

Comhairle Cathrach & Contae Phort Láirge
Waterford City & County Council

ANNUAL REPORT 2017

FOREWORD



Waterford is a City and County is undergoing significant investment and transformation and is enjoying success in many areas. 2017 saw the Official Opening of Waterford Greenway, which was an incredibly proud day for all the people of Waterford. The economic impact of Waterford Greenway is already being experienced and we had 247,000 new visitors to Waterford in 2017 as a direct result of this spectacular amenity on our doorstep. This year also saw significant investment in our Roads infrastructure across the County, Urban Renewal Investment in our Principal towns and City. This investment is planned to continue with the exciting regeneration of Waterford's North Quays as an SDZ.

As Mayor of Waterford City and County Council I am interested in our ability to achieve the goals as set out in our mission statement which is to make Waterford the best place it can be for all it's people as well as for those who visit, work or invest here. I am heartened to see that in 2017 we increased our housing stock, engaged with our Community Organisations, ensured our young people are involved in our democratic structures and we worked with the Cultural sector to strengthen the infrastructure and artistic offering.

I want to thank the people of Waterford for working with the Office of the Mayor, the Elected representatives, the CE Michael Walsh, the Management Team and the staff of Waterford City and County Council. Waterford is a stronger place for this support and co-operation

Cllr. Pat Nugent
Mayor of the City and County of Waterford

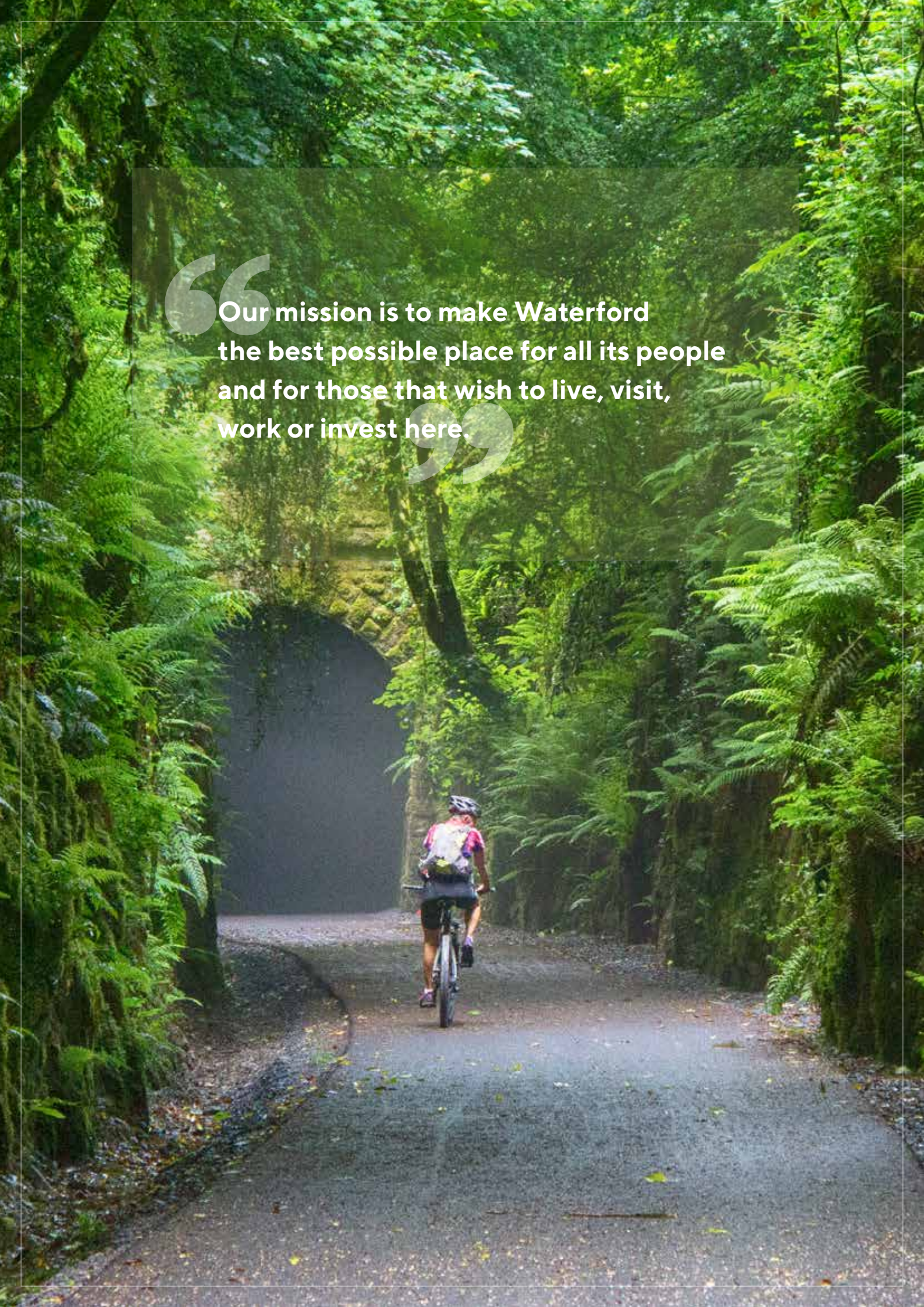


I want to welcome the opportunity to present the Annual Report for 2017 for Waterford City and County Council where the work has largely been about consolidating our services as an amalgamated authority and capitalising on the opportunities and developments which are underway. The work carried out by Waterford City and County Council crossed a broad range of services which impact on the daily lives of all who live, work, visit or invest here and it is critical that we deliver these services in an efficient, co-ordinated and modern way. As a modern and forward thinking Local Authority we are also concerned with being enablers and facilitators of progress and development and as such we are involved in making Waterford the best possible place for all.

2017 has some significant highlights for me as Chief Executive, but perhaps the greatest success for me was the less significant ones; the way in which we worked to get Waterford back to recovery in the aftermath of Storm Ophelia; the dignified commemoration of the 100th anniversary of the sinking of the SS Coningbeg and SS Formby and other such events throughout the year.

Waterford can reflect on 2017 with a sense of community and look to 2018 with a knowledge that Waterford is well placed for the future.

Michael Walsh
Chief Executive, Waterford City & County Council

A person wearing a helmet and a backpack is riding a bicycle on a gravel path that winds through a dense, lush forest. The path leads towards a stone archway. The forest is filled with various types of green ferns and trees, creating a vibrant and natural setting. The lighting is soft, suggesting a shaded forest environment.

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

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YOUR COUNCIL





Waterford City and County Council is committed to improving the welfare of Waterford. The organisation operates with the values of democracy, inclusion, integrity, quality, transparency, and accountability. Putting the people first, we are committed to delivering a broad range of services efficiently and effectively. Waterford City and County Council is works under the framework of a wide range of legislation and regulations that governs how we do our business.



MAYORS AND CATHAORLIGH



Cllr. Pat Nugent

Mayor of
Waterford City and
County Council



Cllr. John Cummins

Deputy Mayor of
Waterford City and
County Council



Cllr. Seán Reinhardt

Mayor of the
Metropolitan
District of Waterford



Cllr. Joe Conway

Deputy Mayor of the
Metropolitan District
of Waterford



Cllr. Tom Cronin

Cathaoirleach of
Dungarvan and
Lismore District



Cllr. James Tobin

Leas Cathaoirleach
of Dungarvan and
Lismore District



Cllr. Seanie Power

Cathaoirleach
of Comeragh
District



Cllr. Liam Brazil

Leas Cathaoirleach
of Comeragh
District

PLENARY COUNCIL



Councillor	Electoral Area	Councillor	Electoral Area
Cllr. Liam Brazil (FG)	Comeragh	Cllr. Jason Murphy (FF)	Waterford City South
Cllr. Breda Brennan (SF)	Waterford City South	Cllr. Ray Murphy (FF)	Comeragh
Cllr. John Carey (FG)	Waterford City East	Cllr. Pat Nugent (FG)	Dungarvan & Lismore
Cllr. Declan Clune (SF)	Comeragh	Cllr. Seamus O'Donnell (Ind)	Dungarvan & Lismore
Cllr. Joe Conway (Ind)	Tramore & Wfd City West	Cllr. John O'Leary (FF)	Comeragh
Cllr. Tom Cronin (FF)	Dungarvan & Lismore	Cllr. Cha O'Neill (Ind)	Waterford City South
Cllr. John Cummins (FG)	Waterford City South	Cllr. Michael J O'Ryan (FF)	Comeragh
Cllr. Davy Daniels (Ind)	Waterford City East	Cllr. Lola O'Sullivan (FG)	Tramore & Wfd City West
Cllr. Declan Doocey (FG)	Comeragh)	Cllr. Seanie Power (FG)	Comeragh
Cllr. Pat Fitzgerald (SF)	Waterford City East	Cllr. John Pratt (Lab))	Dungarvan & Lismore
Cllr. Damien Geoghegan (FG)	Dungarvan & Lismore	Cllr. Eamon Quinlan (FF)	Tramore & Wfd City West
Cllr. Jim Griffin (SF)	Tramore & Wfd City West	Cllr. Seán Reinhardt (Ind))	Waterford City South
Cllr. Blaise Hannigan (Ind)	Tramore & Wfd City West	Cllr. Mary Roche (Ind)	Tramore & Wfd City East
Cllr. John Hearne (SF)	Waterford City South	Cllr. James Tobin (FF)	Dungarvan & Lismore
Cllr. Joe Kelly (Ind)	Tramore & Wfd City West	Cllr. Siobhan Whelan (SF)	Dungarvan & Lismore
Cllr. Eddie Mulligan (FF)	Waterford City East	Cllr. Adam Gary Wyse (FF)	Tramore & Wfd City East

Regulation of Lobbying

On commencement of the Regulation of Lobbying Act 2015, on 1st September 2015, each public body with Designated Public Officials is required under section 6(4) of the Act to publish a list showing the name, grade and brief details of the role and responsibilities of each "Designated Public Official" of the body. The purpose of the list is twofold:

- 1) To allow members of the public identify those persons who are Designated Public Officials; and
- 2) As a resource for lobbyists filing a return to the Register who may need to source a Designated Public Official's details.

