next 5 years.
Significant dedication and participation by the Heritage Officer occurred throughout the year in relation to events associated with the Galway City 1916-2016 Centenary Programme, in conjunction with other sections in Galway City Council.

Galway City Council Heritage Office, in conjunction with the Heritage Council’s grant Scheme, carried out the following projects in 2016:
- Roscam Cemetery Recording Project
- Bohermore Cemetery Conservation and Management Plan
- 1916-2016 Exhibition Panels

Galway City Council, in conjunction with the Department of Arts, Heritage and the Gaeltacht, awarded four heritage grants under the Built Heritage Investment Scheme 2016. The annual Heritage Magazine was also published as well as leaflets on the historic cemeteries.

**Building Control**

Galway City Council has a role in relation to the enforcement of the Building Control Acts and the Building Regulations. The Building Control (Amendment) Regulations 2014 were introduced to reform and strengthen the Building Control System in Ireland through the introduction of mandatory certification of compliance. For certain building works, the new regulations require that certificates of compliance and other documents must be submitted with the commencement notice and registration is online on the Building Control Management System. The additional requirements also include:
- The nomination of a competent 'Assigned Certifier' to inspect and certify the works.
- The assignment of a competent builder to carry out the works
- The submission of certificates of compliance on completion.

<table>
<thead>
<tr>
<th>Commencement Notices, Fire Safety Applications and Disability Access Certificates issued during 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Safety Certificates</td>
</tr>
<tr>
<td>Disability Access Certificates</td>
</tr>
<tr>
<td>Commencement Notices</td>
</tr>
</tbody>
</table>
Economic & Community Development

Service Objective

To support the Local Community Development Committee and to work with its partners towards the co-ordination of the economic, social and cultural development of Galway City.

Local Economic and Community Plan (LECP)

The Galway City Local Economic & Community Plan 2015-2021 was officially launched by Minister Simon Coveney in September 2016. The LECP is for a 6 year period and sets out 5 high level goals, objectives and actions to promote and support economic and community development in Galway City. The LECP is subject to continuous monitoring and review and an annual action plan for 2016 was developed and implemented, with the ongoing delivery of actions by Galway City Council, other relevant public bodies as well as non-public agencies including voluntary and community-based organisations across Galway City.

Strategy Development

Galway City Council is in the process of developing an Economic Strategy for Galway City, which builds upon the existing Statement of Economic Sustainability that formed the basis of the economic development work programme during 2016. In addition, as part of Galway City Council's Statement of Tourism Sustainability considerable work was advanced on the development of ‘Galway to 2025’ – Tourism Strategy for Galway. Following the circulation of an issues paper, public consultation, an online survey and a series of stakeholder meetings and networking events, a significant amount of feedback is being reviewed and summarised in order to inform the draft Tourism Strategy.

Marketing Promotion Fund

In 2016, 12 projects were awarded funding totalling €142,000 from the Marketing Promotion Fund. The Fund was established in order to ensure that Galway City Council could provide financial assistance to support major projects (events and festivals) that offer marketing and promotional opportunities to the City of Galway and that boost local economic development through attracting or generating investment, spending and/or jobs.

Purple Flag

During 2016, Galway City carried out an interim renewal in recognition of its safe, vibrant and diverse night-time economy. Purple Flag is an internationally recognised award scheme and the renewal involved a thorough assessment of the City's evening and night-time offering under 5 different headings – wellbeing, movement, appeal, place and policy. Galway City is now one of over 50 towns and cities across Ireland and the UK who have been awarded with Purple Flag status for their achievements in helping people have a great night out.
Galway, European Region of Gastronomy 2018
During 2016, Galway, West of Ireland was designated a European Region of Gastronomy 2018, the first region in Ireland to receive this designation. The European Region of Gastronomy award provides Galway, West of Ireland with an excellent opportunity to build on the strong reputation and the excellent name it has in terms of a tourist destination, by building its profile further nationally and very importantly, internationally. The project is being led by Galway County Council, Galway City Council, GMIT and Teagasc, with significant input from other key stakeholders, including the private sector.

Enterprise Events
In 2016, Galway City Council engaged in a number of projects to stimulate and enable enterprise and innovation in the local region. In addition, Galway City Council continued to work closely with public and private groups and agencies in the city to develop and promote Galway as a place to invest, work and do business. Enterprise events supported by Galway City Council in 2016 included Innovating West, MeetWest, Galway Chamber Business Awards, SCCUL Enterprise Awards and the Local Food and Craft Fair.
Enterprise Space
Galway City Council manages 21 enterprise units at Sandy Road and 13 enterprise units at Westside Enterprise Centre. The units vary in size from 220 sq. ft. to 2500 sq. ft. Galway City Council are also represented on the Board of An Fhiontarlann Teo. An Fhiontarlann Teo. manages 17 units in Westside, varying in size from 400-1000 sq. ft. The criterion used in allocating tenancy for all of the enterprise units is the creation of sustainable employment. During 2016, a feasibility study/review of Enterprise Space in Galway City was undertaken and a report with recommendations is being reviewed.

Local Enterprise Office (LEO)
During 2016, Galway City Council continued to work closely with the Local Enterprise Office in Galway and supports their aims of developing an excellent and effective First Stop Shop for businesses in Galway and to encourage and promote enterprise and employment creation.

Twinning
On May 19th 2016, the Mayor of the City of Menlo Park in California, Richard Cline, and the Mayor of the City of Galway, Cllr. Frank Fahy, officially signed a twinning agreement between the two cities.
Community, Arts & Culture

Service Objective
To encourage, support and develop the work of artists in Galway City.

Galway City Arts Service

In a year to remember, the City Arts Office was at the heart of our city’s culture, working with the artists, arts workers and creative communities that delivered the European Capital of Culture 2020 for Galway, drawing inspiration in their centenary year from the heroic artists whose interventions in 1916 envisaged an Ireland with the arts in its soul.

Pictured: Blue Teapot Theatre Company, winner of the community section in the National Pride of Place Awards

Galway City Arts Office in partnership with The Galway Music Residency and in association with The Galway Sessions commissioned by competition a major composition for piper and string quartet in honour of proclamation signatory, arts worker and piper Eamonn Ceannt. The composition by Dave Flynn – Calmly Awaiting the End – premiered at a gala concert during The Galway Sessions in June played by Con Tempo quartet and Mick O’Brien, and was also performed for broadcast on RTÉ Lyric FM at the conference in Galway of the International Association of Music Information Centres in NUI Galway, a programme co-hosted by the Arts Office.

To mark the centenary of the 1916 Rebellion the specially commissioned 1916 Song Cycle was presented by the Arts Office in Nuns’ Island Theatre. Featuring singers and songwriters including Sandra Joyce, John Tunney and Aileen Lambert, the project was a contemporary creative response to the rebel songbook.

Pictured: Anam Theatre Company reading ‘What Foremothers’ in Galway Arts Centre

The Arts Office concluded its 2016 commemoration programme with The Souvenir Shop, the acclaimed Rita Duffy exhibition/installation, presented in an historic artisan premises in Henry St. Drawing on the idea of Proclamation signatory Thomas Clarke’s tobacconist shop, The Souvenir Shop was for the month of November in Galway a busy place
of exchange and ideas, of politics and psychogeography, art and identity in the context of the legacies of Great War and the Easter Rebellion. One of the major projects commissioned by the Arts Council of Ireland’s *Art: 2016 Centenary Programme*, the artwork was presented in association with Galway Arts Centre with the involvement of the Irish Countrywomen’s’ Association, and Galway’s West End Traders’ Association.

*Creative City*, the Galway City Arts Plan 2016-2018 was completed, presented to Council and adopted in June. The bulk of the city art collection was hung in the public spaces in City Hall. The intention was to create a permanent display of major items from the collection amassed by the city over the decades.

In line with the Arts Act 2003, the Arts Office administered the annual award of funding to deserving arts groups in the city. An assessment committee was convened to deliberate on 89 applications for annual funding received from arts organisations. The committee, which included experienced artists and arts workers, made recommendations to the City Council based on the merits of the submissions, and in particular on the quality of the artistic and participative engagement, the ambition of the proposed programme, the abilities of the organisation and the financial and governance requirements of the application. €385,000.00 was recommended for disbursement.

In public art contexts, the Arts Officer advised 3 city schools on their Per Cent for Art projects: Merlin Woods, Gaelscoil Dara and St Francis NS. Tirellan Heights and the Arts Officer and the GRETB successfully hosted a seminar for Galway City schools on forthcoming opportunities under the government’s Per Cent for Art Scheme. In commissioning stands, the Cúirt Galway International Festival of Literature featured several partnerships with the City Arts Office including the commission, with Kenny’s Bookshop, of a poetry plaque at Galway market displaying the Máire Holmes poem *Margadh*. Another commission was a time-based public artwork by cult artist Finbar 247 on the Galway 2020 theme *Making Waves*, coinciding with the visit of the Capital of Culture judges and created for a derelict city centre site, reviving a programme that has over the years hosted several iconic city art commissions.

In September, it was announced that Galway City Arts Office in partnership with Donegal County Arts Office, Acadamh na hOllscolaíochta Gaeilge and Údarás na Gaeltachta were one of 6 successful applicants nationwide out of a very competitive field for the prestigious *Invitation to Collaboration* partnership project. Our application features an Irish language theatre artist in residence to work with community and professional theatre in Galway City’s Gaeltacht and Irish speaking neighbourhoods and communities.

The annual national festival of creativity in older people was celebrated throughout the City in May, with projects including the Arts Office’s collaboration with Galway Arts Centre and Galway University Hospitals Trust in *Burning Bright*, the highly praised
placement of visual arts workers in city day care centres and *An Stíl Mar a Bhí*, a programme of storytelling, music, song and dance.

The largest ever Culture Night was presented on September 16th September with over 15,000 audience and several hundred participants. The free workshops, concerts, classes, demonstrations, participative events, talks, readings and more covered art, science, heritage, language, policy, advocacy, design, new media, environment, swimming, sailing and maritime craft.

Pictured: Huxley Horror Theatre Company on the streets of Galway for Culture Night 2016

Through its residencies, schools programmes, workshops, seminars and events, the Arts Office strove to fulfil the arts vision of our national founding heroes, to bring cultural and human rights meaningful arts experiences into the lives of all our citizens.

**Town Hall 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 in 2016. 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 City and to provide a supportive environment for artists and arts organisations.

The venues are open 7 days a week, 362 days a year and attendances typically exceed 100,000 annually. The Town Hall Theatre is recognised as the flagship venue in the region and as a significant asset in Ireland’s cultural infrastructure.

The Town Hall venues consolidated their pivotal role at the epicentre of Galway’s cultural activity including the city’s major international festivals such as the Music for Galway Mid-Winter Festival, Cúirt International Festival of Literature, Galway International Arts Festival, Galway Film Fleadh, Baboró International Children’s Festival and the Galway Comedy Festival. Furthermore, and in addition to visits by many national and international companies and performers, the venues’ programme proudly featured the work of many (professional and amateur) companies, award-winning musical societies and arts organisations from across the city and county.
In 2016, the Town Hall Theatre celebrated the 20\textsuperscript{th} anniversary of the official reopening of the venue in 1996 by President Michael D. Higgins when he was Minister for Arts and a celebratory concert was held in February, featuring a host of guests from the world of traditional music, theatre and the arts including Dé Danann, Druid and Decadent Theatre.

A number of 1916 themed productions were featured as part of the venues' contribution to the Galway City 1916-2016 Commemoration programme, including the acclaimed re-enactment in June of the historic group photograph of delegates attending the Gaelic League national convention at the Town Hall Theatre in 1913. The 100 year old photograph, which is now on permanent display at the Theatre, is tantamount to a who’s who of the ‘coming revolution’ with as many as perhaps half the signatories of the 1916 proclamation (including Pádraig Mac Piarrais, Seán Mac Diarmada and Éamonn Ceannt) as well 3 future Presidents of Ireland (Douglas Hyde, Seán T. O’Kelly and Eamon de Valera) being present.

**European Capital of Culture 2020**

The ECoC designation acts as a catalyst for a step-change in a city, helps increase the quality of a city’s cultural offer, fosters increased engagement of citizens in culture, aids a city to achieve greater European understanding and profile, and often leads to increased tourism and reputation.

Galway, together with Limerick and the Three Sisters (Kilkenny, Waterford & Wexford) contested the title and submitted our second Bid Book in June 2016. This was followed by a jury visit and then a final presentation to the selection panel in Dublin in July 2016. On 15\textsuperscript{th} July 2016, Galway was awarded the title of European Capital of Culture for 2020 along with Rijeka in Croatia, who will also hold the title in 2020. The Galway 2020 Programme reiterates coherence and consistency with the concept of Making Waves and themes of language, landscape and migration. The designation was as a result of a huge groundswell of support from across Galway and from all sectors, and the tremendous support for the bid from the people of Galway must be acknowledged.

Since designation, a significant amount of preparatory work has been completed, primarily to ensure that Galway’s European Capital of Culture undertaking has the strongest possible foundations to ensure effective delivery of all the objectives of the project while at the same time, adhering to the highest standards of governance and accountability.

A transition plan was put in place for the 2016-2017 period to move the project from the competitive bid phase to implementation, which included the set up of appropriate structures and delivery models, further development of the projects as outlined in the Bid Book along with funding applications, partner development and discussions with many national agencies and European organisations, as well as ongoing engagement with all stakeholders at local level. In late 2016, an open international competition was launched for the recruitment of Chief Executive Officer and Creative Director for
Galway 2020. Both competitions received widespread interest, and appointments will be made in mid-2017.

The team is based at the Galway 2020 Hub, and community and artistic engagement was continued throughout 2016. Galway 2020 also hosted a number of European events in 2016 including delegations from Aarhus 2017 & Leeuwarden 2018 as well attending a number of conferences and symposia with regards to European partnerships. Galway was also designated European Green Leaf for 2017 and European Region of Gastronomy in 2018, and work commenced with the respective teams to develop intersections and common collaborations across all 3 European designations.

Galway City Museum
In 2016, Galway City Museum launched a major new blockbuster exhibition, Revolution in Galway, 1913-1923/Réabhlóid i nGaillimh 1913 – 1023 as part of the Decade of Commemoration celebrations. This exhibition, which features objects from the Museum’s own collection, from the general public and from the National Museum of Ireland and National Gallery of Ireland, has proved to be a huge hit with the public and particularly with school groups, both national and secondary. The exhibition also features a new contemporary, approach to exhibition design and presentation through the use of gallery wallpaper replacing traditional display boards. The museum’s temporary exhibitions included:

- Hair Hurling Balls: Earliest Artefacts of our National Game (from the National Museum of Ireland)
- One Hundred to One: Faces of Galway 1916 to 2016
- Mná 1916; Creative Wave (a GMIT creative industries showcase)
- 1916 in Contemporary Art
- Little Prints, Little Stories (from Leinster Print Studio) and
- The Irish Historic Towns Atlas of Galway (from the Royal Irish Academy).
Galway City Museum also scheduled more than 100 free educational events in 2016, including lectures, workshops, performances, demonstrations and summer camps and provided guided tours to almost 5,097 visitors. Between 15th March 2016 and 15th March 2017, there were 23,909 iTunes downloads of Galway City Museum history podcasts.

In 2016, Galway City Museum had a total of 213,000 visitors, an increase of more than 38,400 on 2015, making it the busiest year since the museum opened its doors.

**Galway Sports Partnership**

Galway Sports Partnership is a Sport Ireland initiative that delivers programmes and training to increase the number of people that are participating in sport and physical activity.