PRINCIPAL OFFICERS

Chief Executive

Michael Walsh	Chief Executive
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Director of Services

Fergus Galvin	Roads, Water and Environment
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Ivan Grimes	Housing, Community & Emergency Services
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John Murphy	Head of Finance
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Lar Power	Deputy Chief Executive Economic Development and Planning
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Michael Quinn	Corporate, Culture HR & Information Systems
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Senior Officers

Jane Cantwell	City and County Librarian
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John Croke	Project Resident Engineer
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Niall Curtin	Chief Fire Officer
--------------	--------------------

Billy Duggan	SEO Economic Development
--------------	--------------------------

Ian Fitzpatrick	SEO Procurement
-----------------	-----------------

Catherine Horan	Head of Information Systems
-----------------	-----------------------------

Carmel Hourigan	SEO Human Resources
-----------------	---------------------

Gabriel Hynes	Senior Engineer Roads
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Paul Johnston	Senior Resident Engineer Housing
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Rupert Maddock	Senior Architect
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Pat McCarthy	Senior Engineer Water
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Eamonn McEaney	SEO Waterford Treasures
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Raymond Moloney	SEO Environment
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Donal Murphy	Financial Accountant
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Bryan O'Kane	Management Accountant
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Jim O'Mahony	Senior Planner
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Eddie Ruane	SEO Corporate
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Joe Sullivan	SEO Housing
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Don Tuohy	SEO Community
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Richard Walsh	SEO Economic Development
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PEOPLE WHO RETIRED IN 2017

Retirees	
Breda Power	Clerical Officer
Marina Murray	SEP
Brendan Mernin	General Operative
Noel Walsh	Staff Officer
Pat Halley	Craftworker
Carmel Keating	Library Assistant
John McGrath	Retained FF Cappoquin
Edward Delehanty	Executive Architect
Michael Smith	Driver
Peggy Tutty	Office Cleaner
John Kelly	LEO
Paul Tooher	SEE
Thomas Molloy	General Operative
Thomas Dee	LEO
Michael Melligan	Foreman
Peter Grant	Craftworker
Barth Power	Driver
Thomas Costigan	General Operative
Anne Lenihan	Staff Officer
Patrick Roche	Driver
Michael Coyne	Driver
Geraldine Meehan	Clerical Officer
Rena Cody	Administrative Officer
Eddie Ruane	SEO
Brendan Butler	GSS
Eugene Ryan	Craftworker
John Power	Craftworker

PEOPLE WHO LEFT IN 2017

Leavers

Peter Wall	Fitter Machinery Yard
David Zannis	School Warden

Leavers - Retained Fire Service

Eibhinn Russell	Retained FF
Thomas Rowe	Retained FF City
Brendan Morrissey	Retained FF Dungarvan
Thomas O'Halloran	Retained FF Kilmacthomas
Michael Pickford	Retained FF Lismore
Philip Harty	Retained FF Dungarvan
Megan Harper Smith	Retained FF Lismore
Darren Tuohy	
Eoin Maher	
Anthony Power	Retained FF Tramore

STRATEGIC POLICY COMMITTEES

(Spcs) are local authority committees in city and county councils whose membership includes Elected councillors, representatives of business, farming interests, environmental/conservation groups, trade unions and community and voluntary members. It is the task of the strategic policy Committees (spcs), as committees of the council, to advise and assist the council in the formulation, development and Review of policy.

They have no remit in relation to routine operational matters regarding the delivery of services. The SPC system is intended to give councillors and relevant sectoral interests an opportunity for full involvement in the policy making process from the early stages.

Waterford City & County Council operates 5 Strategic Policy Committees (SPCs), each served by the relevant Director of Service. The Chairs of the SPCs are selected by the Council at the AGM. The SPCs are sub-committees of Waterford City and Council and must abide by the Standing Orders and rules of procedure of the Council.

ECONOMIC DEVELOPMENT & ENTERPRISE

Director of Services

Lar Power - Economic Development and Planning

Councillors

David Daniels

Eamon Quinlan (Chairperson from June 2017 replacing Cllr Liam Brazil)

Eddie Mulligan

John Cummins

Liam Brazil

Lola O'Sullivan

Pat Fitzgerald

Pat Nugent

Sectoral Reps:

David Lane – Trade Union Rep

Gerty Murphy – PPN Rep (Community & Voluntary Sector)

Mark Connors – Farming Rep

Paul Nolan – Business Rep

Garrett Wyse – PPN Rep (Social Inclusion Sector)

**4 SPC MEETINGS
WERE HELD
IN 2017**



Policy documents approved by the SPC for adoption by Plenary Council in 2017

- Economic Support Grant Scheme 2017-2018
- Food Strategy for Waterford
- Casual Trading Bye Laws

STRATEGIC POLICY COMMITTEES

HOUSING, COMMUNITY, CULTURE, SPORT & RECREATION

Director of Services

Ivan Grimes - Housing, Community and Emergency Services

Michael Quinn - Corporate, Culture HR and Information Systems

Councillors

1 Tom Cronin (Chairperson) Sept 2016 – Present

2 John Pratt

3 John Carey

4 John O'Leary

5 Blaise Hannigan

6 Damien Geoghegan

7 Laurence O'Neill

8 Breda Brennan

9 Sean Reinhardt

Sectoral Reps:

1 Michael Farrell – (Irish Wildlife Society)

2 Rosemary Kennedy – (Rathgormack Hill Walking Club)

3 Andrea Galgey replaced Tony McSweeney (Downs Syndrome Ireland)

4 Jemma Mackey (SIPTU)



Policy documents approved by the SPC for adoption by Plenary Council in 2017

Housing

- Proactive management of housing stock
- Policy regarding windows & doors
- Amendment to succession section of Housing Allocation Scheme
- Update on PPP Housing Project
- Provision of information of allocations to Councillors
- Update on Housing capital projects
- Update on Homelessness
- Proposal for a vacant housing plan and survey
- Discussion on anti-social behaviour
- Housing capital programme update

Culture

- Creative Ireland Initiative
- Briefing on Music Generation
- O'Connell Street European Funding Application
- Creative Ireland Programme 2017 – presentation
- Briefing on Right to Read (Action Plan for Waterford)
- Overview of Summer in the City / Artbeat programme of events
- Cultural Quarter Discussion

STRATEGIC POLICY COMMITTEES

TRANSPORTATION & INFRASTRUCTURE

Director of Services

Fergus Galvin - Roads, Water and Environment

Councillors

- 1 Blaise Hannigan (Chair)
- 2 Pat Fitzgerald
- 3 Ray Murphy
- 4 Seamus O'Donnell
- 5 Sean Reinhardt
- 6 Adam Wyse
- 7 Cha O'Neill
- 8 Joe Kelly
- 9 Joe Conway

Sectoral Reps:

- 1 Tom O'Brien - Development/Construction
- 2 George Kehoe -Business/Commercial
- 3 Alan Walshe - Environment
- 4 Tony McSweeney - Social Inclusion
- 5 James Coughlan - Community and Voluntary



The following policies/bye-laws were passed by the SPC during 2017 and referred to the Plenary Council where relevant:

- Direction in the Control of Cranes, Hoists and Mobile Elevated Work Platforms on Public Roads
- Coach Parking Policy
- Municipal District of Dungarvan/Lismore Appointed Stands Bye-Laws 2017
- Introduction of Carers Parking Permits for Dungarvan
- Policy on Casual Trading on National Roads
- Dunmore East Parking
- Loading Bay Times in Dungarvan

STRATEGIC POLICY COMMITTEES

ENVIRONMENTAL SERVICES

Director of Services

Fergus Galvin - Roads, Water and Environment

Councillors

- 1 Declan Clune, Chairperson
- 2 Declan Doocey
- 3 Jim Griffin
- 4 John Hearne
- 5 Mary Roche

Sectoral Reps:

- 1 Mr. Peter Kiely – Farming representative
- 2 Ms. Kate Moloney – Social Inclusion rep. (Resigned October 2017)
- 3 Mr. Peter O'Connor – Environmental representative
- 4 Ms. Brid O'Hehir – Community & Voluntary representative



Policy Documents Approved By The SPC For Adoption By Plenary Council In 2017:

- Policy for Dealing with Noise Complaints
- Draft Control of Horses Byelaws
- Environmental Enforcement Policy

Other Reports Considered by SPC

- RMCEI Plan 2017
- All-Ireland Pollinator Plan 2015-2020
- Report on Control of Dogs Activities 2016
- Draft EPA Environmental Enforcement Performance Assessment 2016
- Report on Illegal Dumping

STRATEGIC POLICY COMMITTEES

PLANNING

Director of Services

Lar Power - Economic Development and Planning

Councillors

- 1 Joe Conway
- 2 M.J O’Ryan.
- 3 Jason Murphy
- 4 Seanie Power
- 5 James Tobin
- 6 Siobhan Whelan

Sectoral Reps:

- 1 John Galloway - Environment
- 2 Anne Marie Rossiter - Business
- 3 John O’Donnell - Community & Voluntary
- 4 John Fitzgerald - Farming
- 5 Donal Lehane - Social Inclusion



Main Issues considered by the SPC in 2017

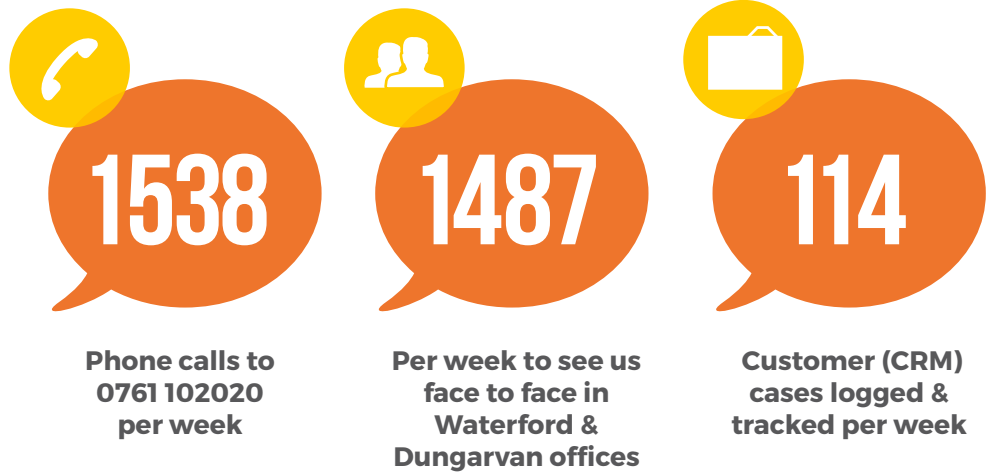
- Waterford Heritage Plan (*policy adopted at Plenary Council*)
- Development Management Standards Variation (*policy adopted at Plenary Council*)
- Vacant Sites Levy Variation (*policy adopted at Plenary Council*)
- Amended Part V Provisions Variation (*policy adopted at Plenary Council*)
- Review of Record of Protected Structures 2017 (*policy adopted at Plenary Council*)
- Waterford Council’s submission to the National Planning Framework



ANNUAL REPORT 2017

PEOPLE AND COMMUNITIES

COMMUNICATING WITH CUSTOMERS



WEBSITE

www.waterfordcouncil.ie

saw extensive growth in all metrics in 2017.



No. of Page Views

1,419,069

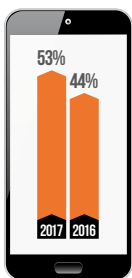
Increase on 2016

17%

Mobile Visitors

53%

44% in 2016



Top 5 most popular pages

- 1. ONLINE PLANNING ENQUIRIES**
- 2. CHOICE BASED LETTINGS**
- 3. OUR SERVICES (LIST)**
- 4. PLANNING HOMEPAGE**
- 5. VACANCIES**

SOCIAL MEDIA



Waterford City and County Council's Facebook page received 2886 new likes (up 52.5%) in 2017. Followers also increased by over 50% the average engagement rate of posts was 7.3%



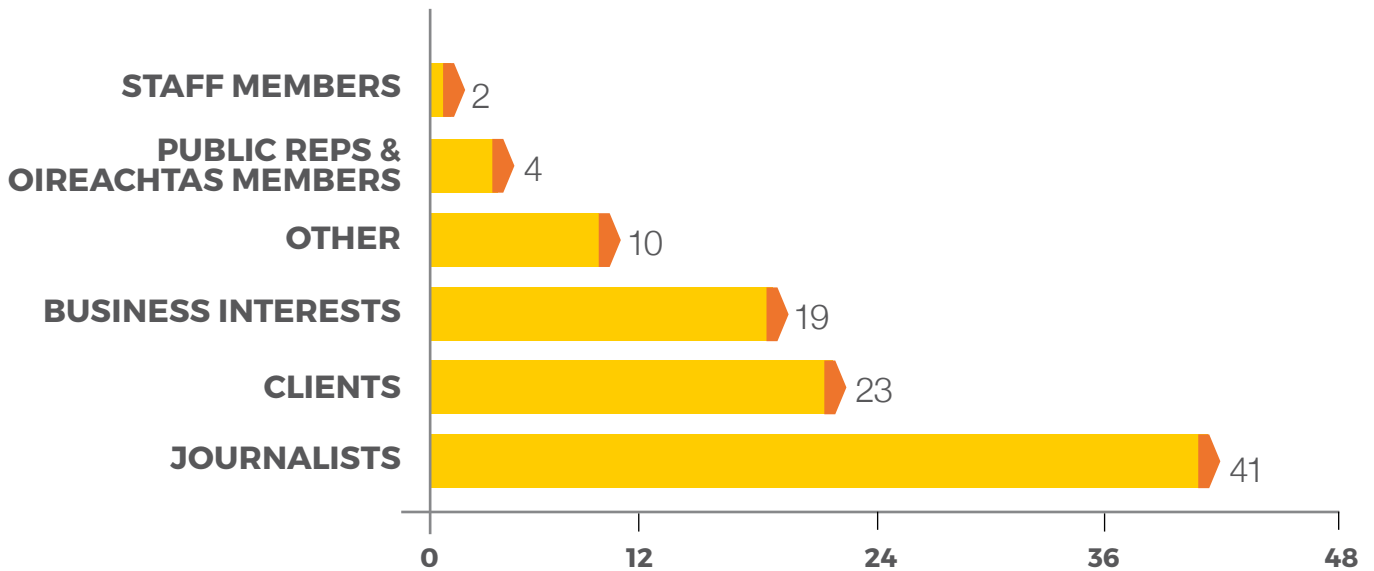
@waterfordcouncil is Waterford City and County Council's Twitter handle. Twitter activity increased by 69% on 2016 activity with 2,216 tweets



Our likes increased by 246% in 2017 and our retweets increased by 159%

FREEDOM OF INFORMATION

ANSWERING YOUR QUESTION



Office of the Information Commissioner



IRISH OFFICE

The Official Languages Act 2003

The Irish Office continued to support and enhance the delivery of services through the Irish language under the Official Languages Act and other legislation and through Waterford Local Authorities' Irish Language Scheme 2015-2018. The Commissioner's Office carried out an audit on the Council's implementation of its Irish Language Scheme in 2017 and the Council's failure to produce its 2015 Annual Report in both official languages simultaneously.

Seachtain na Gaeilge

Over 150 people attended storytelling sessions organised in five different libraries throughout City and County to celebrate **Seachtain na Gaeilge**, in conjunction with the Waterford Childcare Committee and hundreds more children took part in over 20 Bingó as Gaeilge sessions in four branch libraries.

Tionól na nDéise

Two further talks took place as part of the **Tionól na nDéise** lecture series in 2017. Professor Pádraig Ó Macháin, Head of the Irish Department in UCC gave a talk on Waterford poet and writer Pádraig Ó Miléadha at Tionól Niocláis Tóibín in An Rinn in February and Professor Patricia Lysaght, Professor Emerita with the School of Celtic Studies and Folklore in UCD, spoke about May Day traditions at the West Waterford Festival of Food in Dungarvan in April.

An Gaeltacht



Waterford City and County Council continued to work with Co. Waterford's Gaeltacht community during the year, by supporting events being organised by local community groups in the area. The Comhlucht Forbartha submitted the final draft of its seven year Language Plan to the Department of Culture, Heritage and the Gaeltacht for approval in October. The implementation of this Language Plan will hopefully begin in 2018. In February, Waterford City & County Council nominated Irish Officer Máire Seó Breathnach to the board of state development agency, **Údarás na Gaeltachta**, a position which she will hold for a two year period. Two people were interviewed during the year to determine their Irish language competency as part of the Linguistic Conditions attached to various planning permissions in the Gaeltacht.

Dungarvan as a Gaeltacht Service Town

Officials from Foras na Gaeilge and the Department of Culture, Heritage and the Gaeltacht organised a public meeting in Dungarvan in June to inform the local community about the importance of and benefits to Dungarvan of seeking the status of '**Gaeltacht Service Town**' under the Government's 20 Year Strategy for the Irish Language. A Steering Committee was formed to drive and oversee the process of applying for Gaeltacht Service Town status and the subsequent development and delivery of an Irish Language Plan for Dungarvan.

Placenames Committee

The Council's Placenames Committee continued its work during the year, approving names for eight housing developments, following consultation with developers.

Schools' Field NAMES Project

Waterford City and County Council rolled out the **Schools' Field Names Project** to a further four schools in the autumn. This project encourages primary school children to research local fieldnames and other place names in their area. A further artistic element has been added to the project as part of the Council's Creative Ireland programme, whereby an artist visits each school to assist the children in producing artistic representations of the fieldnames researched. Four schools, Ballyduff National School; St. Ann's NS, Seafield, Bonmahon; Kilrossanty NS and Abbesside NS took part in the project.

Irish in Business Awards

Ten businesses took part in the **Irish in Business Awards in 2017**, organised by the Irish Office in collaboration with Comhlucht Forbartha na nDéise, with the support of Glór na nGael. Awards were presented to four category winners in July – Dungarvan Golf Club (Best Signage & Printed Material); Criostal na Rinne (Best Gaeltacht Business); West Waterford Festival of Food (Best Newcomer/Most Improved) and the McGrath Family (Special Recognition for Effort).



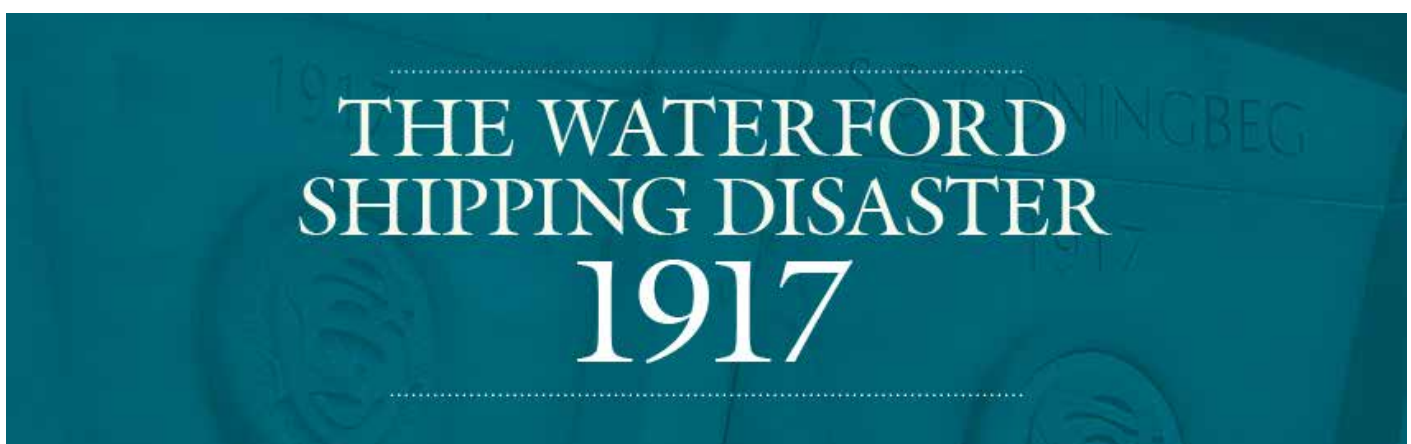
Image courtesy of John Power

ARCHIVES & RECORDS MANAGEMENT

The Archive Service produced an online exhibition **“Shipwrecks off the Waterford Coast 1914-1918”** This marked the 100th anniversary of the sinking of the SS Coningbeg and SS Formby commemorated this tragic day to commemorate the many shipwrecks that occurred on the Waterford Coast as a result of the active u-boat campaign during this period.

As part of the commemoration events of the shipwrecks the Barony of Gaultier Historical Society developed commemoration events titled “Friend and Foe” to commemorate **the rescue of Kurt Tebbenjohanns, captain of the mine laying U-Boat UC44 by three Dunmore men but also remembering all those who lost their lives in WW1 activity in Dunmore East waters in 1917 on 4th and 5th August 1917.** The exhibition was also on display in the vestibule of the Theatre Royal.

Thanks to the generosity of the families involved Waterford City and County Council was able to put together a detailed exhibition on the SS Coningbeg and SS Formby “The Waterford Shipping Disaster” and put in place a programme of events for the commemoration of the loss of the Coningbeg and Formby in December 2017.



Visitor Services



The Waterford City and County Council’s Archive is open to the public in High Street, Waterford City on Tuesdays 10am – 2pm and is open to the public in Dungarvan on Fridays 1pm -5pm. In addition researchers can request advice and information by e-mail and telephone and 113 requests were responded to in 2017.

A small display for T.F. Meagher was placed in Central Library, Waterford in February 2017. Public talks were provided in June for the Tramore History Group and for Heritage Week in Passage East and Dungarvan.

Records Management

Work continued in 2017 with all departments to improve records management practices and to ensure the ongoing transfer of records to the Records Centre. File retrieval services were provided from the Records Centre to all departments

JUNIOR ACHIEVEMENT

Waterford City & County Council supported **Junior Achievement** Ireland's work in inspiring and motivating young students to realise their potential by valuing education and gaining an understanding of how to succeed in the world of work. This work was carried out by members of staff who volunteer to deliver programmes which prepare young people to enter into the workforce and to become the next generation of business leaders.

During the school year 2017/18 9 staff volunteers delivered 'In-School Programmes' reaching a total of 347 students. Waterford City & County Council staff volunteers extended the opportunity for students to experience some of the wonderful range of historical and cultural amenities that Waterford City & County Council have to offer the public.

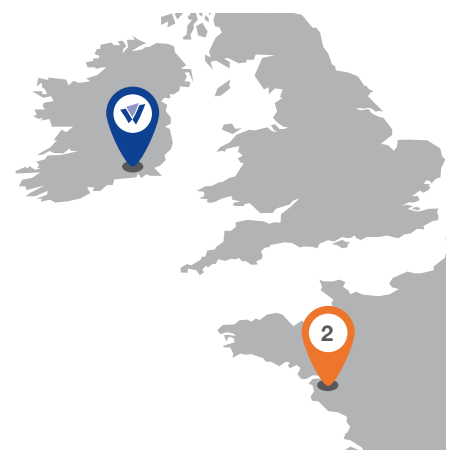


Town Twinning 2017



1. Newfoundland
Mayor Pat Nugent visited Newfoundland in August 2017

€794



2. ST. HERBLAIN
Hosting group from St. Herblain including Mayor of St Herblain M. Affile to celebrate 35th Anniversary of Town Twinning

€2,229

COMMUNITY AND SPORTS SERVICES

Support was provided for communities through the Community and Sports Grants Scheme whereby local sports clubs, residents associations and community & voluntary groups are financially assisted to ensure sustainability. 376 applicants were eligible and €155,770 was allocated in 2017 for this initiative.

The Community Department administered two new grant schemes in 2017 – the Communities Facilities Scheme and the RAPID programme for disadvantaged areas. €129,000 was allocated to various projects by year end.

In 2017, the Community Department continued to support community buildings which are in constant use by local communities.

Waterford has a proud record of participation in the Pride of Place Awards. 2017 saw Waterford represented at the National Pride of Place awards by the Portlaoise Task Force Group. Tramore and Waterford Arch Club was the overall winner of the PPN Waterford Community & Voluntary Awards 2017 and will represent Waterford in the 2018 Pride of Place Awards.

2017 was another strong year for Waterford Comhairle na nÓg. The main project delivered by members was entitled 'No Fear of the Other'. This was presented at the AGM in October and highlighted the importance of Social Inclusion and Diversity. 90% of local secondary schools and youth clubs participate in the Waterford Comhairle.

Public Participation Network: Membership increased in 2017. 590 member groups are now registered with the PPN. The Community Department part-funds and supports the work of the PPN. The Council was a lead partner in the annual Community Awards – organised by the PPN - which give recognition to the work of communities across the City and County. In 2017, the Council worked closely with the PPN and An Garda Síochána on the setting up of Community Safety Networks.

Joint Policing Committee: Waterford has a proactive JPC which has been addressing various issues to make Waterford a safer place for all. A well attended public meeting was held in June 2017. The issues discussed informed the preparation of the draft JPC Strategic Plan 2018-2023.



Age Friendly Alliance: After a considerable amount of discussions and engagement, the Waterford Age Friendly Strategy 2017-2022 was launched in December 2017. Strategic actions were developed as a result of public consultations held across Waterford City and County. Nine thematic sub-groups have been formed that will lead out the delivery of the actions identified.

Community Festival Grants: the Community Department continued to support community festivals during the year. 25 festivals benefited from a total spend of €57,182.

St. Patrick's Day Festival: The theme for the 2017 festival held in Waterford City was "Doing it the Greenway". An estimated 30,000 people came out to support the 45 groups participating and enjoyed the ancillary events that guaranteed a fun filled day for all the family. It was highly appropriate that the start of the Parade contained a dignified Ceremony to commend the service of Captain Dara Fitzpatrick RIP and her crew. The Ceremony consisted of a minute's silence, salute and last post lead by the Defence Forces participants and Civil Defence supported by City of Waterford Brass Band at the location where the Tricolour they serve was first flown

Traveller Inter-agency Group: This grouping of relevant statutory agencies and state supported initiatives involved in providing the full range of services to Travellers has its focus on improving the integrated practical delivery of such services. The Waterford Traveller Interagency Group aims to find ways of securing better outcomes for Travellers and improve the use of resources allocated across Government departments for Traveller-specific measures. Waterford TIG met four times in 2017 and at year end were progressing with an updated 'Action Plan'. Notable outcomes/actions included supporting roles in 'Traveller Pride' and 'Diversity' events, the 'Traveller Living History Exhibition' following State recognition of Traveller ethnicity and considering the feasibility of the 'Yellow Flag Programme' which was assessed and confirmed with a commitment to proceed in 2018.