**Education & Training**

GSP received funding for a Community Coaching Course for people who are unemployed to train up in a number of sports qualifications. 11 people signed up with 9 participants completing the 14 week course. Along with the many sporting organisations who delivered on the programme, Galway Community College was our main partner and supplied many resources for the course. The idea behind the course was to give the participants the ‘kick-start’ to go on to further education in sport and physical activity if they wished, with the view that they would then be equipped to commence coaching and volunteering in their local communities. The total cost of this course was provided through Sport Ireland from Dormant Accounts Funding.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>No. of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Irish Heart Foundation’s Walking Leader</td>
<td>12</td>
</tr>
<tr>
<td>First Aid (Sports Specific)</td>
<td>49</td>
</tr>
<tr>
<td>Speed Agility &amp; Quickness (SAQ), MOVEMENT AND FUNCTION to 6 to 12 year olds</td>
<td>42</td>
</tr>
<tr>
<td>Be Active After Schools Activity Programme</td>
<td>18 teachers (11 schools)</td>
</tr>
<tr>
<td>Disability Inclusion Training (6 hour)</td>
<td>23</td>
</tr>
<tr>
<td>Disability Awareness Training (2 hours)</td>
<td>14</td>
</tr>
<tr>
<td><strong>Child Protection Courses</strong></td>
<td></td>
</tr>
<tr>
<td>Safeguarding 1 (Basic Awareness)</td>
<td>444</td>
</tr>
<tr>
<td>Safeguarding 2 (Club Children’s Officer)</td>
<td>37</td>
</tr>
<tr>
<td>Safeguarding 3 (Designated Liaison Officer)</td>
<td>28</td>
</tr>
</tbody>
</table>

**Galway Sports Partnership Programme Funding 2016**

24 clubs out of a total of 95 applications received a total of €20,000 towards delivering activity programmes in Galway under our programme funding initiative. The fund
enabled clubs and groups deliver activities in getting 841 people involved in the various programmes organised and run locally.

**Bike Week 2016**

This event was organised in cooperation with both local authorities – Galway City and County Councils. In all, there were 27 events, and a total of 1940 people took part in a variety of cycling activities, ranging from bike workshops to family fun cycles, a schoolchildren's trip to the Great Western Greenway in Mayo, heritage cycling tours, cycle training and a city cycling trip. Bike Week 2016 was fully funded by the Department of Transport, Tourism and Sport.

**Fit Towns**

We had a total of 7 entries in the Fit Towns initiative, which was a disappointment on the previous year’s entries. However, the amount of activities run in the various areas and the level of volunteerism is very satisfying. There is ample proof that this initiative has the propensity to harness local community involvement and cooperation in a way that will benefit local communities in terms of physical and general well being.

The competition took place from the 1st February to the 13th of March and a total of 2444 people took part in the activities organised and run in the various centres. The variety of activities catered for all age groups and abilities. The winners were presented with their prizes at a special function on the 16th May 2016.

**Temporary Sports Development Officer**

GSP was successful in an application for funding from Sport Ireland for a Sports Development Officer for a 6 month term. As a result of the short duration of the contract and the terms of the application, the areas of activity were confined to Doughiska/Ballybane and Tuam. Following an interview process, Katie Codyre took up the position. During the 6 month period, she ran a variety of sport and physical activity programmes in the areas, linking in with local clubs, schools and community groups. The programmes organised and run during the period included Men on the Move, a community walking programme, training courses for volunteers, (Safeguarding, First Aid) and once off events e.g. Halloween camps and walking events.

**European Week of Sport**

For the first time, GSP participated in this initiative by supporting the organisation of activities in local areas. A total of 456 people took part in the activities, ranging from water sports to sports days in Doughiska and Westside.
GSP 10K
We held our annual 10k run/walk on the 17th April in Labane. A total of 178 people took part, including 60 children who took part in the 1k dash at the start. This event is very popular each year and attracts participants from all age groups. It has become one of our most popular events and we look forward to continuing and indeed expanding the event over the coming years.

School Hall Athletics
2 schools participated in the Sports Hall Athletics programme, with over 200 taking part and 60 children represented Galway at the national finals in Athlone. The participants of the Community Coaching Programme also assisted with school hall this year.

Galway Walking Week
Galway Walking Week occurred between 6th and 16th October. Walks took place all over Galway including Merlin Woods, an Spidéal, Oughterard, Portumna, Ballinasloe and Tuam, to name but a few. These culminated in a coming together of a number of groups to do walk the various routes on Diamond Hill.

Active Community Walking Programme
GSP, with funding from Get Ireland Walking delivered a number of Community Walking programmes including 1 in Doughiska. The course involved our Community Walking Leader supporting each group for 6 weeks.

Operation Transformation 2016
We ran our annual Operation Transformation walk on the promenade, Salthill on the 9th January. 244 participants took part.

HSE Funding
Galway Sports Partnership wishes to acknowledge with thanks, programme funding of €15,000 it received from the HSE in 2016. This funding was targeted at 5 specific programmes: Men on the Move, Couch to 5K, Walking Initiative, Girls Active in second-level schools and funding to support East Galway Cancer Support Group. As a result of this funding, GSP was able to run 6 Girls Active programmes, while 4 Couch to 5K initiatives and 4 Men on the Move initiatives have been established and a special initiative run by the East Galway Cancer Support group was also supported.

Men on the Move
Initially part of a research project on behalf of Waterford IT, this project has proven to be one of the most successful initiatives that GSP has undertaken. Initially a total of 149 men who had been previously inactive signed up in 3 centres for the project in Oughterard, Ballinasloe and Doughiska in Galway City. All 3 areas continue to flourish
and now run independently from the LSP. With further funding from the HSE in 2016, this project is now operating in 3 further areas in Galway, Letterfrack, Ballinderreen and Westside.

**Go for Life**
GSP delivered the complete suite of 8 different training sessions for Physical Activity Leaders (PALs) under the Go For Life programme. 4 sessions took place before the summer with 4 more happening in the autumn. Each of the training sessions was attended by over 20 – 30 older adults. The attendees will then go back to their initial group to deliver activities learned in the sessions.
GSP delivered 5 Go For Life Multi Games session during 2016. The games are gaining strong support in Galway and are going from strength to strength. June 2016 was the first occasion that Galway sent its first representative team to the National Games in Dublin.

![Go for Life participants](image)

**Galway City Council Sports Club Grant scheme 2016**
Clubs in Galway City benefited from the allocation of a €120,000 Sports Club Grant scheme in 2016. 52 applications were received with 48 clubs being successful in their submission. 24 clubs were granted monies of €3,000 or more with 12 receiving the maximum of €3,500. 5 clubs received under €1,000.
Environmental Services

Service Objective
To protect, enhance and conserve the natural environment of Galway 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
Restoration works and monitoring of the site is continuing, in accordance with the conditions of the EPA licence with ongoing infrastructure upgrading and renewal as required.

Recovery and Recycling Facilities Operations
The Civic Amenity Facility in Liosbán Industrial Estate operates free of charge to domestic householders. The public opening hours of the Recycling Centre are:

- Monday – Thursday  2pm – 4pm
- Friday  2pm – 3pm
- Saturday  8.15am – 12.30pm

Galway City Council also operates a commercial WEEE drop off facility for use by registered retailers in Galway City.

Cash for Cans
The Cash for Cans initiative is a scheme for householders living in the City. A cash payment of €2 is offered per bag of 100 aluminium cans or weight – 1.5 kg. In 2016, 4920 kgs of cans were deposited at the City Council’s Recycling Centre.

Bring Centre
A total of 1,779 tonnes of glass was deposited in bottle banks throughout Galway City in 2016. The following is a list of site locations:

- Dunnes Stores, Briarhill
- Doughiska Road Shopping Centre
- Renmore Kingfisher Car Park
- Westside, Bóthar Le Chéile
- Dunnes Stores Terryland (CCTV)
- Galway Shopping Centre, Headford Road (Improved access and CCTV)
- City Hall, College Road
- NUIG
- Joyce’s Supermarket, Knocknacarra
- Western Distributor Road, Knocknacarra (CCTV)
- Dyke Road, Terryland (CCTV)
- Civic Amenity Site, Sandy Road
- Toft Park, Salthill.
Composting Facility
The use of the composting facility ceased in 2014. Galway City Council has engaged consultants to carry out an appraisal of the facility and to prepare tender documents to seek expressions of interest from the market regarding the possible leasing of the facility whilst adhering to all Department of Agriculture, Fisheries and Marine and EPA requirements.

Bulky Goods Collection
In 2016, up to 562 bulky items, such as furniture, carpets and beds and 71 electrical good items were collected. The collection prices range from €7.50 to €52.50. An amount of €14,080 was receipted in 2016.
Pictured: Mayor of the City of Galway, Councillor Noel Larkin with Leo O’Brien and Breda Ryan

Litter Management
The maintenance of a litter free city is a key priority for Galway City Council from a lifestyle, social and economic perspective.

Litter Fines
In 2016 up to 182 fines were issued. The total income was €12,390.

Amenity Grants
Up to 123 Residents/Community Associations were awarded grants in 2016. Grants were awarded on a sliding scale depending on the number of houses in the estate.

Tidy Towns Competition
Galway City was awarded a bronze medal in the National Tidy Towns Competition awards ceremony held on 26.09.2016. Galway City received 295 points, an increase of 9 points on 2015. Galway City was commended for its built environment and heritage, with shop front presentation getting a special mention. Landscaping and open areas were also commended.

Tidy Towns and Garden Competition 2016
The Mayor of the City of Galway, Councillor Noel Larkin, presented 72 prizes at an Awards Ceremony held in October 2016. Prize-winners were commended for their dedication to improving their local areas, thereby improving the overall appearance of the City.
Pictured: Mayor of the City of Galway, Councillor Noel Larkin with Mary Bennett.
Hazardous Waste Collection Service
A one-day Hazardous Waste Collection Service was made available to Galway City householders on 19th November 2016. This service was provided as a result of funding in the amount of €5,555 being received from the Department of the Environment through the Connacht Ulster Regional Waste Management Office.

Environmental Awareness
An extensive environmental awareness programme is ongoing in Galway City.

Green Schools
All schools in Galway City are registered for the Green Schools Programme and 32 educational facilities have achieved Green Flag status. An Taisce held 2 information sessions at the end of September.

Pride of Place
The judges visited Galway City and met all nominated groups. The City’s Pride of Place entry criteria aims to accommodate all local community group activities in operation, whether they are in communities, or in the ‘single issue’ category of self-contained geographical units in cities. The common thread is the impact and difference made in people’s lives within their communities. Judges visited in July 2016. Winners were announced at an Awards Ceremony which was held in Belfast in November. 3 groups represented Galway in this year’s competition:
1. Community Arts Initiative – Blue Teapot Theatre Company
2. Community Enterprise Initiative – Saol Café, NUIG
3. Urban Neighbourhoods (Population less than 1000) – Cnoc an Óir, Rahoon.

Galway City Council took two prizes on the night – Blue Teapot Theatre Company and Saol Café.

Local Authority Prevention Network (LAPN)
Galway City Council recognises the importance of waste prevention and reuse as waste management strategies and actively promote these over other waste treatment options.
Local Agenda 21 Environment Partnership Fund
Galway City Council was allocated €9,500 from the Department of Environment, Community and Local Government for small-scale local environmental projects.

Litter Awareness
Galway City Council received an allocation of €28,000 under the Anti-Litter Awareness Fund 2016 from the Department of Environment, Community and Local Government. This money funded a range of anti-litter projects involving schools, community groups and businesses, including litter clean-ups, the children's art competition and a responsible dog ownership campaign.

Galway City as European Green Leaf 2017
On the 22nd June 2016, Galway City was awarded the designation of European Green Leaf 2017. The city was awarded the prestigious designation following a competitive bid process and Galway is the first Irish city to receive the award. As European Green Leaf, Galway will have the opportunity to showcase environmental initiatives internationally, to promote best practice in environmental management and to act as a green ambassador by inspiring other cities to become more sustainable.

Pictured: Mayor Noel Larkin accepting the award from Joanna Drake, Deputy DG, Environment
Operation of Street Cleaning
The Citywide process of street cleaning, litter picking and emptying of litter bins is divided into four sectors. Dedicated crews are assigned to each sector to manage and maintain same. Street cleaning and litter management services are carried out 7 days a week.

Community Service Order Initiative
In conjunction with the Probation Service, the Community Service Order Initiative continues to carry out tasks across Galway City and the work being carried out is to a high standard.

Water Safety – City Centre
A total of 60 Ring buoy locations along the River Corrib and canals are inspected weekly. On average 2 to 3 of the ring buoys are being removed and are replaced weekly by the Community Wardens Service.

Waste Regulation – Monitoring and Enforcement

Waste Enforcement Officer
Galway City Council continues to monitor compliance with and enforce waste regulations under the Waste Management Act 1996 and the European Communities Act 1972. Since June 2016, over 300 applications for an exemption from a wheelie bin collection service have been received by Galway City Council. Galway City Council Waste Priorities for 2016 were Food Waste, Pay by Weight, Tyres and Illegal Dumping.

CUWERLA
Galway City Council works with the Connacht Ulster Waste Enforcement Regional Lead Authority (CUWERLA) in relation to waste enforcement. CUWERLA has responsibility for coordinating enforcement action within the Connacht Ulster Region and setting priorities and common objectives for waste enforcement in the region.

Community Warden Service to the Environment Section
The community wardens assist in investigating complaints made by the public. They also assist in the prosecution of individuals under the Waste Management and Litter Pollution Acts and report on Derelict Sites throughout the city. The wardens are also involved in litter surveys, including those associated with the National Litter Monitoring Survey. In 2016, enforcement campaigns were carried out in relation to unauthorised advertising on public roadways and public areas which resulted in the removal of a significant number of advertising signage.

Derelict Sites
Inspections continued throughout 2016 followed up by letters/official notices to owners under the Derelict Sites Act 1990. The Compulsory Purchase Order process was enacted to acquire one site. Total sites on Register at end of 2016 are 12.
**Operation of Fire Services**
The Fire Service is provided and managed by Galway County Council, as a shared service on behalf of the City Council in respect to the City administrative area.

**Water Quality, Air and Noise Pollution**

**Water**
Applications for blue flags for the 2017 season were prepared and submitted to An Taisce for Salthill and Silverstrand beaches in the last quarter of 2016. A report on the bathing water quality of the City beaches for the 2016 bathing water season was prepared. Green coast award applications for 2017 to be submitted in February 2017 for Salthill and Silverstrand beaches.

**Air**
Air quality continued to be monitored by the National University of Ireland, Galway and the Public Analyst's Laboratory. Air quality in Galway is good and remains in compliance with the recommended limits. Awareness and enforcement activities in relation to smoky coal regulations were increased in the last quarter of 2016.

**Noise**
Noise pollution incidents were investigated on a case-by-case basis during 2016 and complainants are generally advised as to the procedures to be followed under the Environmental Protection Agency Act. Galway City Council adopted the new national protocol for management of noise complaints in 2016.

**Oil Spillage Contingency Plan**
In accordance with the Council’s statutory obligations, a Draft Oil Spillage Contingency plan was prepared in accordance with the Department’s guidelines. The draft plan was submitted to the Department for approval in 2016.

**Busking**
A Code of Practice for Street Performers was prepared and agreed by the Economic Development & Culture Strategic Policy Committee. The matter was considered by the full Council and was returned to the SPC for further consideration.

**Provision of Automated Public Conveniences**
Automatic Public Conveniences are located at the following locations:
- Blackrock
- Ladies Beach
- Palmers Rock
- Millennium Playground
- Kennedy Park, Eyre Square
- Nuns Island
Energy Services
Galway City Council continues to work with the Sustainable Energy Authority of Ireland (SEAI), to advance actions and projects to reduce consumption towards 2020 agreed targets. The target obligation for GCC is a 33% reduction from its agreed baseline period, average consumption for the period 2006 – 2008, by the year 2020.

Sáilín to Silverstrand Coastal Protection Scheme
Following the determination of the Department of Environment, Community and Local Government that an Appropriate Assessment is required for the project, Galway City Council proceeded to engage consultants and furnish a Natural Impact Statement to the Department in 2016 and a decision is awaited on the scheme.

Galway City Dog Pound
Following the upgrade of the facility, the City Council developed an interim arrangement with MADRA to facilitate re-homing dogs. This arrangement will be reviewed in 2017.

Casual Trading
Applications for casual trading licences at the St. Nicholas Market and Eyre Square market were processed for the 2016/2017. A total of 276 licences were issued for the following categories – Saturday and Sunday, St. Nicholas, Eyre Square, Arts Festival, Summer Friday and Christmas Markets.

RMCEI
The 2016 plan, which sets out the Environmental Inspections to be undertaken by Galway City Council for 2016, was prepared and submitted to the EPA's office of Environmental Enforcement in January 2016. The objective of the Plan is to identify and prioritise the Enforcement activities for the year so that Galway City Council can effectively and efficiently comply with its obligations under all environmental legislation.

Operation of Library and Archival Service
The Library Service will be subject to a detailed assessment in respect to delivery together with its future infrastructure requirements within the City.

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, tow paths, lock gates and boundary walls. In 2016, works were advanced on the Parkavera Lock Gate replacement and also a design and tender work carried out for the Lock Gates at the Claddagh Basin.
Recreation & Amenity

Service Objective
To develop and promote the provision of high quality recreational, leisure and amenity facilities for all groups of life through conserving Galway City’s natural heritage.

Terryland Forest Park
In 2016, a new outdoor exercise facility was installed in Terryland Forest Park behind the Headford Road Retail Park at a cost of approximately €20,000.

Event Permits
This section received 135 applications in the period January to December 2016, which included the return of many annual events, for example Western Veteran & Vintage Car Display, Aquathon, Salthill Devon National Fives, Galway Food Festival, Galway Potters Market, Galway International Oyster Festival, Circus Gerbola, Galway Arts Festival, and the Christmas Day Swim, to name a few.

Community Planting Initiative
In 2016, over 146 groups re-registered with the Community Planting Initiative, which included Residents Associations, Schools and Community Groups and many availed of spring and winter bulbs.

Doughiska Community Garden
Tendered works were completed at Doughiska Amenity Park to prepare the open space adjacent to Recreation & Amenity depot as a community garden. The works included the construction of wheelchair access to the park, a roadway leading into Merlin Woods, the installation of a timber fence and provision of water and electrical services to the site.

Pictured: Levelling of site at Merlin Woods Community Garden

Entente Floral/Galway Floral Initiative
Galway City Council staff, in partnership with Parks Service of Limoges City, France, designed and implemented a planting scheme at Whitestrand Road in 2016.

Pictured below: Floral Works at Whitestrand Road
Community Projects

Galway City Allotments
Galway City Council currently has two sites in Galway City for allotments.

- **Merlin Woods City Park**: Out of 44 plots, a number of new plots were re-allocated and accepted in 2016.
- **Shantalla Community Park**: The 33 plots were leased and operated in 2016.

Pictured: Merlin Woods Allotment Site

The annual licence fee for new plots is €70 and €35 for persons in receipt of benefit. There is currently a list of 200 people interested in securing an allotment and currently a draw list of 40 people for each site.

Christmas Tree Recycling
Recycling facilities for domestic Christmas trees was provided again in January 2016 at our 2 facilities at Hunters Depot and Merlin Wood Depot.

Sports Capital Grant Projects
- **St James GAA Club Mervue**: Project works associated with the site were completed in 2016.
- **Cappagh Park**: Consultants Labosports Ltd. was procured to provide detailed design and contractor procurement and management services.
- **Cluain Mhuire**: A review of the procurement was undertaken and a new process commenced.
- **Renmore – Melody Field West Park**: A Public Procurement Process was undertaken for specific facility design consultants. The process outcome saw STRI Ltd. appointed.

Community Centres
**Renmore**: Roof replacement works were completed on the community centre’s main roof in 2016. Minor works have also taken place in all the centres including the maintenance of fire alarm systems/painting of buildings/maintenance of flooring and installation of new doors.

Beaches
The beach life guarding season finished in quarter 3 of 2016 and it was a safe, successful and rewarding season for all involved. Maintenance works carried out on the beaches included the painting of all structures along the beaches, seaweed
removal and beach regrading works/rock armour repair works and concrete works to Ladies Beach entrance.

In conjunction with the Department of Geography in the National University of Ireland, Galway and a student project called ‘I like beaches’, information signs were developed and installed at Grattan Beach. The signs are educational and outline the nature of beaches and how they are formed. NUIG held a public information evening inviting the general public to have an input into the project.

Pitches/Dressing Rooms
There are up to 50 pitches sited across the city which provide for the playing of all forms of sporting activities. The demand for outdoor facilities continues to grow and regular liaison meetings are held with the clubs and staff of the section. Across Galway City, there are up to 50 public pitches:

<table>
<thead>
<tr>
<th>Sport/Use</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rugby</td>
<td>3</td>
</tr>
<tr>
<td>Soccer</td>
<td>24</td>
</tr>
<tr>
<td>Gaelic Football</td>
<td>13</td>
</tr>
<tr>
<td>All Weather</td>
<td>3</td>
</tr>
<tr>
<td>Training</td>
<td>2</td>
</tr>
<tr>
<td>Astro Turf/Cages</td>
<td>3</td>
</tr>
<tr>
<td>Multi Use</td>
<td>2</td>
</tr>
</tbody>
</table>

A process commenced with Hibernian AFC to agree the long-term management of the new Bohermore Dressing Rooms, along with outgoing maintenance and certification. Works also commenced to provide a new operating system for floodlighting on the hard courts at Doughiska.
Cemeteries
Galway City Council currently has 2 cemeteries in the City, located at Rahoon and Bohermore, and they provide all services associated with their operation and maintenance.

- **New Cemetery**: Works were completed to identify shortlisted sites and landowners were formally contacted. This is the 1st step to achieving access for later facilities investigating, which will be undertaken by a specialist cemetery design team contracted to proceed in 2017.

- **Cemetery Extension at Mt. St. Joseph Cemetery Rahoon**: Works are ongoing with regards to preparing the extension of Rahoon Cemetery to accommodate burials.

Westside Sports Campus
A process to identify an appropriate policy and CCTV system at Westside Park commenced in 2016 and will be completed in 2017.

Blackrock Diving Tower
Following a tender process consultants were appointed and commenced a full audit of the historic structure with an accompanying consultation process with appropriate stakeholders. A public consultation night was held on the 30th of March 2016 with the proposed works to the site available for view and comment. Following the public consultation, the works were finalised and a Part VIII planning application has been prepared with a view to submitting it to the Planning Section in Quarter 1 of 2017.

Bio-Diversity Plan
The Galway City Bio-Diversity Action Plan 2014 – 2024 is in place and is being progressed.

Kingston and South Parks Master Plan
A series of Public Consultation Events were undertaken and followed by invitations to the public to provide written submission. A report on the process was presented to the Strategic Policy Committee and agreed. A later concept plan was also reported to the SPC for agreement to take the project to the Design Stage.

Pictured: Kingston Recreation & Amenity – Sketch Design November 2016

Draft Park Byelaws
A public consultation process, further to agreement with the Strategic Policy Committee was
undertaken, to which a significant volume of submissions was received. The matter is to be progressed in 2017.

**Playgrounds**

- **Toft Park Playground**: A process to replace the surfacing of the Toft Park Play facility in Salthill was commenced in 2016 for completion in early 2017.
- **Millennium Playground**: Millennium playground was re-surfaced in 2016.

**Japanese Knotweed Eradication**

Currently in year 4 of our eradication programme, there are currently 10 sites around the city being managed, to eradicate Japanese Knotweed from open spaces and public lands.
Corporate Services

Service Objective
To provide an effective support service for Elected Members and the public, to promote and protect the corporate interests of Galway City Council and to provide a support service to the organisation generally.

Freedom of Information Requests
In 2016, a total of 120 requests were made to Galway City Council under the Freedom of Information Act 2014. When compared with the number of FOI requests received in 2015 (85), there has been an increase of 29% in the number of requests received, with a particular increase in the number of requests made by journalists. 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>50</td>
</tr>
<tr>
<td>Requests Part-Granted</td>
<td>29</td>
</tr>
<tr>
<td>Requests Refused</td>
<td>22</td>
</tr>
<tr>
<td>Requests Withdrawn</td>
<td>3</td>
</tr>
<tr>
<td>Dealt with outside of FOI</td>
<td>10</td>
</tr>
<tr>
<td>Requests Transferred</td>
<td>2</td>
</tr>
<tr>
<td>Carried forward to 2017</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>120</strong></td>
</tr>
</tbody>
</table>

1 request was appealed internally.

Freedom of Information Requests Received by each Section in 2016

<table>
<thead>
<tr>
<th>Section</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td>15</td>
</tr>
<tr>
<td>Housing</td>
<td>43</td>
</tr>
<tr>
<td>Corporate Services</td>
<td>30</td>
</tr>
<tr>
<td>Transport &amp; Infrastructure</td>
<td>10</td>
</tr>
<tr>
<td>Finance</td>
<td>6</td>
</tr>
<tr>
<td>Planning</td>
<td>6</td>
</tr>
<tr>
<td>Water Services</td>
<td>1</td>
</tr>
<tr>
<td>Community &amp; Culture</td>
<td>1</td>
</tr>
<tr>
<td>HR</td>
<td>4</td>
</tr>
<tr>
<td>ICT</td>
<td>1</td>
</tr>
<tr>
<td>Mixed</td>
<td>3</td>
</tr>
</tbody>
</table>
Conferences & Seminars 2016
The table below details the conferences and seminars attended by Galway City Council Elected Members in 2016.

<table>
<thead>
<tr>
<th>Conference</th>
<th>No. Of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU Cohesion Policy 2014-2020 Conference</td>
<td>1</td>
</tr>
<tr>
<td>AILG Training – 2016</td>
<td>5</td>
</tr>
<tr>
<td>Unlocking the Build Environment for Future Housing Needs</td>
<td>1</td>
</tr>
<tr>
<td>LAMA Spring Training Seminar</td>
<td>6</td>
</tr>
<tr>
<td>Tidy Towns Sustainable Waste and Resource Management</td>
<td>2</td>
</tr>
<tr>
<td>Transport Ireland 2016 – A Roadmap for Future Mobility</td>
<td>3</td>
</tr>
<tr>
<td>Auditing and Governance in Local Government</td>
<td>1</td>
</tr>
<tr>
<td>IPI – National Planning Conference</td>
<td>3</td>
</tr>
<tr>
<td>AILG Annual Conference</td>
<td>9</td>
</tr>
<tr>
<td>AILG Delegates 1916 Centenary Meeting</td>
<td>1</td>
</tr>
<tr>
<td>IPI – Spring Planning law and Practice Briefing</td>
<td>2</td>
</tr>
<tr>
<td>National Landscapes Forum 2016</td>
<td>1</td>
</tr>
<tr>
<td>Housing Grants and Schemes – Clonakilty</td>
<td>2</td>
</tr>
<tr>
<td>IPI – Energy Mapping for Spatial Energy and Demand Analysis</td>
<td>5</td>
</tr>
<tr>
<td>AILG Training – Module 3 – Local Authority Planning</td>
<td>6</td>
</tr>
<tr>
<td>IPI Conference – Socio-Economic Dimensions of Maritime Spatial Planning in Ireland</td>
<td>1</td>
</tr>
<tr>
<td>Entitlement to Health Services</td>
<td>3</td>
</tr>
<tr>
<td>Patrick McGill Summer School</td>
<td>4</td>
</tr>
<tr>
<td>AILG – Training Seminar – Module 4</td>
<td>3</td>
</tr>
<tr>
<td>Parnell Summer School</td>
<td>1</td>
</tr>
<tr>
<td>RIAI 10th Anniversary Conference Urban Futures Cities and Towns in Transition</td>
<td>2</td>
</tr>
<tr>
<td>IPI – Autumn Planning Conference</td>
<td>6</td>
</tr>
<tr>
<td>LAMA – 2016 Autumn Seminar</td>
<td>8</td>
</tr>
<tr>
<td>Brexit – The Economic Consequences for Ireland</td>
<td>1</td>
</tr>
<tr>
<td>IPI – Planning and Architectural Conservation Areas</td>
<td>2</td>
</tr>
<tr>
<td>AILG Autumn Seminar 2016</td>
<td>7</td>
</tr>
<tr>
<td>AILG – Training Seminar-Module 5 – National &amp; Local Authority Emergency Planning</td>
<td>5</td>
</tr>
<tr>
<td>Rebuilding Ireland—Action Plan for Housing and Homelessness</td>
<td>2</td>
</tr>
<tr>
<td>Housing Conference 2016</td>
<td>1</td>
</tr>
<tr>
<td>IPI – Environmental Considerations for Renewable Energy Developments</td>
<td>2</td>
</tr>
<tr>
<td>AILG – Module 6 – Regional Assemblies and their Role with Local Authorities</td>
<td>2</td>
</tr>
<tr>
<td>IPI – The future of Planning and Architectural Heritage</td>
<td>2</td>
</tr>
</tbody>
</table>
Cúrsaí Gaeilge

Permanent Irish Officer
In March 2016, a permanent Irish language Officer was appointed to Galway City Council. The Officer continues to work proactively with all sections in Galway City Council, directing bilingual language practices and employing support mechanisms to facilitate provision of Irish language services to the public by Galway City Council staff. The Officer has also been involved in the following initiatives:

- Galway City Council 1916 Steering Committee
- Bilingual City Status for Galway City
- Gaeltacht Service Town Initiative

Galway City Council 3rd Language Scheme
While Galway City Council was found to be non-compliant with its 2nd Language Scheme by Oifig an Choimisinéara Teanga, the Council is pleased to announce that it has made many positive adjustments to language practices in its day to day operations to reflect compliance with the investigation findings. These, amongst others, include:

- The appointment of a permanent Irish Officer, with responsibility for oversight on compliance with the Official Languages Act 2003 and Galway City Council Language Schemes
- Provision of Irish language classes, with attendance priority given to front-line staff
- Translation of Galway City Council website so that it is now fully bilingual
- Implementation of language policies to future-proof language practices and compliance
- Bilingual publishing of public notices in the current contracted local newspaper.

Galway City Council 3rd Language Scheme was also adopted by Elected Members on 7th March 2016 and was confirmed by the confirmed by the Minister of State at the Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs, Mr. Seán Kyne T.D on 15th August 2016. The Scheme details the provision of Irish language and bilingual services available from Galway City Council, and this 3rd Scheme builds upon the previous 2 Language Schemes. The Scheme shall remain in force for a period of 3 years or until a new Scheme has been approved, whichever is the later. It covers a comprehensive range of services available in Irish or bilingually throughout Galway City Council. It also clarifies issues that may have changed or arisen within the course of implementation of the previous 2 Schemes.

Bilingual City Initiative
Elected members of Galway City Council voted unanimously to declare the City of Galway bilingual at the Ordinary Council meeting of 4th September 2015. An Initiative is now being developed with a view to developing and increasing the level of bilingualism in Galway City. A Steering Committee is to be established, to be responsible for the provision of information to the public regarding its delivery of
bilingual services and to actively support the enhancement of the Irish language in the civic, cultural and business life of the City. Uachtarán na hÉireann, Michael D. Higgins, launched the Bilingual City Initiative for the City of Galway and attended a Special City Council Meeting on 7th March 2016 to launch the project. It is hoped that the initiative will engage all sectors of the community in Galway City to promote a sustainable bilingual project, with a view to developing and improving the level of bilingualism in Galway City.