COMMUNITY AND SPORTS SERVICES



The Waterford Local Community Development Committee (LCDC),

established by the Council, continued to meet and deliver on the Community element of the Local Economic & Community Plan. This provides the basis for a more coherent, streamlined and co-ordinated approach to local and community development programmes. A Skills Enhancement sub-group met on a number of occasions in 2017 to consider initiatives to address the skill gaps existing in Waterford. In 2017, a Health and Well-being LCDC subgroup was set up to build on the work over the past number of years of the Healthy Waterford initiative. In addition, among many other activities, regular reviews were carried out of the implementation of the SICAP programme currently being delivered by the Waterford Area Partnership.

The LCDC has primary responsibility for planning and oversight of local development spend. Public and non-public bodies from local government, state agencies, local communities, development, social, and economic interests are represented on the LCDC.

1. Social Inclusion:

The Social Inclusion Community Activation Fund (SICAP), worth €1,098,446 to the City and County in 2017 continued to have a major impact on disadvantaged communities and individuals in 2017 with particular consideration given to people with disabilities, Travellers and Roma.

2. Rural Development Programme 2014 – 2020 – budget €7,522,763

During 2017, the LCDC acting as the Local Action Group (LAG) progressed the delivery of the local development actions approved in the Local Development Strategy for the rural community. 10 meetings were held and by the end of 2017 the LAG had approved 25 projects to the value of €1.85m. The first RDP payment issued during December in the sum of €111,069.



COMMUNITY AND SPORTS SERVICES

SPORT AND RECREATION

One of the key objectives of WCCC in relation to sport is to increase participation in sport and physical activity by supporting the development of sports facilities and promoting active communities.



Waterford Sports Partnership and Waterford City & County Council

partnered successfully on a number of projects during the year including the Carrickphierish Community Sports Hub, National Bike Week, National Recreation Week and the Sean Kelly Tour of Waterford.

Williamstown Golf Club: 2017 brought an increase in users of the municipal golf course. Williamstown Golf Course celebrated its 20th Anniversary with a very successful open weekend. Ongoing upgrading drainage works as per the 5 Year Plan were carried out. Two motorised scooters were acquired to assist those with less mobility who wish to participate.

Regional Sports Centre: In 2017 the RSC won the SEE Airtricity League Pitch of the Year, testament to the maintenance and improvements carried out there by the Council over the last number of years. Waterford City and County Council also upgraded the dressing rooms within the facility.

Dungarvan Sports Centre: 2017 brought new groups holding events to the Dungarvan Sports Centre, e.g. Junior Musical Stage School with musical productions. The Munster Juvenile Boxing Championship 2017 was also held at the facility

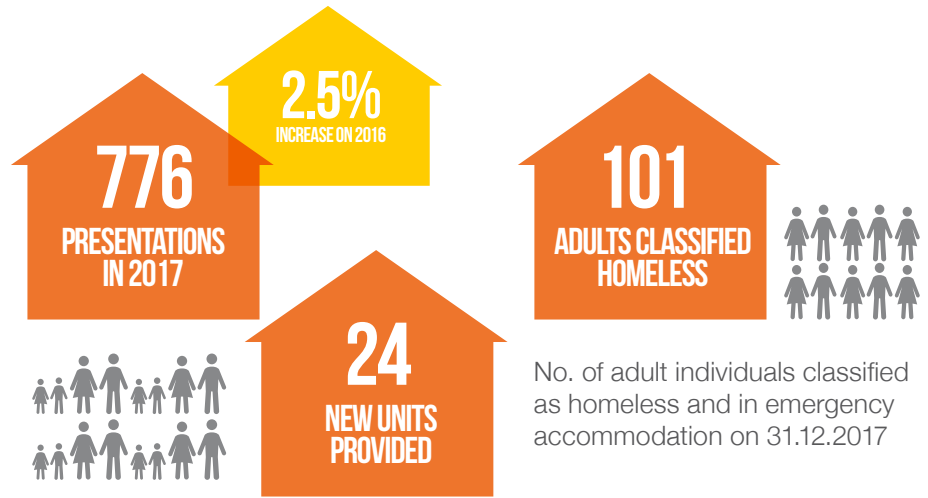
Carrickphierish Sports Hall and community facility: Only one year open and a significant number of local clubs and organisations are using the facility on an ongoing basis.



Waterford Greenway opening
Kilmacthomas March 2017

HOUSING

HOMELESS SERVICES



ANTI-SOCIAL BEHAVIOUR



HOUSING STOCK



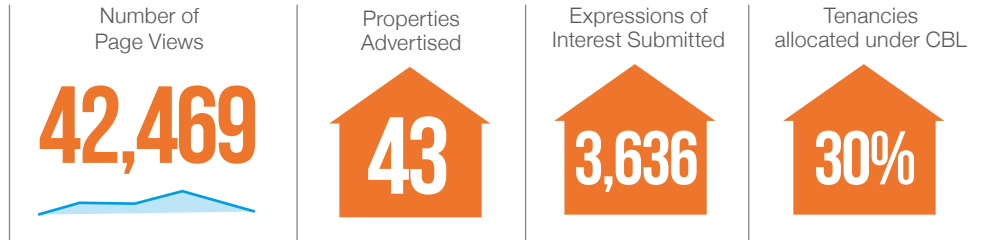
Maintenance and improvement of LA Housing



HOUSING

CHOICE BASED LETTING

Choice Based Letting Scheme is a method that can be used for the allocation of a council property and offers more choice and involvement for approved housing and transfer applicants in selecting a new home.

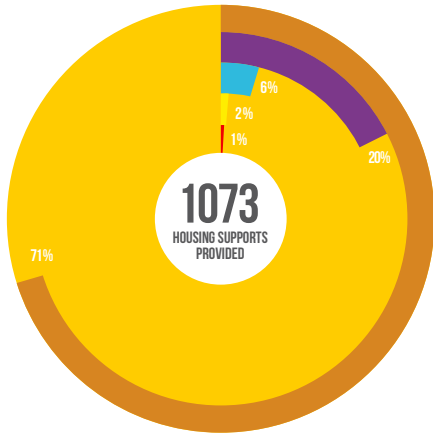


HOUSING ADAPTATION GRANTS

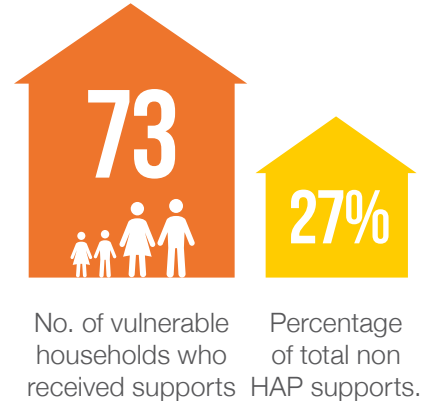


HOUSING

Housing supports provided in 2017



- RAS tenancies = 8
% of Housing Supports = 1%
- Approved housing Bodies tenancies = 19
% of Housing Supports = 2%
- Additional units provided by WCCC & AHB for homeless households = 59
% of Housing Supports = 6%
- Local authority social stock tenancies allocated = 216
% of Housing Supports = 20%
- HAP tenancies = 771
% of Housing Supports = 71%



HOUSING APPLICATIONS



■ **668** Approved in 2017

HOUSING

Housing needs assessment 2017

Total No. of Households on waiting list at 2017 assessment	1444	100%
of which		
Irish Citizen	1098	76%
EEA Citizen	284	20%
Non EEA Citizen	62	4%
Single person Household	722	50%
Single adult with child /children	441	31%
Couple without children	263	18%
Unemployed	850	59%
Employed	374	26%
Income Social welfare only	934	65%
Income Employment only	221	15%
Living in private rented accommodation	770	53%
Household with general housing type need	1203	83%
Enduring Physical/ Sensory, medical/Disability need	116	8%
Homeless Households	72	5%
Traveller Households	31	2%
Length of time on list		
Less than three years	714	50%
Three to five years	365	25%
More than 5 years	365	25%



ANNUAL REPORT 2017

CREATING A GROWTH CULTURE

ECONOMIC DEVELOPMENT - 2017 HIGHLIGHTS

Official opening of Waterford Greenway



The Waterford Greenway, a 46 km off-road shared use disused railway line, connects the east and the west of Waterford County. Officially opened by Minister Simon Coveney in March 2017, Waterford Greenway has been visited by 247,000 people throughout 2017. The visitor experience is not limited to the physical corridor of the route and has opened up the connection between Dungarvan and Waterford City with the Copper Coast on one side and the dramatic backdrop of the Comeragh mountains on the other.

Waterford City Centre Urban Renewal Scheme



The Waterford City & County Council project – funded by the Government through the Department and the European Regional Development Fund and from Waterford Council's own resources – will improve both the functionality and appearance of large areas of the city centre. The Applemarket area of the City reopened following the construction of a roof over the street. Work continued throughout 2017 on a major two-year programme of urban renewal works that will see over €17.3m invested in Waterford City Centre.

North Quays

The SDZ designation, for the North Quay area of Waterford City followed a submission to Government by Waterford City and County Council as the Development Agency. The development area in question comprised the North Quay, Frank Cassin Wharf and the former IAWS site, covering an area of 7 hectares approximately. The SDZ designation provided a platform to harness the economic and social significance of the North Quays and to deliver on the regeneration potential of this strategic site.



Rural development

The Council has also delivered a number of initiatives in a number of rural communities under the FLAG project and the Town and Village Renewal Scheme.

PURPLE FLAG



Waterford was awarded a renewal of our **Purple Flag** status in June 2017 at an award ceremony in Bournemouth. The application was commended on the strength of partnership between stakeholders in Waterford's Zone. The accreditation acknowledges Waterford's Purple Flag zone as a vibrant, lively and safe destination with a diverse range of family entertainment, arts and culture venues, shopping, dining, pubs and nightclubs, accommodation and transport options.



Business in the Community took place with two Transition Year Classes from Presentation Secondary School in Waterford City with 35 Students participating.

ECONOMIC DEVELOPMENT

In 2017, LEO Waterford supported entrepreneurship, business start-ups and enterprise growth through the following:



Approved in Financial grants



businesses supported in waterford



training programmes



young entrepreneurs participated in #IBYE
(Ireland's Best Young Entrepreneur)



Entrepreneurs availed of mentoring



trading online vouchers SCHEME



Events during local enterprise week



students participated in the student enterprise program



from 16 secondary schools by setting up micro enterprises



Image courtesy of Fintan McGee (Aus), Waterford Walls Festival 2017

CITY AND TOWN CENTRE MANAGEMENT



1

Waterford

The Waterford City Centre Management Plan 2017-2020 sets out the Waterford City Centre Management Group’s vision for the city centre for 2017 and beyond. The plan also sets out the ambition for the continued growth and regeneration of the city centre.

The Waterford City Centre Management Group met on 4 occasions to progress the actions identified in the City Centre Management Plan.

2

Dungarvan

Dungarvan Town Centre Management Group was involved in or supported a number of very successful initiatives aimed at increasing town centre vibrancy. These included the finalisation of the Grattan Square re-development, completion of town centre health checks, promotion and funding of presentation and business-support schemes and involvement in Festivals and Events. The Dungarvan Town Centre Management Group met on 5 occasions to progress the actions identified in the Town Centre Management Plan.

3

Tramore

Tramore Town Centre Management Group continued implementing the Tramore Town Centre Management Plan 2016 – 2018. The development of a town centre management plan created an opportunity to develop Tramore in a sustainable manner in accordance with the County development Plan.

The Tramore Town Centre Management Group met on 3 occasions to progress the actions identified in the Town Centre Management Plan.

TOURISM

In 2017 the Council published it's **Tourism Statement of Strategy and Work Plan 2017 – 2022** highlighting Waterford as a destination that is rich in assets, with a historic city, picturesque towns and villages, beautiful mountains, tranquil countryside, stunning coastline, world class visitor attractions, and a wide range of festivals and activities.

Waterford has a reputation as an urban/coastal/rural cultural heritage destination with a mix of attractions and activities that appeal to a wide variety of visitors. Waterford being 'Ireland's Oldest City' sits well within Fáilte Ireland's branding of Ireland's Ancient East, and is underpinned by the strong heritage and culture theme of the Waterford Viking Triangle, Waterford's historic area. Tourism in Waterford has undergone a considerable transformation in recent years with significant investment in flagship tourism attractions, activity tourism and the establishment and support of high quality festivals and events.

Cruise Tourism

Cruise Tourism Waterford has been a popular port of call for cruise companies for many years, with ships calling to Dunmore East, Belview, and the North Quays. Waterford is an important gateway for cruise passengers to experience other destinations in the South East.

Munster Vales

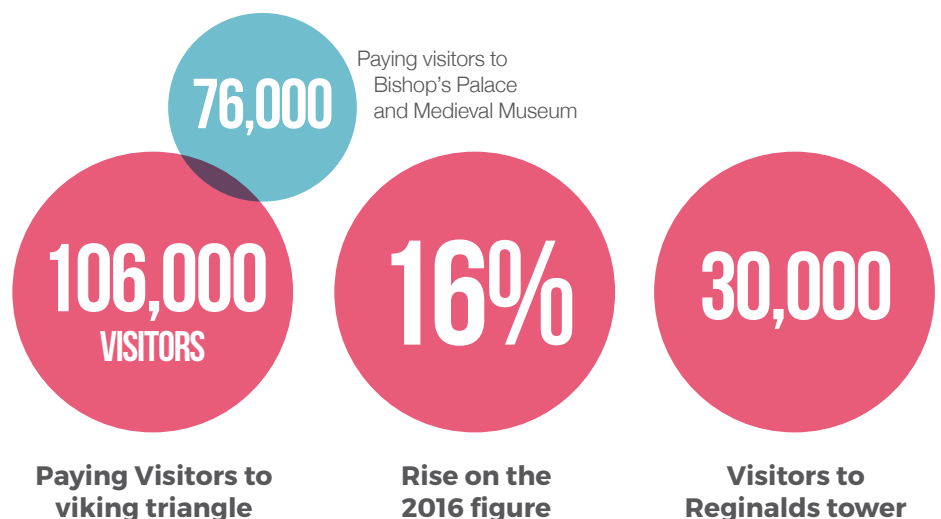


Munster Vales initiative – Waterford City & County Council is part of a tourism marketing initiative between Tipperary, Cork, Limerick Councils with a focus on walking and adventure activities in the four mountain ranges, Knockmealdowns, Comeraghs, Nagles and Ballyhoura.

WATERFORD MUSEUM OF TREASURES



The Waterford Museum of Treasures with the assistance of the architects department in Economic Development managed the 'Dragon Slayer Sword' project – the longest wood sculpture in the world, designed by local artist John Hayes. The sword was unveiled by the Mayor Cllr. Pat Nugent and Dungarvan-born actor Moe Dunford from the television series Vikings. Enormous interactive screen promoting the attractions in the Viking Triangle erected on front of Medieval Museum – funded by a grant from the Department of Culture, Heritage & Gaeltacht.



- Waterford Treasures generated over **106,000** paying visitors to the Viking Triangle. **76,000 paying** visitors (Bishop's Palace and Medieval Museum).
- This is up **16% on 2016 figure**.
- For the first time North American visitor numbers outstripped Irish visitors. **30,000** visitors to Reginald's Tower.

CULTURAL SERVICES



Waterford City and County Council's ongoing local authority support to Arts Festivals and Arts Venues ensures that Waterford has a vibrant and accessible artistic environment. The updated application process for grants, bursaries and awards throughout the year supported artists and arts organisations. These included Artlinks bursaries for continuing artistic professional development, Arts practice grants, Tyrone Guthrie Regional Arts Award; O' Regan Arts Bursary, Irish Youth Choir and Irish Youth Orchestra bursaries; Drama League of Ireland Summer School, Writing Bursaries and the Blas Traditional Arts Bursary.



The Arts Council continues to support the Arts Office annual arts programme in the areas of Arts in Education, Arts in Health, Community Arts and specific projects in the areas of film, literature, music and visual arts.

Literature has a rich seam in Waterford with the Arts Office supporting writers and writers groups with mentoring, workshop and literature courses. In 2017 'The Lit' a new literary festival by and with young people was particularly successful. Waterford's national Molly Keane Creative Writing Award and the Waterford Poetry Prize continue to support new Irish writing. The Waterford Writers Weekend is now part of the overall Imagine festival taking place in October each year.

The Old Market House Arts Centre, Dungarvan and Greyfriars Gallery in the City hosted a range of exhibitions and events during 2017. The Coastguard Cultural Centre, Tramore programmed many music worthy events. Goma Contemporary Gallery now operating with a curatorial team caters for the contemporary sector. The Town Hall Theatre, Dungarvan continues to be a popular venue for community arts organisations and touring product.



The Arts Office programmed events tying in with national initiatives such as Poetry Day Ireland, Culture Night and Bealtaine – Celebrating Creativity as we age. The Arts Office also supported local festivals throughout the year with specific exhibitions and events as required. The Summer in the City/Artbeat programme expanded in 2017 with a new pilot programme for schools.

The Arts Office is pleased to be part of Waterford's Creative Ireland team, working towards a range of interventions to support cultural development and well being.

LIBRARY SERVICES

Our Libraries provide a major network of frontline services across the County which provide cultural, learning, researching educational and social spaces and information.

No. of Visitors to Waterford Libraries in 2017	532,540	No. of items Issued for Books	401,547
Target	515,792	Target	368,506
No. of Events held by Waterford Libraries IN 2017	2,894	No. of Items Issued for Other	84,110
Target	2299	Target	92,177
Annual Expenditure on Stock per Head	€1.67	No. of Audiobook and eBook Downloads	14,088
Target	€2.00	Target	5,774
No. of WiFi Users	34,584	No. of Magazine Downloads	6,306
Target	26,291	Target	6,204
No. of Internet Sessions	70,051		
Target	67,000		

Carrickphierish Library

On 10th May 2017, the new branch library at Carrickphierish opened its doors to the public. As part of the Carrickphierish Community Campus which offers a modern library, two schools, a sports facility and community campus; this unique campus supports a co-operative and partnership approach to the provision of services. Shortlisted in 2017 for an Excellence in Local Government Award for Best Library Service, Carrickphierish Library welcomed over 38,000 visitors in 2017.