Irish language training
In total, 33 members of staff in Galway City Council opted to participate in Irish language classes in Quarters 1 and 4 of 2016, in an effort to improve the provision of bilingual services. The Mayor of the City of Galway, Councillor Noel Larkin, also participated. Training in Quarter 4 was provided by Gaelchultúr Teo. and successful participants will receive a Certificate in Professional Irish, in Levels 3-5 on the National Qualification Framework. Courses were aimed at public sector employees who deal with the public on a regular basis and are required on occasion to provide a service through Irish. Participants developed the confidence and language skills necessary to communicate through Irish, both in the context of their work and in social situations.

Gaeltacht Service Town
Galway City Council has also entered into partnership with Gaillimh le Gaeilge to apply for Gaeltacht Service Town status for Galway City. Statutory status as a Gaeltacht Service Town under the Gaeltacht Act 2012 will give particular recognition to a town in which services are provided to a Gaeltacht area. By preparing and implementing a language plan in the town, it is expected that the community, the voluntary sector and the public and private sectors will work together in the town to support the Irish language. The aim of the language plan will be to enhance the use of the Irish language in the town insofar as it relates to a broad range of activities, including family, community, educational, social, business and public matters. If Galway City is selected, Foras na Gaeilge will be working with the relevant stakeholders to prepare and implement a structured language plan, which will be rolled out and implemented over 7 years.

Work Experience in Galway City Council
In co-operation with Acadamh na hÓllscolaíochta Gaeilge, Ollscoil na hÉireann, Gaillimh, a student work placement was facilitated in September 2016. A student presently completing Gaeilge & Léann an Aistriúcháin (Irish & Translation Studies) is currently working with the Irish Officer in all aspects of the post, while also firstdrafting translations of many of the varied documents required by sections on a daily basis. The placement will continue until the end of April 2017. It is hoped that the arrangement between Galway City Council and Acadamh na hÓllscolaíochta Gaeilge will continue into the future.
### Special Events hosted in City Hall by Galway City Council

Galway City Council was honoured to be in a position to facilitate Special Meetings, Civic and Mayoral Receptions, Courtesy Visits and Visits in 2016, including:

<table>
<thead>
<tr>
<th><strong>Special Meetings</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>7th March 2016</td>
<td>Uachtarán na hÉireann, Mícheál D. Ó hUigínín; launching a Bilingual City Initiative for Galway City</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Civic Receptions</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>28th November 2016</td>
<td>Connacht Rugby Guinness Pro12 Champions 2015-16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Mayoral Receptions</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4th April 2016</td>
<td>Outstanding sporting achievements: Gary Sweeney – Boxing Special Olympians Lorraine Hession – Aquatics Ian Staunton – Kayaking Michael Conboy – Bowling</td>
</tr>
<tr>
<td>8th June 2016</td>
<td>Galway Race Committee &amp; Mr. John Moloney; for the contribution to the economic, sporting and social fabric of Galway City</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Courtesy Visits</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>25th April 2016</td>
<td>Charges d’Affaires of Georgia, Mr. George Zurabashvili</td>
</tr>
<tr>
<td>25th May 2016</td>
<td>H.E. Mr. José María Rodríguez-Coso, Ambassador to Spain &amp; Mr. Angel Carrascal, Counsellor and Consul of the Spanish Embassy</td>
</tr>
<tr>
<td>19th July 2016</td>
<td>H.E. Dr. Yue Xiaoyong, Chinese Ambassador</td>
</tr>
<tr>
<td>16th September 2016</td>
<td>H.E. Miguel Malfalvón, Mexican Ambassador</td>
</tr>
<tr>
<td>17th October 2016</td>
<td>H.E. Dr. Thomas Nader, Austrian Ambassador &amp; Austrian Commercial Counsellor, Mr. Wilhelm Nest</td>
</tr>
<tr>
<td>19th October 2016</td>
<td>Georgian Officials</td>
</tr>
<tr>
<td>27th October 2016</td>
<td>H.E. Kang-il Hu, Korean Ambassador &amp; Mr. Jin Weon Chae, Korean Counsellor &amp; 3rd Secretary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Other Visits to City Hall</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>29th May 2016</td>
<td>Catholic Memorial School, Boston; as part of an Irish language and cultural programme</td>
</tr>
<tr>
<td>2nd August 2016</td>
<td>The Colorado Rapids on their visit to the Galway Cup, an underage soccer tournament</td>
</tr>
<tr>
<td>2nd August 2016</td>
<td>Delegation from China: Travel World (Beijing) Travel Co. Mr. Gao Feng, Mrs. Han Jung Fang &amp; Mr. Dong Cheng</td>
</tr>
<tr>
<td>26th September 2016</td>
<td>Delegation from Lithuania</td>
</tr>
<tr>
<td>9th December 2016</td>
<td>Huzhou Delegation</td>
</tr>
</tbody>
</table>
Customer Service

Customer Service Centre
Since the establishment of the Customer Service Centre in 2009 it has been responsible for the following:

- The Customer Service Desk which is located in the reception area of City Hall
- The Call Centre which manages all calls received on the Galway City Council main telephone number from 9am to 5pm, Monday to Friday
- During February 2016, the Call Centre transferred to the Cash Office and is now also responsible for the services previously provided by the Cash Office.
- Further amalgamation of public counter services took place in early 2016, with the transfer of counters services from Environment, Parks & Recreation and Community & Culture counters to the Customer Service Desk.

This has contributed greatly towards providing a one-stop shop approach to service delivery for customers coming to Galway City Council.

The Customer Service Centre provided support for the following services in 2016:

- **Transport & Parking:** Pay & Display, Parking Permits, Parking Fine Queries/Payments
- **Environment:** Household Bulky Goods Collection Service, Recycling, Casual Trading Licence Queries, Spring Clean Initiative
- **Recreation and Amenity:** Parks, Grass Cutting/Trees Queries, and Changing Room Facilities
- **Community & Culture:** Mayor's Awards Applications, Arts Grant’s Applications
- **Irish Water Transition:** Water Outages, Water & Waste Water Issues
- **Corporate Services:** Register of Electors Queries, general assistance for customer and visitors to City Hall.

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 Galway City Council-related services. The top 5 queries supported at the Customer Service Desk in 2016 related to the following:

1. Resident's Parking Permits
2. Fixed Charge Notices (Parking Fines)
3. Visitor's Parking Permits
4. Bulky Goods Collection Service
5. Carer's Parking Permits.

Call Centre
With the exception of the Housing and Planning Sections, the Customer Service Call Centre supports all other telephone calls received on the main telephone number for Galway City Council between the hours of 9am and 5pm, Monday to Friday.

In 2016, the Call Centre received **46,032** telephone calls.
Of the 46,032 calls received by the Customer Service Centre in 2016:

- The average speed to answer was **11 seconds**
- The average telephone call handling time was **1 minute 27 seconds**
- The average caller abandon rate was **3.7%**.

The top 5 queries received by the Customer Service Call Centre (by telephone) in 2016 related to the following:
1. Fixed Charge Notices (Parking Fines)
2. Pay & Display Parking
3. Bulky Goods Collection Service
4. Residents Parking Permits
5. Illegal Dumping.

**Cash Office**

During February 2016, the Call Centre transferred to the Cash Office and is now also responsible for the services previously provided by the Cash Office. The following payments can be processed at the Cash Desk from 9am to 4pm daily and over the phone from 9am to 5pm daily:
1. Fixed Charge Notices (Parking Fines)
2. Housing Rents and Loans
3. Commercial Rates
4. Household Bulky Goods Orders
5. Resident/Visitor/Carer Parking Permits.

**Health and Safety**

Galway City Council continues to be committed to safeguarding, insofar as is reasonably practicable, the safety, health and welfare of its employees, together with that of any persons potentially affected by council activities. In line with this commitment, and in compliance with the requirements of the Safety, Health & Welfare at Work Act 2005, Galway City Council maintains a Safety Management System. The Health and Safety Officer at Galway City Council promotes a culture to protect the Safety, Health and Welfare of all employees.

The activities carried out by Galway City Council in 2016 under the particular requirements of the Safety Management System are set out hereunder:

- Further development and monitoring of the formalised Safety Management System
- Identifying situations where accidents and ill-health are likely to occur and the controls that are required to prevent occurrence
- Revision and development of Parent H&S policies and Safety Statement
- Revision and development of the Ancillary Safety Statements at each section of the Councils operations, when there is a significant change to the matters to which they refer.
- Risk assessments were reviewed as appropriate and used to manage the
implementation of additional control measures.

- Emergency plans were reviewed & updated where potential for emergency was identified during the course of risk assessments referred to above, e.g., the provision of first aid, fire wardens etc.
- Continued to consult regularly with all employees and Safety Representatives through the network of Safety Consultation Committee meetings on a monthly basis on issues of concern to employees.
- Safety representative elections were facilitated where necessary.
- Management addressed issues raised by safety representatives having regard to the requirements of legislation.
- Jointly with the awarding section; Competency Assessments were completed on designers and contractors in order to meet our legal requirements under the Safety, Health and Welfare at Work (Construction) Regulations 2013.
- Continued implementation of the Policy and Procedure for the Management of Work Related Vehicle Safety, to include driver training and use of the drivers’ daily checklist book.
- Further development of the Policy and Procedure for the Management of Foreseeable Emergency Call-outs, to include Risk Assessments and Method Statements for each foreseeable event.
- Delivery of the Occupational Health and Welfare Program including VDU Assessments, Pregnant Employee Risk Assessments.
- Safety critical systems at City Hall, such as First Aid provisions and Fire Detection & Alarm systems and responses checked to be in order at frequent intervals.
- Report and investigate where accidents/incidents/ill-health have occurred or are likely to occur so as to prevent occurrence or recurrence
- Continued use of inspection/auditing to ensure that arrangements to prevent accidents and ill-health are implemented and effective.
- Continued co-operation with external parties such as the HAS.
- A total of 173 Safety Inspections were carried out at frequent intervals to promote Health and Safety in the organisation by the Chief Executive, Directors of Services, Line Managers, Supervisors and the Health and Safety Officer, These inspections were used to monitor progress in implementing the procedures and protocols of Galway City Council and to identify areas requiring further work.
- The Safety Monitoring Committee held bi-monthly meetings to ensure inclusion, feedback and thorough understanding of safety within the organisation for management, staff and safety representatives.
- Non-compliances identified during the course of inspections were actioned by management.
- Review and continued update of the Health & Safety Risk Register.
Health and Safety Training

Galway City Council recognises that one of its most valuable assets is our staff and we continue to support their training and development needs. Health and Safety training formed a considerable part of the 2016 training plan.

62,418 training days were provided to Galway City Council staff members in 2016. The Health and Safety Officer delivered the Health and Safety Training program for 2016, covering broad areas such as Safe Pass, Abrasive Wheels training, Manual Handling; Commercial Vehicle Roadworthiness Training, Fire Safety/Use of Fire Extinguishing Equipment, Annual Staff Safety Briefings, Toolbox Talks, and CSCS Signing, Lighting & Guarding, etc. Examples of the training provided are outlined below:

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course Duration (Days)</th>
<th>No. of Employees Trained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Pass</td>
<td>1</td>
<td>34</td>
</tr>
<tr>
<td>Project Supervisor Construction Stage</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>CSCS – Locating Underground Services</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>Abrasive Wheels &amp; Consaw</td>
<td>1</td>
<td>34</td>
</tr>
<tr>
<td>Manual Handling (Outdoor)</td>
<td>.5</td>
<td>170</td>
</tr>
<tr>
<td>Manual Handling (Indoor)</td>
<td>.5</td>
<td>60</td>
</tr>
<tr>
<td>Dealing with Violence &amp; Aggression</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Toolbox</td>
<td>.5</td>
<td>96</td>
</tr>
<tr>
<td>IOSH Supervising Safely in Construction</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Driver CPC Module 1</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>Driver CPC Module 2</td>
<td>1</td>
<td>17</td>
</tr>
<tr>
<td>Driver CPC Module 3</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Driver CPC Module 4</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Driver CPC Module 5</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>Safety Induction – Indoor</td>
<td>.5</td>
<td>18</td>
</tr>
<tr>
<td>Safety Induction – Outdoor</td>
<td>.5</td>
<td>24</td>
</tr>
<tr>
<td>Trench Support Advanced</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>IOSH Managing Safely in Construction</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Occupational First Aid</td>
<td>3</td>
<td>27</td>
</tr>
<tr>
<td>CSCS Location Underground Services</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>Course</td>
<td>(Number of Participants)</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>--------------------------</td>
<td></td>
</tr>
<tr>
<td>Evacuation Chair Training</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>CSCS Telescopic Handler Training</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>School Warden Training</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Ride on Roller (Assessment)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Commercial Vehicle Road Worthiness Training</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Fire Safety/Use of Fire Extinguisher Training</td>
<td>0.5</td>
<td></td>
</tr>
<tr>
<td>Annual Health &amp; Safety Briefing 2016</td>
<td>0.5</td>
<td></td>
</tr>
<tr>
<td>Temp Traffic Management Design Level 1-4</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>SLG at Roadwork’s – Update</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Safety Rep Training</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>MEWP &amp; WAH Harness Training</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>CSCS Mini Digger</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>CSCS Signing Lighting &amp; Guarding at Roadworks</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>CSCS 180 Degree Excavator</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>MEWP – Mobile Elevated Work Platform</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>


Facilities

Facilities Management
The Facilities section carries out all required maintenance, upgrading and development works at City Hall and the outdoor staff depot at Sandy Road. The section also provides assistance to other facilities in the City such as the Museum and Council-owned commercial units.

Facilities Area Works 2016
- Internal painting to all common areas in the City Hall building was carried out. These areas had not been painted for approximately 15 years.
- Recarpeting of all common areas in the City Hall building was carried out. Existing carpet had become badly worn in many areas of the building as the carpet in place had been there since the opening of the building.
- Upgrade works to the CCTV system in the City Hall building were carried out and were substantially completed. The system in place was outdated and the support systems are no longer available for it. The revised system allows for much better quality image collection and also storage of data is centralised via the ICT dept.
- Panic alarm systems in the Housing, Planning and Customer Service sections were upgraded to improve staff safety in these areas.
- Repair works to the roof area at the Sandy Road Depot were carried out.