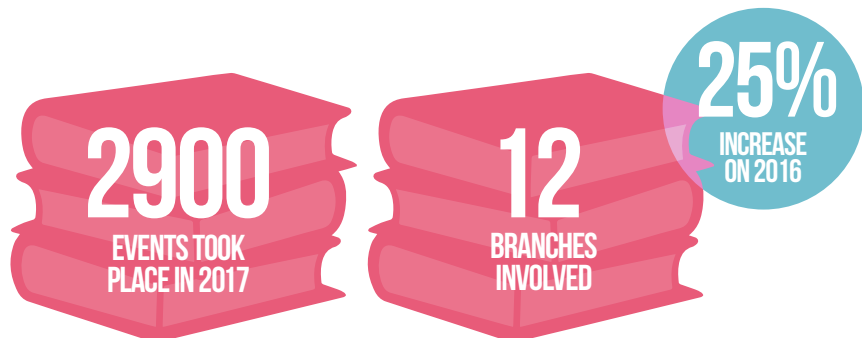


Blue Plaque

Linking generations of the future, with people of the past and buildings of the present - the great honour of the Blue Plaque was awarded to Tallow Library in 2017. Recognised as a significant historical building Tallow Library was added to the Blue Plaque trail, a significant attraction for visitors to Waterford.

EVENTS

Almost 2,900 varied events took place across the 12 library branches (a remarkable 25% increase on 2016).



Some of the highlights included;

Bealtaine – 2017 National Celebration of Arts & Creativity as We Age

750 Waterford citizens attended events such as gardening, arts & crafts, flower arranging, creative writing and nutrition workshops and Dusk and Dawn choruses by the Bealtaine Library Choir.

In 2017 the **Central Library Europe Direct Information Centre** organised many successful seminars, talks and workshops. The collaborative “EU Investment Plan – an opportunity for local business’ at Boxworks coworking space allowed local entrepreneurs to listen to an expert panel discuss the plan, its relevance to the south-east region and practicalities of how it applies to Waterford businesses.

“60 years of Europe since The Treaty of Rome” Renowned German lecturer Ingo Espwncied brought hundreds of post primary pupils on a multimedia journey through time which brought alive the complex history of Europe.

1321 primary school pupils across Waterford participated in the **Summer Stars Reading Programme**; a reading based activity programme that was available free of charge during the summer of 2017.

Central Library hosted **Japanese language classes** with tutor Kumiko Tsuchida.

The Towers and Tales Story Festival - Book Babies took place in Lismore Library. Award winning illustrator and animator Yasmeen Ismail combined a very special interactive session of stories, illustration and play for a large group of local toddlers and their parents.

A **Reader in Residence** pilot scheme was introduced in 2017. The appointed resident, Lani O’Hanlon worked with the library service to provide an additional programme of activities promoting the joy and benefits of reading for families.

Other event highlights included: Children’s Book Festival, Heritage Week, Seachtain na Gaeilge, Fashion & Furniture up cycling, Welly Tales, The Hungry Caterpillar sensory play sessions, Toddler Tinsel Tea party, Speaking with Confidence, PLICS Spelling Bee plus much more.

LIBRARY SERVICES

CONNECTIONS

Further development of partnerships and working relationships with groups, organisations and agencies continued throughout 2017.

Waterford Libraries supported **"The Lit"** the first literary festival for teenage leaders & writers organised by teenage readers & writers. Following the success of the festival in 2017, a number of the organisers joined Waterford Libraries Youth Council as part of The Shona Project, led by Tramore Library. The Shona Project is an award winning online programme promoting self esteem, positivity and goal achievement for young women.

During 2017 Waterford Libraries ran a series of talks and coffee mornings for parents of children with dyslexia as part of **The Waterford Dyslexia Committee**. The talks featured an explanation of dyslexia, ways parents can assist children and supports available to parents and schools.

NATIONAL

Waterford Libraries participated in national initiatives throughout 2017

'Healthy Ireland at Your Library' set up during November. This programme enhanced health information in public libraries by providing new resources on health and wellbeing. Talks and workshops were offered in library branches which focused on physical and mental health and established libraries as a valuable source for health information within the community.

'Work Matters at the Library' targeted new entrepreneurs, the recently unemployed and the under employed. Library branches provided the infrastructure, information resource expertise and events programming.

The **Right to Read Campaign** provided a nationally co-ordinated framework for literacy support and development through all Local Authorities.

PLANNING

Development Management



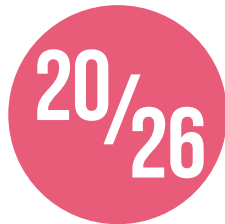
No. of Planning applications received



No. of Planning applications granted



No. of Planning applications refused



No. of cases where decision was confirmed by An Bord Pleanala



No. of cases where decision was reversed by An Bord Pleanala



Decisions decided within 8 weeks



Pre-Planning applications dealt with

Planning Enforcement



Cases referred to or initiated by the Planning Authority



Cases were investigated and closed



Enforcement procedures taken through warning letters



Enforcement procedures taken through enforcement notices

PLANNING

OUR DEVELOPMENT PLANS – VARIATIONS TO THE PLANS

Variations No.3a:

Vacant Site Levy and 3b Part V Social Housing Provision. Both variations of the Development Plans were adopted in the first quarter of 2017.

Vacant Sites Register

There is a statutory obligation on the Planning Authority, under the Urban Regeneration and Housing Act 2015, to establish and maintain a Vacant Sites Register. Work was undertaken on the assessment of vacant sites throughout the county for inclusion in the Register. During May a workshop was held with the Elected Members. A total of 21 vacant sites were identified and subsequently placed on the register.

Draft National Planning Framework (NPF)

The National Planning Framework - "Ireland 2040 – Our Plan" was published in Draft format in September. The document sets out how Ireland will respond to key planning challenges in the period to 2040 with particular emphasis on providing capacity for population increase, job creation, housing, environmental challenges in terms of climate change and the movement to a low carbon economy. The document is available online at <http://npf.ie/draft-of-ireland-2040/>. The Planning Section was engaged in making an individual submission on the draft NPF and in conjunction with Kilkenny, Carlow, Tipperary and Wexford County Councils have made a combined submission. Both submissions sought to strengthen the role and function of the South East Waterford City Region.

Review of the Record of Protected Structures (RPS) and Variation no. 4 of the Development Plan(s) relating to Architectural Conservation Areas.

Work was completed in 2017 on the review of the RPS for the Metropolitan District. The official review process commenced in October 2017 with a review being undertaken of RPS as it relates to Waterford City and the associated Waterford City Development Plan. The relevant owners/occupiers of structures proposed for addition or deletion were notified individually in addition to the owners/occupiers of structures already on the RPS where details are to be amended. Both processes have run concurrently and have entailed periods of public display and invitation of submissions/observations.

PLANNING

CONSERVATION AND HERITAGE

Conservation

The upturn in the property market has had a positive impact for historic buildings in the County. Some larger properties in urban and rural areas which were empty for past number of years were purchased and are in the process of renovation. Grant aid available from the Heritage Council, Department of Housing and the Built Heritage Jobs Leverage Scheme and the Georgian Society benefited residential/commercial and community projects. Other projects included the repair of several thatch roofs around the county, and repairs of windows and roofs of private dwellings. These works benefit the owners and their buildings but also contribute to upgrading the streetscape.

The annual Built Heritage Investment Scheme (BHIS) and Structures at Risk Fund (SRF) administered by the Council both drew to a close at the end of November. Funds in excess of €260,000 were allocated for the schemes. Both schemes funded residential, commercial and community projects assisting in the carrying out of structural repairs and repairs to windows, roofs, doors etc. The three key projects funded under the SRF in 2017 were the Bishops Palace, Waterford City, St. Carthage's Cathedral, Lismore and Cappoquin House while the BHIS funded 26 projects across the County.

Heritage

Review of Main Projects for 2017:

Waterford's Heritage Plan 2017-2022 was adopted by Council during Quarter 1.

Heritage Week ran from August 20th to 27th 2017, a wide variety of events took place across the County which were well supported.

The **Heritage Council funded projects** under the 2017 Heritage Plan including Ecological Survey of St. John's River, Habitat Management Plan for Kilmacleague Wetland, Support for Community Archaeology projects at Round Hill, Lismore and Gallows Hill Dungarvan, Decade of Commemoration events for 2017 & 2018 and Heritage Week programming.

March 2017 saw the **launch of Waterford Greenway**. A heritage event was held which included a photographic exhibition on railway heritage displayed in Kilmacthomas library, wildlife walks with Paddy Dwan, guided walk to Woodstown Viking Site with Archaeologist James Eogan and "Stop, Look and Listen - Traditional songs of the Greenway" with Michael Fortune.