In addition to the works outlined, the Facilities section is responsible for the maintenance of all systems in both the Sandy Road Depot and the City Hall site. These systems include intruder alarms, fire alarms, heating, ventilation, air conditioning units, canteen equipment, emergency lighting, task lighting, office space provision, and all mechanical and electrical installations.
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 2016

<table>
<thead>
<tr>
<th>Grade/Position</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive</td>
<td>1</td>
</tr>
<tr>
<td>Director of Services</td>
<td>1</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>14</td>
</tr>
<tr>
<td>Senior Staff Officer</td>
<td>10</td>
</tr>
<tr>
<td>Staff Officer</td>
<td>23</td>
</tr>
<tr>
<td>Irish Officer</td>
<td>1</td>
</tr>
<tr>
<td>Assistant Staff Officer</td>
<td>20</td>
</tr>
<tr>
<td>Clerical Officers</td>
<td>59</td>
</tr>
<tr>
<td>Senior Engineer/Planner</td>
<td>4</td>
</tr>
<tr>
<td>Senior Executive Engineer/Planner/Parks Superintendent/Architect</td>
<td>5</td>
</tr>
<tr>
<td>Executive Engineer/Planner/Architect</td>
<td>19</td>
</tr>
<tr>
<td>Assistant Engineer/Planner</td>
<td>8</td>
</tr>
<tr>
<td>Senior Executive Technician</td>
<td>2</td>
</tr>
<tr>
<td>Executive Technician</td>
<td>7</td>
</tr>
<tr>
<td>Technician Grade I</td>
<td>5</td>
</tr>
<tr>
<td>Technician Grade II</td>
<td>0</td>
</tr>
<tr>
<td>Clerk of Works</td>
<td>3</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>0</td>
</tr>
<tr>
<td>Social Worker</td>
<td>2</td>
</tr>
<tr>
<td>Housing Estate Liaison Officer</td>
<td>3</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>
<tr>
<td>Other Posts</td>
<td></td>
</tr>
<tr>
<td>Workplace Partnership Facilitator</td>
<td>1</td>
</tr>
<tr>
<td>Local Sports Partnership Co-Coordinator</td>
<td>1</td>
</tr>
<tr>
<td>Position</td>
<td>Quantity</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>I.S. Analyst Developer</td>
<td>2</td>
</tr>
<tr>
<td>I.S. Technical Officer</td>
<td>1</td>
</tr>
<tr>
<td>Graduate Technical Support</td>
<td>1</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>Director Town Hall Theatre</td>
<td>1</td>
</tr>
<tr>
<td>Director Galway City Museum</td>
<td>1</td>
</tr>
<tr>
<td>Museum Education Outreach Officer</td>
<td>1</td>
</tr>
<tr>
<td>Museum Marketing, Communications &amp; Accounts Officer</td>
<td>1</td>
</tr>
<tr>
<td>Museum Education &amp; Exhibition Assistant</td>
<td>1</td>
</tr>
<tr>
<td>Environment Enforcement Officer</td>
<td>1</td>
</tr>
<tr>
<td>Documentation Officer</td>
<td>1</td>
</tr>
<tr>
<td><strong>Grade</strong></td>
<td></td>
</tr>
<tr>
<td>Store Keeper</td>
<td>1</td>
</tr>
<tr>
<td>Craft Foreman</td>
<td>6</td>
</tr>
<tr>
<td>Craft Chargehand</td>
<td>2</td>
</tr>
<tr>
<td>Craftsmen</td>
<td>31</td>
</tr>
<tr>
<td>Waterworks Caretakers</td>
<td>5</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>3</td>
</tr>
<tr>
<td>Ganger</td>
<td>10</td>
</tr>
<tr>
<td>Driver/Plant Operator A</td>
<td>7</td>
</tr>
<tr>
<td>Driver/Plant Operator B</td>
<td>8</td>
</tr>
<tr>
<td>Light Equipment Operator Cat 2</td>
<td>9</td>
</tr>
<tr>
<td>Labourer/GO Cat 1</td>
<td>27</td>
</tr>
<tr>
<td>GO Cat 3</td>
<td>57</td>
</tr>
<tr>
<td>Cemeteries Supervisor</td>
<td>1</td>
</tr>
<tr>
<td>School Wardens</td>
<td>23</td>
</tr>
<tr>
<td>Town Hall Theatre Staff</td>
<td>19</td>
</tr>
<tr>
<td>Community Warden Supervisor</td>
<td>1</td>
</tr>
<tr>
<td>Community Warden Assistant Supervisor</td>
<td>0</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 2016 stands at 448. This represents a whole time equivalent of 421.41. This figure includes permanent staff and contract staff of both a full-time and part-time nature.

The recent census recorded a 5% growth in the city’s population, which now stands at just under 80,000. The commuting population means that, for significant portions of the week, this figure increases to over 110,000 people availing of local authority services in Galway City. The City is a vibrant and attractive destination and requires management on a 7-day week basis. Galway City Council provides a wide range of diverse services to our citizens and visitors alike.

The Council’s workforce is 100 people less than it was in 2008, which is an 18% reduction. Recruitment in 2016 has made some inroads into this deficit e.g., a number of key vacancies within the Organisation have been filled.

The Government’s general moratorium on recruitment remains in place. However, notwithstanding the moratorium, additional staff can only be recruited where there is budgetary provision to meet employment costs. Additional staff can only be recruited where there is derogation from the recruitment moratorium and where there is funding available to meet the labour costs.

In February 2016, Galway City Council received Delegated Sanction from the Department of Environment, Community & Local Government for grades up to and including Administrative Officer and analogous grades. The Council can now recruit for those relevant grades without requiring individual sanction from Local Government Personnel, providing the Council has adequate budgetary provision. All grades above this level still require individual sanction approval.

In 2016, the Council commenced the process of the regularisation of long-term acting positions and the filling of vacant posts and in this regard, a total of 25 competitions were held in 2016.

**Retirements 2016**
The following staff retired from their respective posts with Galway City Council in the year 2016:

- Frank Snowden (Senior Executive Engineer, Transportation)
- Martin Flaherty (General Operative, Transportation)
- Patrick Clarke (General Operative, Recreation & Amenity)
- Ray Brennan (Acting Senior Engineer, Water Services)
- John Fahy (Traffic Warden)
- Patrick O’Connor (Craft Foreman, Water Services)
- Michael Coffey (Care Taker, Recreation & Amenity)
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.

**Protected Disclosures 2016**

As required under Section 22 of the Protected Disclosures Act 2014, Galway City Council wishes to provide its Annual Report relating to Protected Disclosures. Galway City Council confirms that the number of Protected Disclosures received by Galway City Council since the commencement of the Protected Disclosures Act in 2014 is 0. Consequently, no action was required to be taken by Galway City Council in relation to Protected Disclosures in 2016.
Internal Audit
Internal Audit is responsible for providing assurance to the Audit Committee, Chief Executive and Senior Management Team, on the adequacy and effectiveness of Galway City Council’s internal control systems. Internal Audit critically, independently and objectively reviews the adequacy of the recorded Procedures, and working Operations used throughout all Galway City Council Directorates. Internal Audit verifies compliance with statutory regulations, and confirms the integrity of management information used for decision-making, along with assessing the safeguarding of assets.

Internal Audit operates under the adopted Internal Audit Charter. This ensures that the functions discharged comply with the Principles and Standards as set by the Chartered Institute of Internal Auditors – UK and Ireland.

Internal Audit liaises with the Audit Committee regarding areas of concern; and assists External Auditors, including the Local Government Audit Service, or other Government departments on request.

Audit Committee
The Audit Committee acts in an advisory role to Galway City Council and can make recommendations as appropriate to the Authority in respect of the following functions:
- Financial and budgetary reporting and practices within the Council
- Development of the best practices in the Council’s Internal Audit function
- Review of any Auditor reports and management actions in response thereto
- Evaluation and promotion of Council performance in relation to efficiency and value-for-money
- Review of the Council’s Risk Management System.

During 2016, the Committee members considered numerous matters, including the following:
- Audit Committee Charter
- The Annual Financial Statement (AFS) 2015
- Public Spending Code and Report 2015
- Internal Audit Annual Report 2015
- Internal Audit Annual Work Programme 2016
- Leisureland Financial Statements
- Current Procurement procedures and governance
- Property Interest Register
- National Oversight and Audit Commission Reports (NOAC)
- Ongoing progress with the implementation of Internal Audit Recommendations
Information Communication Technology

Service Objective
To the technologies and systems to Galway City Council staff which enable them to deliver high quality services to the public.

The ICT Section provides and supports ICT infrastructure, communications technology, web services, the Galway City Council website, geographic information systems and business applications.

Key ICT achievements in 2016

- Provided high level network access, ICT services, resources and support to all Galway City Council staff to facilitate them in completing their daily duties and enabled them to provide required information to customers.
- Resolved over 3600 user support calls. 50% of calls logged were resolved on the same day and 70% within two days.
- Continued a review of internal ICT policies and procedures to ensure highest standards of governance for both ICT staff and end users.
- Provided a series of Data Protection and cyber security workshops for staff, to promote awareness of responsibilities and risks in both of these areas.
- Continued to develop and improve ICT infrastructure by upgrading servers, switches and increasing capacity.
- Consolidated and upgraded the virtualisation software to allow implementation of latest server environments.
- Implemented a highly resilient file server to increase storage capacity and to improve file sharing facilities for all departments.
- Continued improvements to the server room physical environment by upgrading the network core and completing a major cabling project.
- Completed a major PC replacement project to provide a uniform, standard specification Windows 7 PC to all users.
- Provided a standard Microsoft office productivity suite to all users to improve user experience, productivity, interagency communications and reduce interoperability issues with outside agencies.
- Upgraded the ICT facilities and installed Wi-Fi in the Training Room to improve facilities available to staff and partner agencies such as the Local Enterprise Office.
- Completed a business process review to procure a new document scanning service and associated software to ensure business continuity for access to planning documents online.
- Improved process automation for the Housing Section’s annual review of Housing Needs.
• Completed a pilot project in conjunction with Corporate Services FoI team to track and monitor FOI requests using Microsoft Dynamics CRM, with a view to CRM implementation as a standard platform across the organisation.
• Continued to improve customer engagement with over 800,000 hits on www.galwaycity.ie.
• Redesigned the intranet–based staff portal to include a document repository, graphical service indicators, messageboards and aggregated meeting-room calendars from MS Exchange.
• Participated in national data sharing initiatives such as MyPlan online planning and OPW centralised property management.
• Assisted in spatial data analysis and production of maps for the Galway City Development Plan 2017-2023.
• Provided training for 150 staff in the use of Galway City Council’s corporate GIS/mapping system.
• Provided a story map and web content as part of a project for the Galway City 1916-2016 Centenary Programme.
Workplace Partnership

Workplace Partnership Committee

Workplace Partnership Committee members:

Management nominees
Helena Martyn, Joint chair
Frank Clancy
Thomas Connell
AnnMarie McDonnell

Union Nominees
Alan Daly, SIPTU, Joint chair
Anthony Collins, UCATT (Craft Group of Unions)
Daithi Flood, SIPTU/LAPO
Laura Sharkey & Michael O'Neill, IMPACT

Union substitutes: Frank Daly, SIPTU,
Declan Keane, UNITE (Craft Group of Unions) and Jim Molloy, SIPTU/LAPO.

The committee met on three occasions during 2016 and continues to support the annual Partnership projects. The items discussed by the committee include issues which were forwarded for debate by staff and management.

Retirement/Service Awards 2016

The 2016 Retirement/Service Awards took place on Friday 8th July 2016 in Solar Café, City Hall. Existing staff members took the opportunity to support the event and bid farewell to former colleagues and to also congratulate those who had reached the wonderful milestone of 20 years service with Galway City Council. His Worship the Mayor, Councillor Noel Larkin, and Chief Executive, Brendan McGrath made the presentations to those on the honours list at the function. The 7 retirees being honoured on the night accumulated 175 years service. Presentations were also made at the function to 8 staff members who had attained 20 years service with Galway City Council.

Retirees on the Honours list

- Martin Flaherty Roads
- Pat Clarke Parks
- Felix Murray Waterworks
- Frank Snowden Planning & Transportation
- Mary Clarke ICT (retired in 2015)
- Noreen O'Dowd Planning (retired in 2015).
- Marion Hardiman Finance

(L-R) Seated: His Worship The Mayor Councillor Noel Larkin, Noreen O'Dowd,
Mary Clarke & Frank Snowden. Standing: CE Brendan McGrath, Martin Flaherty,
Pat Clarke & Felix Murray.
Service Award Recipients for 2016
- Brian Murphy  
  Parks
- Geraldine Reilly  
  Customer Services
- Marie Folan  
  Town Hall Theatre
- Jarlath Moloney  
  Planning
- Lisa Morgan  
  ICT
- Carol Heneghan  
  Transportation & Infrastructure
- John Corcoran  
  Housing
- Jean Kennedy  
  Transportation & Infrastructure.

Galway Corporation 1976 GAA Interfirm Football Team 40th Reunion
A unique event was also held at the Retirement/Service Awards function this year when the members of the victorious Galway Corporation GAA Inter Firm Football Team were invited to a 40th reunion. This team won the 1976 Div. IV SPS Shield by defeating Crown Control in the final at Pearse Stadium. 15 members of the team turned up for the reunion and a good time was had by all at the event. It was a lovely occasion where former team mates shared and exchanged memories of that famous evening in July 1976.

Annual Pensioners Christmas Mass and Get Together
The Pensioners Christmas Mass and get together, our 15th, was held on Saturday 3rd December 2016 with over 100 guests attending. The occasion commenced with Fr. Pat Whelan PP, St. Patrick's Parish, celebrating Mass. As is the tradition, a lighted candle was brought to the Altar in memory of our former colleagues who deceased over the past 12 months. Remembered this year were Peter Keavney, serving staff member who tragically passed away in October, Brigid Gilmore, widow of John Gilmore, retired driver and Joe Costello, retired housing operative. Also remembered at the Mass was our Galway County Council colleague Liam Gavin, who passed away in late November 2016. His Worship the Mayor, Councillor Noel Larkin, and Chief Executive, Brendan McGrath participated in the readings at the Mass and also addressed the guests at the meal.
In the region of 20 staff members turned up as volunteers at various times of the day, arranging the seating in the Housing & Planning lobby, decorating the Christmas tree, greeting and welcoming our guests and serving the meals along with singing the hymns at the Mass. The volunteers did a magnificent job and the efforts and goodwill is greatly appreciated and makes the day the huge success. Lydon House, City Hall caterers provided the guests with a wonderful meal and this was duly acknowledged by the Mayor, Chief Executive and all in attendance.

Influenza Vaccination Project 2016
98 staff members availed of the free influenza vaccination which this year was provided by a local pharmacy via a voucher system. The numbers availing of the free inoculation is well up on previous years and is proving hugely popular with staff and councillors.

Staff Christmas Breakfast
The Workplace Partnership Committee sponsored a breakfast for all staff members on Wednesday 14\textsuperscript{th} December 2016. This breakfast event was being held for the 5\textsuperscript{th} time. The breakfast is very popular and indeed highly successful with approximately 250 staff members attending. The venue for the breakfast was the Solar Café in City Hall. Chief Executive, Brendan McGrath availed of the opportunity to meet with staff at the breakfast and used the occasion to extend seasonal greetings to all work colleagues and their families.

National Review of Workplace Partnership
LANPAG set up a National Working Group in early 2016 to carry out a review of Workplace Partnership. Membership of the Working Group was made up of two representatives from each of the 3 regions. Representing the eastern region were Josephine Kavanagh (Laois) and Olive Falsey (Meath). The south was represented by Garry Geaney (Cork County) and Noreen Mulcahy (Cork City). Representing the Border Midland West were John McHale (Mayo) and Brendan Fox (Galway City). The purpose of the Workplace Partnership Review was to determine the benefits and the future direction of the process, vis-à-vis information & consultation legislation. The current industrial relations atmosphere in the public service was paramount in discussions throughout the review compilation. The working group met on 6 occasions during the year and as part of the information gathering process, communicated with Facilitators, Workplace Partnership Committees, along with union and management representatives. Opinions on the work in hand were sought on a regional basis and then submitted to the national group for consideration. A draft of the review was submitted to the Joint Chairs of LANPAG in October 2016. It is expected that the final review document will be completed for general circulation in spring 2017. The continued support received from the Local Authority National Partnership Advisory Group, LANPAG, is again acknowledged and greatly appreciated.
Finance

Service Objective
To maximise resources available for infrastructure and service provision and ensure the efficient and effective use of these resources by having modern financial management systems in place.

Annual Financial Statement for the Year ended 31st December 2016

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 Accounting Code of Practice and Regulations was revised by the Department of Housing, Planning, Community & Local Government in January 2017 and reflects, where appropriate, the provisions of Financial Reporting Standard (FRS) 102.

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, NPPR income. 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.

Fixed Assets are included under the headings of Local Authority Housing, Roads & Infrastructure, Buildings, Land, Equipment, Plant & Machinery and Heritage at a total value of €1,117 million. The value of fixed assets has increased by €78.4m since 2015, primarily as a result of the addition of kilometres of road and the acquisition of housing units.

Review of Financial Performance & Explanation of Significant Variances
The continuation of the up-turn in the economy in 2016 resulted in increased income collection and consequent reductions in the amount of outstanding debt. The steadfast efforts of the team in the Debt Management Unit are reflected in the increased collection percentage for commercial rates and housing loans in 2016. The provision for doubtful debts for commercial rates was reduced in 2016 to reflect the decreasing amount of outstanding debt. The collection percentage for rents decreased in 2016 as a consequence of the significant adjustment to accounts arising from the rent review and consequently the provision for doubtful debts for this category of income was increased.
The Income and Expenditure account generated a surplus on of €562,627 for 2016. This surplus arose as a result of increases in some income sources and actual expenditure lower than budgeted. Increased income was generated from a number of sources including the housing rent review, road opening licences, income from parking, rental income, planning fees, fee for taking in charge, NPPR and the property entry levy charge. Expenditure savings were achieved across a number of budgets including payroll, provision for uncollectible rates, operation/subvention of the community centres, public lighting, loan charges and the subvention of the Leisureland facility.

However, budgeted expenditure was exceeded in other areas including maintenance of traveller accommodation and dealing with unauthorized encampments, street cleaning, Ireland 2016 events, the operation of the Museum and Town Hall Theatre facilities, mayoral transport, maintenance of roundabouts and the provision of arts grants. Income budgeted in 2016 for the subvention of the running costs of the recycling facility, the WEEE subvention and the lease of the composting facility, was not realised.

Galway City Council was allocated funding from Local Property Tax Receipts for 2016 in the amount of €6.4 million, with €3.3 million allocated to general revenue expenditure and the balance of €3.1 million ring fenced for housing provision and services. The non-principal private residence (NPPR) charge was abolished in 2013. However, the City Council received income of €968,907 from collection of outstanding liabilities in 2016.

Review of year-end financial position and overview of financial standing
The Income and Expenditure statement at 31\textsuperscript{st} December 2016 shows total income of €81,025,617 and total expenditure (including net transfers to reserves) of €80,462,990. This gives rise to a net surplus of €562,627 having accounted for net transfers to reserves of €8,856,918. The cumulative credit revenue balance at the year-end is €933,557 compared to a balance of €370,930 at 31\textsuperscript{st} December 2015, thereby further strengthening the financial position of the City Council.

Increased debt collection and favourable outturns when compared to budget across a number of income and expenditure headings in 2016, facilitated the provision of reserves for much needed infrastructure including, the upgrade of the city centre pedestrian area, the provision of a new burial ground, the upgrade of equipment in the Museum and Town Hall Theatre and the creation of a capital replacement fund. A reserve has also been created for future gratuity and pension liabilities.

Capital Account & Capital Debt
Capital expenditure in 2016 amounted to €8 million, while capital income amounted to €11.3 million. The net income and transfers to reserves resulted in a cumulative surplus of €13.9 million. This surplus has increased by €10.8 million from 2015 and reflects
the creation of reserves for future capital projects and pension liabilities. The adverse capital balances have been largely eliminated as a result of the facilitation by the Department of Housing, Planning, Community and Local Government, of the transfer of the specific revenue reserve to write-down historical capital balances. These balances have also been part-funded from development contributions.

Expenditure in the 2016 capital account was incurred on the acquisition and refurbishment of housing stock, the advancement of funding to Voluntary Housing Bodies, the European Capital of Culture project, Housing Grants, completion of Lough Atalia Bridge Works, the acquisition of land, the refurbishment of assets and the enhancement of sporting facilities.

The balance due by the City Council on long-term loans at 31/12/2016 is €70.5 million, compared to €73.8 million at 31/12/2015. The reduction has resulted from the early redemption of loans and the repayment of mortgage and non-mortgage loans.
# Statement of Financial Position (Balance Sheet) at 31st December 2016

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</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>586,977,201</td>
<td>585,831,098</td>
</tr>
<tr>
<td>Infrastructural</td>
<td>497,968,553</td>
<td>420,587,479</td>
</tr>
<tr>
<td>Community</td>
<td>599,707</td>
<td>599,707</td>
</tr>
<tr>
<td>Non-Operational</td>
<td>32,131,804</td>
<td>32,222,191</td>
</tr>
<tr>
<td></td>
<td>1,117,677,265</td>
<td>1,039,240,474</td>
</tr>
<tr>
<td><strong>Work in Progress and Preliminary Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10,256,269</td>
<td>59,496,496</td>
</tr>
<tr>
<td><strong>Long Term Debtors</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30,505,497</td>
<td>34,562,007</td>
</tr>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stocks</td>
<td>389,932</td>
<td>393,820</td>
</tr>
<tr>
<td>Trade Debtors &amp; Prepayments</td>
<td>9,002,765</td>
<td>10,645,845</td>
</tr>
<tr>
<td>Bank Investments</td>
<td>16,132,263</td>
<td>3,664,021</td>
</tr>
<tr>
<td>Cash at Bank</td>
<td>104,500</td>
<td>3,599,768</td>
</tr>
<tr>
<td>Cash in Transit</td>
<td>332,453</td>
<td>288,509</td>
</tr>
<tr>
<td></td>
<td>25,961,913</td>
<td>18,591,963</td>
</tr>
<tr>
<td><strong>Current Liabilities (Amounts falling due within one year)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bank Overdraft</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Creditors &amp; Accruals</td>
<td>11,140,561</td>
<td>13,292,717</td>
</tr>
<tr>
<td>Finance Leases</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>11,140,561</td>
<td>13,292,717</td>
</tr>
<tr>
<td><strong>Net Current Assets/(Liabilities)</strong></td>
<td>14,821,352</td>
<td>5,299,246</td>
</tr>
<tr>
<td><strong>Creditors (Amounts falling due after more than one year)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans Payable</td>
<td>68,545,335</td>
<td>71,491,020</td>
</tr>
<tr>
<td>Finance Leases</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Refundable deposits</td>
<td>1,630,582</td>
<td>1,546,048</td>
</tr>
<tr>
<td>Other</td>
<td>2,867,286</td>
<td>4,752,843</td>
</tr>
<tr>
<td></td>
<td>73,043,203</td>
<td>77,789,910</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td>1,100,217,181</td>
<td>1,060,808,313</td>
</tr>
<tr>
<td><strong>Represented by</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capitalisation Account</td>
<td>1,117,677,266</td>
<td>1,039,240,474</td>
</tr>
<tr>
<td>Income WIP</td>
<td>10,137,486</td>
<td>58,534,793</td>
</tr>
<tr>
<td>Specific Revenue Reserve</td>
<td>0</td>
<td>2,331,936</td>
</tr>
<tr>
<td>General Revenue Reserve</td>
<td>933,557</td>
<td>370,930</td>
</tr>
<tr>
<td>Other Balances</td>
<td>(28,531,129)</td>
<td>(39,669,821)</td>
</tr>
<tr>
<td><strong>Total Reserves</strong></td>
<td>1,100,217,181</td>
<td>1,060,808,313</td>
</tr>
</tbody>
</table>
The Income and Expenditure Account Statement brings together all the revenue related income and expenditure. It shows the surplus/ (deficit) for the year. Transfers to/from reserves are shown separately and not allocated by service division. Note 16 allocates transfers by service division in the same format as Table A of the adopted Local Authority budget.

<table>
<thead>
<tr>
<th>Expenditure by Division</th>
<th>2016 Gross Expenditure</th>
<th>2016 Income</th>
<th>2016 Net Expenditure</th>
<th>2015 Net Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; Building</td>
<td>22,336,922</td>
<td>20,339,436</td>
<td>1,997,485</td>
<td>5,654,099</td>
</tr>
<tr>
<td>Roads Transportation &amp; Safety</td>
<td>11,050,398</td>
<td>7,198,294</td>
<td>3,852,103</td>
<td>3,533,998</td>
</tr>
<tr>
<td>Water Services</td>
<td>4,123,790</td>
<td>4,376,149</td>
<td>(252,359)</td>
<td>(500,482)</td>
</tr>
<tr>
<td>Development Management</td>
<td>4,133,271</td>
<td>1,408,567</td>
<td>2,724,704</td>
<td>2,836,793</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>10,121,344</td>
<td>789,138</td>
<td>9,332,206</td>
<td>8,737,623</td>
</tr>
<tr>
<td>Recreation &amp; Amenity</td>
<td>12,661,719</td>
<td>4,212,032</td>
<td>8,449,687</td>
<td>8,768,781</td>
</tr>
<tr>
<td>Agriculture, Education, Health &amp; Welfare</td>
<td>212,255</td>
<td>36,937</td>
<td>175,318</td>
<td>140,442</td>
</tr>
<tr>
<td>Miscellaneous Services</td>
<td>6,966,374</td>
<td>4,543,426</td>
<td>7,702,085</td>
<td></td>
</tr>
<tr>
<td><strong>Total Expenditure/Income</strong></td>
<td><strong>71,606,071</strong></td>
<td><strong>40,783,501</strong></td>
<td><strong>30,822,571</strong></td>
<td><strong>36,873,339</strong></td>
</tr>
<tr>
<td>Net cost of Divisions to be funded from Rates &amp; Local Property Tax</td>
<td></td>
<td></td>
<td>30,822,571</td>
<td>36,873,339</td>
</tr>
<tr>
<td>Rates</td>
<td></td>
<td></td>
<td></td>
<td>36,253,480</td>
</tr>
<tr>
<td>Local Property Tax</td>
<td></td>
<td></td>
<td></td>
<td>3,303,704</td>
</tr>
<tr>
<td>Pension Related Deduction</td>
<td></td>
<td></td>
<td></td>
<td>684,933</td>
</tr>
<tr>
<td>Surplus/(Deficit) for Year before Transfers</td>
<td></td>
<td></td>
<td>9,419,545</td>
<td>2,697,973</td>
</tr>
<tr>
<td>Transfers from/(to) Reserves</td>
<td></td>
<td></td>
<td>(8,856,918)</td>
<td>(2,581,736)</td>
</tr>
<tr>
<td>Overall Surplus/(Deficit) for Year</td>
<td></td>
<td></td>
<td><strong>562,627</strong></td>
<td>116,237</td>
</tr>
<tr>
<td>General Reserve @ 1st January 2016</td>
<td></td>
<td></td>
<td>370,930</td>
<td>254,693</td>
</tr>
<tr>
<td>General Reserve @ 31st December 2016</td>
<td></td>
<td></td>
<td>933,557</td>
<td>370,930</td>
</tr>
</tbody>
</table>
Service Indicators

For 2016, there are 34 local authority performance indicators, as follows:

- Housing (H1 to H6)
- Roads (R1 to R3)
- Water (W1)
- Waste/Environment (E1 to E3)
- Planning (P1 to P5)
- Fire Service (F1 to F3)
- Library/Recreation (L1 and L2)
- Youth/Community (Y1 and Y2)
- Corporate (C1 to C4)
- Finance (M1 and M2)
- Economic Development (J1 to J3)

Each indicator is named to give a general idea of what is being measured. Each indicator is also given a code number as an abbreviation.

### Housing (H1 to H6)

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1</td>
<td>Social Housing Stock</td>
<td>A. 343</td>
</tr>
<tr>
<td></td>
<td>- The overall total number of dwellings provided by the local authority in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>the period 1/1/2016 to 31/12/2016; comprising:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>B. The number of dwellings directly provided, i.e. constructed (B1) 0</td>
<td>B. 0</td>
</tr>
<tr>
<td></td>
<td>or purchased (B2), 2 by the LA in 2016: 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>C. The number of dwellings provided under the Rental Accommodation Scheme</td>
<td>C. -35</td>
</tr>
<tr>
<td></td>
<td>in 2016: -35</td>
<td></td>
</tr>
<tr>
<td></td>
<td>D. The number of dwellings provided under the Housing Assistance Payment</td>
<td>D. 271</td>
</tr>
<tr>
<td></td>
<td>Scheme in 2016 if operated (or else indicate if the scheme is not yet</td>
<td></td>
</tr>
<tr>
<td></td>
<td>being operated in the LA): 271</td>
<td></td>
</tr>
<tr>
<td></td>
<td>E. The number of dwellings provided under the Social Housing Current</td>
<td>E. 105</td>
</tr>
<tr>
<td></td>
<td>Expenditure Programme (SHCEP) (including unsold Affordable Scheme</td>
<td></td>
</tr>
<tr>
<td></td>
<td>dwellings and NAMA sourced properties and the Mortgage to Rent Scheme)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>in 2016: 105</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F. The overall total number of social housing dwellings in the LA at</td>
<td>F. 3,289</td>
</tr>
<tr>
<td></td>
<td>31/12/2016; comprising:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>G. The total number of dwellings directly provided (constructed or</td>
<td>G. 2,309</td>
</tr>
<tr>
<td></td>
<td>purchased) by the LA:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>H. The total number of dwellings provided under the Rental Accommodation</td>
<td>H. 439</td>
</tr>
<tr>
<td></td>
<td>Scheme (RAS): 439</td>
<td></td>
</tr>
<tr>
<td></td>
<td>I. The total number of dwellings provided under the Housing Assistance</td>
<td>I. 271</td>
</tr>
<tr>
<td></td>
<td>Payment Scheme (HAP) if operated (or else indicate if scheme not yet</td>
<td></td>
</tr>
<tr>
<td></td>
<td>being operated in the LA): 271</td>
<td></td>
</tr>
<tr>
<td></td>
<td>J. The total number of dwellings provided under the SHCEP (including</td>
<td>J. 270</td>
</tr>
<tr>
<td></td>
<td>unsold Affordable Scheme dwellings and NAMA sourced properties and the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mortgage to Rent Scheme): 270</td>
<td></td>
</tr>
</tbody>
</table>
K. No. of single rural dwellings that are planned for demolition or sale due to dereliction: **0**

### H2: Housing Vacancies

A. The percentage of the total number of dwellings at H1G that were vacant on 31/12/2016: **1.9%**
   - The number of dwellings within their overall stock that were not tenanted on 31/12/2016: **44**

### H3: Average Re-letting Time and Cost

A. The time taken from the date of vacation of a dwelling to the date in 2016 when a new tenancy had commenced in the dwelling, averaged across all dwellings re-let during 2016: **0.62 wk**
B. The cost expended on getting the dwellings re-tenanted in 2016 ready for re-letting, averaged across all dwellings re-let in 2016: **€18,281.77**
   - The number of dwellings that were re-tenanted on any date in 2016 (but excluding all those that had been vacant due to an estate-wide refurbishment scheme): **74**
   - The number of weeks from when the previous tenant vacated the dwelling (i.e. keys returned or tenant moved out) up to the date of the new tenant's first rent debit, with any partial week decimalised to two decimal places, totalled for all dwellings included above: **45.99 wk**
   - Total expenditure on repairs necessary to enable re-letting of the dwellings included above: **€1,352,851**

### H4: Housing Maintenance Cost

A. Expenditure during 2016 on the repair and maintenance of housing bought or built by the LA compiled on a continuous basis from 1 January 2016 to 31 December 2016, divided by the no. of directly provided dwellings in the LA stock at 31/12/2016, i.e. data at indicator H1G: **€1,603.66**
   - Expenditure on repair and maintenance of LA stock compiled on a continuous basis from 1 January 2016 to 31 December 2016, including planned maintenance expenditure but excluding expenditure under approved major refurbishment schemes (i.e., approved Regeneration Scheme or residual expenditure under the Remedial Works Scheme): **€3,702,851**

### H5: Private rented sector inspections

A. Total number of registered tenancies in the LA area at end June 2016: **13,082**
B. Number of rented dwellings inspected in 2016: **103**
C. Percentage of inspected dwellings in 2016 that were found not to be compliant with the Standards Regulations: **84.46%**
D. Number of non-compliant dwellings that became compliant during 2016: **21**
   - The number of dwellings inspected in 2016 that were found not to be compliant with the Housing (Standards for Rented Houses) Regulations: **87**
H6: Long-term Homeless Adults
A. Number of adult individuals in emergency accommodation that are long-term (i.e. 6 months or more within the previous year) homeless as a % of the total number of homeless adult individuals in emergency accommodation at the end of 2016: 26.92%

– The number of adult individuals classified as homeless and in emergency accommodation on the night of 31 December 2016 as recorded on the PASS system: 104

– The number out of those individuals who, on 31/12/2016, had been in emergency accommodation for 6 months continuously, or for 6 months cumulatively within the previous 12 months: 28

Roads (R1 to R3)
R1: Ratings in Pavement Surface Condition Index (PSCI)
A. The % of (a) Regional roads: 96%, (b) Local Primary roads: 98%, (c) Local Secondary roads: 94%, and (d) Local Tertiary roads 92%, that have ever received a PSCI condition rating

B. The % of total regional roads that received a PSCI condition rating during 2016: 16% (the % lengths that were surveyed in 2016 is between 0% and 25%. The lengths surveyed in 2016 do not meet with the requirements of Circular RW21/2014 but this is because extensive surveys were completed in late 2015 and therefore did not require resurveying in 2016), and

C. The % of total (a) Regional, (b) Local Primary, (c) Local Secondary and (d) Local Tertiary road kilometres represented by the numbers of kilometres at 31/12/2016 rated in each of the following 4 groupings of the 10 PSCI rating categories; 1-4, 5-6, 7-8 and 9-10 for each road type.

<table>
<thead>
<tr>
<th>Ratings by Road Category</th>
<th>PSCI RATING</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 – 4</td>
</tr>
<tr>
<td>Regional</td>
<td>0%</td>
</tr>
<tr>
<td>Local Primary</td>
<td>0%</td>
</tr>
<tr>
<td>Local Secondary</td>
<td>0%</td>
</tr>
<tr>
<td>Local Tertiary</td>
<td>0%</td>
</tr>
</tbody>
</table>

R2: Regional road grants works
A. Kilometres of regional road strengthened during 2016 using Road Improvement (RI) grants: 1.30km and the RI grant amount relating to that work: €333,604.00

B. Kilometres of regional road resealed during 2016 using Road Maintenance (RM) grants: 0.00km and the RM grant amount relating to that work: €0

C. Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened during 2016 using Road Improvement (RI) grants: 5.60km and the RI grant amount relating to that work: €563,039.00
D. Kilometres of local road resealed during 2016 using Road Maintenance (RM) grants: **0.00km** and the RM grant amount relating to that work: **€0**

**R3: % of motor tax transactions conducted online**

A. The percentage of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued) in 2016: **As the data for R3 supplied by the DTTAS for Galway City is included under Galway County, this will be noted as N/A in the published report for Galway City.**

---

**Water (W1)**

**W1: % Drinking water in private schemes in compliance with statutory requirements**

This service indicator does not apply to Galway City Council as there are no privately sourced drinking water supplies in the City functional area. This indicator would normally apply to privately sourced group water schemes. There are private commercial supplies in Galway City, but the drinking water for food preparation is taken from the public supply in all cases thus far.

---

**Waste/Environment (E1 to E5)**

**E1: No./% of Households availing of a 3 bin service**

A. The number of households, based on the 2016 Census, who are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2016: **22,266**

B. The % of households within the local authority (also as per the 2016 Census) that the number at A represents: **77.24%**

**E2: % of environmental pollution complaints closed**

A. The total no. of pollution cases in respect of which a complaint was made during 2016: **1,583** the number of pollution cases closed from 1/12/2016 to 31/12/2016: **1,529** and the total no. of cases on hands at 31/12/2016: **99**

– Total number of pollution cases of all types (e.g. litter/air/noise/water/waste pollution) in respect of which a complaint was made through any medium and whether instigated by the public or by the LA itself from 1/1/2016 to 31/12/2016: **1,583**

– Total number of pollution cases of all types on which either a decision was taken that no investigation was warranted or an investigation was finalised (whether through prosecution or otherwise) during 2016 (regardless of when the case commenced): **1,529**

– Total number of pollution cases of all types that arose in 2016 that were not finalised at 31/12/2016: **99**
E3: % of LA area within the 5 levels of litter pollution
A. The % of the area within the LA that when surveyed in 2016 was 1) unpolluted or litter free, 2) slightly polluted, 3) moderately polluted, 4) significantly polluted, or 5) grossly polluted: This data will be supplied by Tobin Consulting Engineers.

Planning (P1 to P5)

P1: New Buildings Inspected
A. Buildings Inspected as a percentage of new buildings notified to the local authority: 13.60%
   – Total number of new buildings notified to the local authority i.e. buildings where a valid Commencement Notice was served in the period 1/1/2016 to 31/12/2016 by a builder or developer on the local authority, in accordance with section 6(2)(k) of the Building Control Act 1990 and Part II of the Building Control Regulations 1997 (S.I. No. 496 of 1997) as amended by the Building Control (Amendment) Regulations 2004 (S.I. No. 85 of 2004) and the Building Control (Amendment) Regulations 2009 (S.I. No. 351 of 2009): 125
   – Number of new buildings notified to the local authority in 2016 that were the subject of at least one on-site inspection during 2016 undertaken by the local authority under section 11 of the Building Control Act 1990: 17

P2: No./% of Planning decisions confirmed by An Bord Pleanála
A. Number of LA planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in 2016: 31
B. % of the determinations at A which confirmed (either with or without variation) the decision made by the LA: 67.74%

P3: % of Planning Enforcement cases closed as resolved
A. Total number of planning cases referred to or initiated by the local authority in the period 1/1/2016 to 31/12/2016 that were investigated: 239
B. Total number of cases that were closed during 2016: 159
C. % of the cases at B that were dismissed under section 152(2), Planning and Development Act 2000 or were closed because statute barred or an exempted development: 62.26%
D. % of the cases at B that were resolved to the LA’s satisfaction through negotiations: 0%
E. % of the cases at B that were closed due to enforcement proceedings (i.e. remedied in response to a warning letter issued under section 152 of the Act or to an enforcement notice issued under section 154 of the Act or where a prosecution was brought under section 157 or an injunction was sought under section 160 of the Act): 37.74%
F. Total number of planning cases being investigated as at 31/12/2016: 29
P4: Cost per Capita of the Planning Service
A. The 2016 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per the 2016 Census: €21.14
   – AFS Programme D data consisting of D01 - Forward Planning, D02 - Development Management, D03 - Enforcement (inclusive of the relevant Programme D proportion of the central management charge) for 2016: €1,680,747.00

P5: Applications for Fire Safety Certificates
A. The average no. of weeks taken to deal with applications for fire safety certificates received in 2016: 11.90 weeks
   – The number of fire safety certificates issued in respect of applications received in 2016: 49
   – The number of weeks from the date on which a complete and valid application was received by the local authority to the date on which a fire safety certificate issued to the applicant, with any partial week decimalised to two decimal places, totalled for all fire safety certificates issued in respect of applications received in 2016: 583.11 weeks

Fire Service (F1 to F3)
F1: Cost per Capita of the Fire Service
A. The Annual Financial Statement (AFS) Programme E expenditure data for 2016 divided by the population of the LA area per the 2016 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports:
   – AFS Programme E expenditure data consisting of E11 – Operation of Fire Service and E12 – Fire Prevention (inclusive of the relevant Programme E proportion of the central management charge) for 2016: Statistics for Galway City Council will be included in Galway County Council's returns.

F2: Service Mobilisation
A. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of fire
B. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of fire
C. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of all other (non-fire) emergency incidents
D. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other (non-fire) emergency incidents: Statistics for Galway City Council will be included in Galway County Council's returns.

F3: Percentage Attendance Times at Scenes
A. % of cases in respect of fire in which first attendance at the scene is within 10 minutes
B. % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes
C. % of cases in respect of fire in which first attendance at the scene is after 20 minutes
D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes
E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes
F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes
– Total number of call-outs in respect of fires from 1/1/2016 to 31/12/2016
– Number of these fire cases where first fire tender attendance at the scene is within 10 minutes
– Number of these fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes
– Number of these fire cases in which first fire tender attendance at the scene is after 20 minutes
– Total number of call-outs in respect of all other emergency incidents (i.e. not including fire) from 1/1/2016 to 31/12/2016
– Number of these non-fire cases in which first fire tender attendance at the scene is within 10 minutes
– Number of these non-fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes
– Number of these non-fire cases in which first fire tender attendance at the scene is after 20 minutes: Statistics for Galway City Council will be included in Galway County Council's returns.

Library/Recreation Services (L1 and L2)

L1: Library Visits and Issues
A. Number of visits to libraries per head of population for the LA area per the 2016 Census.
B. Number of items issued to library borrowers in the year.
– No. of visits to its libraries from 1/1/2016 to 31/12/2016 per automatic counters if used and for any libraries in which there is no electronic count of visits, the number of visits in the 6 day period from the first Monday in October to the following Saturday inclusive (manually counted) multiplied by 50 for the yearly total. If the library for which there is no electronic count of visits is open for less than 50 weeks a year, the multiplier used should be the number of actual weeks open. If there is a manual count available for the full year, that figure should be utilised rather than extrapolated from the count for one week in October.
– Where there is a mixture of libraries with and without automatic counters the automatic count figures should be combined with the manual count calculated figures to give an overall total for the authority.
– Total no. of items (books, DVDs, audio, eBooks, e-magazines, e-audio, ProQuest, etc.) borrowed by library users in the period from 1/1/2016 to 31/12/2016, whether the items were borrowed through physical attendance at a library building/mobile unit or were borrowed online: **Statistics for Galway City Council will be included in Galway County Council’s returns.**

### L2: Cost of operating a Library Service

A. The Annual Financial Statement (AFS) Programme F data divided by the population of the LA area per the 2016 Census for 2016.

– AFS Programme F data consisting of F02 – Operation of Library and Archival Service (inclusive of the relevant proportion of the central management charge for Programme F) for 2016: **Statistics for Galway City Council will be included in Galway County Council’s returns.**

### Youth/Community (Y1 to Y2)

#### Y1: Participation in Comhairle na nÓg scheme

A. Percentage of local schools involved in the local Youth Council/Comhairle na nÓg scheme: **100%**

– Total number of second level schools in the LA area at 31/12/2016: **10**

– Number of second level schools in the LA area from which representatives attended the local Comhairle na nÓg AGM held in 2016: **10**

#### Y2: Groups associated with the Public Participation Network (PPN)

A. The number of organisations included in the County Register at 31/12/2016 and the proportion of those organisations that opted to be part of the Social Inclusion College within the PPN: **41.03**

– Total number of organisations included in the County Register (maintained in accordance with section 128 of the Local Government Act 2001) for the local authority area as at 31/12/2016: **117**

– Total number of those organisations that registered for the first time in 2016: **14**

– Number of organisations that opted to join the Social Inclusion Electoral College on whatever date they registered for the PPN: **48**

### Corporate (C1 to C4)

#### C1: Total Number of WTEs

A. The wholetime equivalent staffing number as at 31 December 2016: **421.41**

#### C2: Working Days lost to Sickness

A. Percentage of paid working days lost to sickness absence through medically certified leave in 2016: **3.40%**

B. Percentage of paid working days lost to sickness absence through self-certified leave in 2016: **0.38%**
– Total Number of working days lost to sickness absence through medically certified leave in 2016: **3,622.00 day**
– Total Number of working days lost to sickness absence through self-certified leave in 2016: **370.00 day**
– Number of unpaid working days lost to sickness absence included within the total of medically certified sick leave days in 2016: **369.00 day**
– Number of unpaid working days lost to sickness absence included within the total of self-certified sick leave days in 2016: **2.00 day**

**C3: LA website and social media usage**
A. Total page views of the local authority’s website in 2016: **812,504**
B. Total number of followers at end 2016 of the LA’s social media accounts: **12,809**
   – The cumulative total page views of all websites operated by the local authority for the period from 1/1/2016 to 31/12/2016 obtained from a page tagging on-site web analytics service or equivalent: **812,504**
   – The total number of social media users who, at 31/12/2016, were following the local authority on any social media sites: **12,809**

**C4: Overall cost of ICT provision per WTE**
- All ICT Expenditure in the period 01/01/2016 to 31/12/2016 divided by the WTE no: €**3,602.98**
- In order to compile this information, the following must be provided:
  - Total revenue expenditure on Account Elements: €**1,518,330.49**

**Finance (M1 and M2)**

**M1: 5 Year summary of Revenue Account balance**
A. The cumulative surplus/deficit balance at 31/12/2012 in the Revenue Account from the Income and Expenditure Account Statement of the Annual Financial Statement (AFS): **€61,283**
B. The cumulative surplus/deficit balance at 31/12/2013: **€192,170**
C. The cumulative surplus/deficit balance at 31/12/2014: **€254,693**
D. The cumulative surplus/deficit balance at 31/12/2015: **€370,930**
E. The cumulative surplus/deficit balance at 31/12/2016: **€933,557**
F. The cumulative surplus or deficit at 31/12/2016 as a percentage of Total Income in 2016 from the Income and Expenditure Account Statement of the AFS: **1.15 %**
G. Revenue expenditure per capita in 2016: **€900.66**
   – The 2016 Total Income figure from the Income and Expenditure Account Statement of the AFS*, from which the % will be derived: **€81,025,618.00**
   – The 2016 Total Expenditure figure on the Income & Expenditure Account Statement (i.e. excluding transfers) of the AFS: **€71,606,071.00**
### M2: 5 Year summary of % collection levels for major revenue sources

<table>
<thead>
<tr>
<th>Collection levels by year</th>
<th>% Rates</th>
<th>% Rents &amp; Annuities</th>
<th>% Housing Loans</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>62%</td>
<td>76%</td>
<td>72%</td>
</tr>
<tr>
<td>2013</td>
<td>62%</td>
<td>77%</td>
<td>78%</td>
</tr>
<tr>
<td>2014</td>
<td>66%</td>
<td>78%</td>
<td>81%</td>
</tr>
<tr>
<td>2015</td>
<td>72%</td>
<td>79%</td>
<td>77%</td>
</tr>
<tr>
<td>2016</td>
<td>75%</td>
<td>76%</td>
<td>80%</td>
</tr>
</tbody>
</table>

### Economic Development (J1 to J3)

**J1: No. of jobs created**
A. The no. of jobs created with assistance from the Local Enterprise Office during the period 1/1/2016 to 31/12/2016: 
   This data will be supplied by Enterprise Ireland.

**J2: Trading Online Vouchers**
A. The no. of trading online voucher applications approved by the Local Enterprise Office in 2016
B. The no. of those trading online vouchers that were drawn down in 2016: 
   This data will be supplied by Enterprise Ireland.

**J3: No. of mentoring recipients**
A. The no. of participants who received mentoring during the period 1 January 2016 to 31 December 2016: 
   This data will be supplied by Enterprise Ireland.
Corporate Policy Group (CPG) & Strategic Policy Committees (SPCs)

Corporate Policy Group (CPG)
The Corporate Policy Group consists of the Mayor and Chair of each of the Strategic Policy Committees. This Group acts as a type of Cabinet and provides a forum where policy positions affecting the whole City can be agreed for submission to the full City Council. The Mayor represents the Corporate Policy Group at meetings of Galway City Council.

Corporate Policy Group

<table>
<thead>
<tr>
<th>Membership</th>
<th>Issues Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chairpersons</strong></td>
<td></td>
</tr>
<tr>
<td>Cllr. Frank Fahy Mayoral of the City of Galway, January to June 2016.</td>
<td>• 2016 Marketing Promotion Fund</td>
</tr>
<tr>
<td>Cllr. Noel Larkin Mayor of the City of Galway, June to December 2016</td>
<td>• Dréacht Scéim Teanga Draft Irish Language Scheme 2016-2019</td>
</tr>
</tbody>
</table>

**Strategic Policy Committee Chairs**

| Economic Development, Enterprise Support & Culture | Cllr. Pádraig Conneely |
| Planning | Cllr. Ollie Crowe |
| Housing | Cllr. Declan McDonnell |
| Transportation | Cllr. John Walsh |
| Environment, Recreation & Amenity | Cllr. Terry O'Flaherty |

Number of meetings held in 2016: 6
Strategic Policy Committees (SPCs)

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 (SPCs) 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. Galway City Council has 5 Strategic Policy Committees:

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

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.

### Housing Strategic Policy Committee

<table>
<thead>
<tr>
<th>Membership</th>
<th>Issues Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cllr. Declan McDonnell (Chair)</td>
<td>• Traveller Accommodation Programme 2014-2018</td>
</tr>
<tr>
<td>Cllr. Mike Crowe</td>
<td>• Housing Assistance Payment Scheme</td>
</tr>
<tr>
<td>Cllr. Mike Cubbard</td>
<td>• Social Inclusion – Update in relation to Housing Strategy for People with Disabilities</td>
</tr>
<tr>
<td>Cllr. John Walsh</td>
<td>• Social Housing – Transfer Policy</td>
</tr>
<tr>
<td>Cllr. Anna Marley – until September 2016</td>
<td>• Tenant incremental Purchase Scheme 2016</td>
</tr>
<tr>
<td>Cllr. Mark Lohan – from October 2016</td>
<td>• Differential Rent Scheme and review 2016</td>
</tr>
<tr>
<td>Cllr. Mairéad Farrell</td>
<td>• Housing Capital Programme</td>
</tr>
<tr>
<td>Cllr. Ollie Crowe</td>
<td>• Tenancy Sustainment programme</td>
</tr>
<tr>
<td>Cllr. Niall McNelis</td>
<td>• Housing Needs Assessment 2016</td>
</tr>
<tr>
<td>Mr. Diarmuid O’Sullivan (Social Inclusion Seat)</td>
<td>• Report on Oireachtas Committee on Housing and Homelessness</td>
</tr>
<tr>
<td>Mr. Paul Hargaden (Voluntary Seat)</td>
<td>• Draft Antisocial Behaviour Strategy</td>
</tr>
<tr>
<td>Ms. Helen Cousins (ICTU)</td>
<td>• Homeless and Housing Supports</td>
</tr>
<tr>
<td>Mr. Paul Carey (Development &amp; Construction Sector)</td>
<td></td>
</tr>
</tbody>
</table>

Number of meetings held in 2016: 4
### Planning Strategic Policy Committee

<table>
<thead>
<tr>
<th>Membership</th>
<th>Issues Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cllr. Ollie Crowe (Chair)</td>
<td>• Local Area Plans – Update on Ardaun L.A.P</td>
</tr>
<tr>
<td>Cllr. Billy Cameron</td>
<td>• Heritage Grant Applications and Projects</td>
</tr>
<tr>
<td>Cllr. Niall McNelis</td>
<td>• Galway City Development Plan – Review</td>
</tr>
<tr>
<td>Cllr. Pearce Flannery</td>
<td>• Heritage Programme and Policies</td>
</tr>
<tr>
<td>Cllr. Terry O’Flaherty</td>
<td>• Draft Heritage Plan and submissions</td>
</tr>
<tr>
<td>Cllr. Cathal Ó Conchúir</td>
<td>• Policy on Sale of Open Space Land in Housing Estates</td>
</tr>
<tr>
<td>Cllr. Peter Keane</td>
<td>• Enforcement policy</td>
</tr>
<tr>
<td>Cllr. Donal Lyons</td>
<td>• Galway Harbour</td>
</tr>
<tr>
<td>Mr. Derrick Hambleton (Environment Seat)</td>
<td></td>
</tr>
<tr>
<td>Mr. Shane Foran (Community/Voluntary Seat)</td>
<td></td>
</tr>
<tr>
<td>Ms. Nuala Nolan (ICTU)</td>
<td></td>
</tr>
<tr>
<td>Mr. John Mannion (Business/Commercial Sector)</td>
<td></td>
</tr>
</tbody>
</table>

**Number of meetings held in 2016: 5**

### Economic Development & Culture Strategic Policy Committee

<table>
<thead>
<tr>
<th>Membership</th>
<th>Issues Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cllr. Pádraig Conneely (Chair)</td>
<td>• Galway City Local Economic &amp; Community Development Plan (LECP) 2016 Action Plan</td>
</tr>
<tr>
<td>Cllr. Noel Larkin (Mayor of the City of Galway)</td>
<td>• ‘Galway to 2025’ – Tourism Strategy for Galway</td>
</tr>
<tr>
<td>Cllr. Frank Fahy</td>
<td>• Local Enterprise Office, Galway – Work Programme 2016</td>
</tr>
<tr>
<td>Cllr. Niall McNelis</td>
<td>• Enterprise Space – Feasibility Study/Review</td>
</tr>
<tr>
<td>Cllr. Mairéad Farrell</td>
<td>• Purple Flag</td>
</tr>
<tr>
<td>Cllr. Dónal Lyons</td>
<td>• 2016 Commemoration Programme foe Galway City</td>
</tr>
<tr>
<td>Cllr. Declan McDonnell</td>
<td>• Strategic Management Plan (SMP) for Galway City Museum</td>
</tr>
<tr>
<td>Ms. Anne Costello (Social Inclusion Seat)</td>
<td>• Galway City Arts Plan</td>
</tr>
<tr>
<td>Ms. Caroline McNeill (Culture Seat)</td>
<td>• European Capital of Culture 2020 Bid</td>
</tr>
<tr>
<td>Mr. Mark Lohan – until September 2016.</td>
<td></td>
</tr>
<tr>
<td>Ms. Geri Slevin – from December 2016 (ICTU)</td>
<td></td>
</tr>
<tr>
<td>Mr. Frank McDonagh (Business/Commercial Sector)</td>
<td></td>
</tr>
</tbody>
</table>

**Number of meetings held in 2016: 3**
### Transportation Strategic Policy Committee

<table>
<thead>
<tr>
<th>Membership</th>
<th>Issues Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cllr. John Walsh (Chair)</td>
<td>1. Speed Limit Review including Variable Speed Limits Bye-Laws for housing estates.</td>
</tr>
<tr>
<td>Cllr. Anna Marley (until September 2016)</td>
<td>4. Road safety.</td>
</tr>
<tr>
<td>Cllr. Mark Lohan (from October 2016)</td>
<td>5. Horse drawn vehicles i.e. sulkies.</td>
</tr>
<tr>
<td>Cllr. Noel Larkin (Mayor of the City of Galway)</td>
<td>6. Park &amp; Ride</td>
</tr>
<tr>
<td>Cllr. Frank Fahy</td>
<td></td>
</tr>
<tr>
<td>Cllr. Catherine Connolly – until February 2016)</td>
<td></td>
</tr>
<tr>
<td>Cllr. Colette Connolly – from March 2016)</td>
<td></td>
</tr>
<tr>
<td>Cllr. Mike Cubbard</td>
<td></td>
</tr>
<tr>
<td>Mr. Derrick Hambleton (Environment Seat)</td>
<td></td>
</tr>
<tr>
<td>Mr. Richard Manton (Community/Voluntary Seat)</td>
<td></td>
</tr>
<tr>
<td>Mr. Pat Hardiman (ICTU)</td>
<td></td>
</tr>
<tr>
<td>Mr. Chris Coughlan (Business/Commercial Sector)</td>
<td></td>
</tr>
</tbody>
</table>

**Number of meetings held in 2016:** 4

### Environment, Recreation & Amenity Strategic Policy Committee

<table>
<thead>
<tr>
<th>Membership</th>
<th>Issues Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cllr. Terry O'Flaherty (Chair)</td>
<td><strong>Recreation and Amenity</strong></td>
</tr>
<tr>
<td>Cllr. Billy Cameron</td>
<td>• Bye-Laws for Parks</td>
</tr>
<tr>
<td>Cllr. Dónal Lyons</td>
<td>• Recreation and Amenity Capital projects Proposals</td>
</tr>
<tr>
<td>Cllr. Cathal Ó Conchúir</td>
<td>• Recreation and Amenity Needs Strategy</td>
</tr>
<tr>
<td>Cllr. Catherine Connolly – until February 2016)</td>
<td>• Development of Specific Master Plans</td>
</tr>
<tr>
<td>Cllr. Colette Connolly – from March 2016)</td>
<td>• Strategic Priorities of the Section</td>
</tr>
<tr>
<td>Cllr. Pádraig Conneely</td>
<td>• Library Services</td>
</tr>
<tr>
<td>Cllr. Mike Crowe</td>
<td>• Strategic service delivery of R&amp;A Works Programme</td>
</tr>
<tr>
<td>Cllr. Peter Keane</td>
<td>• Provision of Cemeteries Services</td>
</tr>
<tr>
<td>Mr. Brendan Smyth (Environment Seat)</td>
<td>• Terryland Forest Park</td>
</tr>
<tr>
<td>Mr. Adrian Reidy (Social Inclusion Seat)</td>
<td>• Biodiversity</td>
</tr>
<tr>
<td>Ms. Eleanor Hough (Voluntary Seat)</td>
<td>• Community Centres</td>
</tr>
<tr>
<td>Mr. Simon Heaslip (Business/Commercial Sector)</td>
<td>• Allotments and Community Gardens</td>
</tr>
</tbody>
</table>

**Environment**

- Regional Waste Management Plan
- Waste Management Infrastructure
- Litter Management Plan
- Fire Services
- Derelict Sites
- Dog Services
- Water Quality
- Busking

**Number of meetings held in 2016:** 4

---

95
## Appendix 1

### Transportation and Infrastructure: Operation and Maintenance

#### Flood Relief

<table>
<thead>
<tr>
<th>Month</th>
<th>Location 1</th>
<th>Location 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2016</td>
<td>Bóthar an Choiste</td>
<td>Tuam Road: Clearing edge of road</td>
</tr>
<tr>
<td></td>
<td>Whitestrand Avenue</td>
<td>Toft Park</td>
</tr>
<tr>
<td></td>
<td>Menlough: Water Tables</td>
<td>Hawthorn Place</td>
</tr>
<tr>
<td>June 2016</td>
<td>Roscam: Opening Water Tables</td>
<td>Bóthar Uí Úigínn</td>
</tr>
<tr>
<td></td>
<td>Newcastle Park</td>
<td></td>
</tr>
</tbody>
</table>

#### Strengthening

<table>
<thead>
<tr>
<th>Month</th>
<th>Location 1</th>
<th>Location 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2016</td>
<td>Prospect Hill</td>
<td>Kingston Road</td>
</tr>
<tr>
<td></td>
<td>University Road</td>
<td>Tirellan</td>
</tr>
<tr>
<td></td>
<td>Gaol Road</td>
<td>Cappagh Road</td>
</tr>
<tr>
<td></td>
<td>School Road, Menlough</td>
<td>Newcastle Road</td>
</tr>
<tr>
<td></td>
<td>Raleigh Row</td>
<td>Fr. Griffin Road</td>
</tr>
<tr>
<td></td>
<td>Taylors Hill</td>
<td>Fr. Burke Road</td>
</tr>
<tr>
<td></td>
<td>Palmyra</td>
<td>Dock Road</td>
</tr>
<tr>
<td></td>
<td>Lenaboy Park</td>
<td>Lower Merchants Road</td>
</tr>
<tr>
<td></td>
<td>Knocknacarragh Road</td>
<td></td>
</tr>
<tr>
<td>June 2016</td>
<td>Cappagh Road</td>
<td>Francis Street</td>
</tr>
<tr>
<td></td>
<td>Bohermore</td>
<td>Augustine Street</td>
</tr>
<tr>
<td></td>
<td>Prospect Hill</td>
<td>Lower Abbeygate Street</td>
</tr>
<tr>
<td></td>
<td>College Road</td>
<td>Flood Street</td>
</tr>
<tr>
<td></td>
<td>Clybaun Road</td>
<td>Cross Street</td>
</tr>
<tr>
<td></td>
<td>Bowling Green</td>
<td>Boleybeg</td>
</tr>
<tr>
<td></td>
<td>Mary Street</td>
<td>Merchants Road</td>
</tr>
<tr>
<td></td>
<td>Middle Street</td>
<td></td>
</tr>
</tbody>
</table>

#### Pedestrian Lights Upgrade

<table>
<thead>
<tr>
<th>Month</th>
<th>Location 1</th>
<th>Location 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2016</td>
<td>Spanish Arch</td>
<td>Speed Signs</td>
</tr>
<tr>
<td></td>
<td>Quincentennial Bridge Controller</td>
<td></td>
</tr>
</tbody>
</table>

#### Path Repair

<table>
<thead>
<tr>
<th>Month</th>
<th>Location 1</th>
<th>Location 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2016</td>
<td>Maunsells Road</td>
<td>Headford Road: Drop Kerbs</td>
</tr>
<tr>
<td></td>
<td>Westbrook</td>
<td>Western Distributor Road: Drop Kerbs</td>
</tr>
<tr>
<td></td>
<td>Forest Hills</td>
<td>Shop Street</td>
</tr>
<tr>
<td></td>
<td>St. Mary's Road</td>
<td></td>
</tr>
<tr>
<td>June 2016</td>
<td>Newcastle Road Lower</td>
<td>Canal Road Upper</td>
</tr>
<tr>
<td>------------------------</td>
<td>----------------------</td>
<td>------------------</td>
</tr>
<tr>
<td></td>
<td>Newcastle Road Upper</td>
<td>Cnoc Anoir</td>
</tr>
<tr>
<td></td>
<td>Tuam Road</td>
<td>Dangan Court</td>
</tr>
<tr>
<td></td>
<td>Winfield Gardens</td>
<td>Sea Road</td>
</tr>
<tr>
<td></td>
<td>Helen Street</td>
<td>Dominick Street</td>
</tr>
<tr>
<td></td>
<td>Bóthar Uí Uigínn</td>
<td>Ballinfoile Park</td>
</tr>
<tr>
<td></td>
<td>Newcastle Park</td>
<td>Rahylin Glebe</td>
</tr>
<tr>
<td>September 2016</td>
<td>Eglinton Street</td>
<td>Woodlands Green</td>
</tr>
<tr>
<td></td>
<td>Whitestrand Avenue</td>
<td></td>
</tr>
</tbody>
</table>

**Hedge Cutting/Cutting**

March, June & September 2016

**Wall Repair**

June 2016

| Ballybane Road | Loyola Place |

**Sign Cleaning**

Completed June 2016

**Road Surfacing**

June 2016

<table>
<thead>
<tr>
<th>Windfield Gardens</th>
<th>Tom Hogan's</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hawthorn Place</td>
<td>Mill Street</td>
</tr>
<tr>
<td>Ballinfoile</td>
<td>Shangort Road</td>
</tr>
<tr>
<td>Tearmann Eala</td>
<td>Western Distributor Road</td>
</tr>
</tbody>
</table>

**Weed Control**

Completed June 2016

**Road Overlay**

September 2016

<table>
<thead>
<tr>
<th>Lombard Street/Market Street</th>
<th>Tuam Road</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellpark Road</td>
<td></td>
</tr>
</tbody>
</table>

**Junction Improvement**

September 2016

<table>
<thead>
<tr>
<th>Cappagh Road</th>
<th>Gort na Bro</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fána Búrca</td>
<td>Ballymoneen Road</td>
</tr>
</tbody>
</table>

**Anti-Skid Surfacing**

September 2016

| Ballymoneen Road | Barna Road |

**Traffic Lights Upgrade**

September 2016