Planning and Information Technology

E-planning

The Planning Section is managing a project currently underway to deliver an e-planning solution which integrates with the introduction of electronic systems currently being developed in An Bord Pleanála. It is Government Policy to provide an e-planning solution and this is referenced in recent policy documents such as Rebuilding Ireland and the Broadband Strategy.

The e-planning system will provide a better service to the public (for example earlier visibility of planning applications, online planning submissions), will allow agents to 'build' their application before submission, will reduce the printing, copying and scanning of documentation and will facilitate electronic interaction between Local Authorities and An Bord Pleanála and Prescribed Bodies. The system is due to go live in 2018. Communications will issue to all of the key stakeholders as the project progresses.



ANNUAL REPORT 2017

A STRONG FOUNDATION

PROPERTY MANAGEMENT

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



In 2017 the Property Management Department's projects included:

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

TRANSPORTATION / INFRASTRUCTURE & ECONOMIC DEVELOPMENT

- Published Compulsory Purchase Order for North Quays June 2017
- Continued acquisition of properties for the Urban Renewal Scheme and to facilitate the Michael Street shopping centre.
- Commenced Acquisition process for Michael Street Shopping Centre Site from NAMA
- Acquisition of Site at Maypark Lane for future development
- CPO process continued for the Dungarvan Road Flood Relief Scheme.
- Various boundary rectifications and small disposals completed throughout City & County.

COMMUNITY/VOLUNTARY/ARTS

- Acquisition & Lease to Villierstown Community Development C.L.G. of derelict premises in Villierstown.
- Commenced process to relocate Greyfriars Art Gallery to O'Connell St.

MAPPING / MANAGEMENT INFORMATION & PRA-DIGITISATION

Continued to work with Property Registration Authority (previously Land Registry) to improve mutual knowledge on Waterford City & County Council's land bank records. Waterford City & County Council was the first Authority to request digital ownership details from PRA. The Property Management Department in conjunction with GIS Co-ordinator continues to examine the effect of the amalgamation of City and County on the land bank/property records held by both authorities, how to present information digitally and appropriate management system for same.

WATERFORD FIRE SERVICE

Waterford Fire Services responds to a wide variety of emergencies as well as monitoring and advising on fire safety in the built environment.

A total of 134 persons are employed in the Fire Services, comprising Officers, full time and part time firefighters, administration support and a brigade mechanic. The service operates from 10 fire stations under the control of the Chief Fire Officer



Number of Fire Stations



Number of people employed in the Service.

- Fire calls - 781 ■
- Special Services - 368 ■
- False Alarms - 186 ■



TURNOUT TIMES



5M 25SEC | **1M 24SEC**
Retained firefighters | Full time firefighters

EMERGENCY PLANNING

The Major Emergency Co-ordination Rooms have been reviewed and alterations are being carried out.

Work has commenced on a new Evacuation Plan following national guidelines.

Major Emergency Management structures were utilised during the severe weather event Storm Ophelia.

FIRE PREVENTION

84 fire safety certificate applications were received and all were processed with the 8 week statutory period.



BUILDING CONTROL

The Building Control department is based within Emergency Services and is delivered from Dungarvan Fire Station. It is concerned with the delivery of Waterford City and County Council's functions under the Building Control Regulations 2007-2015



Buildings inspected



Valid Commencement Notices



Completion Certificates



Disability Access Certificates

CIVIL DEFENCE

Civil Defence is a volunteer-based emergency response organisation. Civil Defence supports the frontline emergency services, e.g. in dealing with severe weather or searching for missing people and also carries out community support activities, e.g. providing first aid cover at both local and national events. Civil Defence operates at national level under the Department of Defence with delivery of service through the local authority.



EXAMPLE OF EXERCISES

- All Services Exercise
- National Regional Exercise, Wexford
- National Regional Exercise, Kildare
- National Search Exercise, Dublin
- National Coast Guard Exercise, Dunmore East
- Regional Boating Exercise
- River Blackwater Exercise
- Inter Agency Search Exercise
- Greenway Exercise
- Radio Communications Exercise
- Avian Flu Exercise



Duties included

- 1848 Tricolour Celebration - 3 days
- Sean Kelly Cycle Tours - 2 Days
- Harvest Festival - 3 days
- Winterval - 20 days
- Missing person search - 3 days
- Daytripper Music Festival - 3 days

ROADS

Maintenance and Improvement of National Primary and Secondary Roads

In 2017 the full network of National Primary and National Secondary Roads in Waterford were audited for defects.



Kilometres of National Primary Road Strengthened

Maintenance and Improvement of Regional and Local Roads



Kilometres of Regional Road Strengthened



Kilometres of Regional Road Surface Dressed



% of Non National Roads Surveyed



No. of Bridges Repaired/Restored (Regional Roads)



Kilometres of Local Roads Strengthened



Kilometres of Local Road Surface Dressed



Kilometres of Local & Regional Road Drainage Works



No. of Bridges Repaired/Restored (Local Roads)

ROADS

Low Cost Safety Improvement Schemes

The Department of Transport, Tourism and Sport funds this scheme whereby local authorities can carry out works designed to improve road safety on regional and local roads where collision rates can be reduced or where hazards have been identified. In 2017 the Council completed 11 low cost safety schemes throughout the county at a cost of €291,000.

Local Improvement Schemes

After a number of years the Department of Rural and Community Development reintroduced funding for local improvement schemes in 2017. This scheme grant aids improvements for non public rural roads. A total allocation of €660,825 was granted which facilitated 17 schemes.

Tallow Link Road

Cllr Pat Nugent, Mayor of Waterford City and County Council officially opened the Tallow Link Road on the 13th December 2017. This project was funded by the Department of Transport, Tourism and Sports under the Strategic Improvement Funding Scheme with a total expenditure of €1.9m for the entire project.

CLÁR

As part of Government's overall programme for Rural Development, the Council was allocated funding of €313,365 under the CLÁR scheme for small scale infra-structural projects in designated rural areas which suffered the greatest levels of population decline. Safety facilities for schools and communities including the provision of school flashing lights, upgrading of line marking and warning signage was provided by the Council in designated CLÁR areas.

Clashmore Bridge also known as "Russell's Bridge"

Cllr Damien Geoghegan officially opened the Clashmore North Bridge also known as Russell's Bridge on 13th March 2017. The construction took 4 months from start to completion and cost €474,000 and was funded by the Department of Transport, Tourism and Sport.

Winter Maintenance Plan

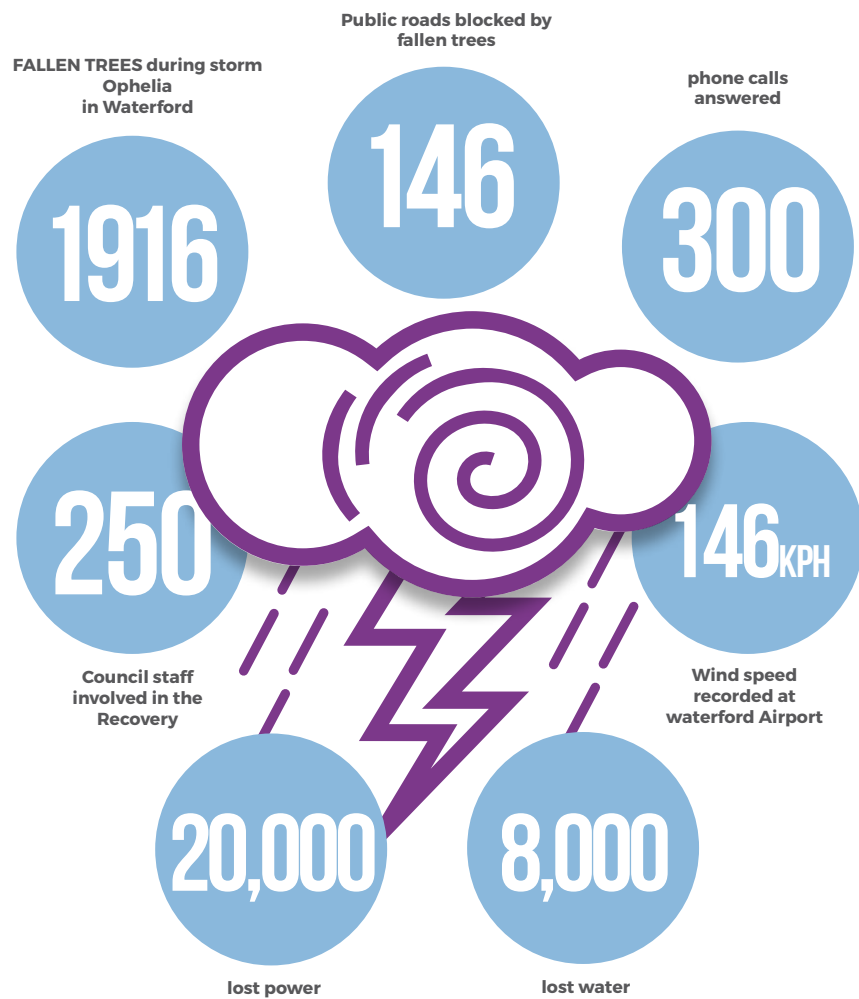
As part of the Council's Winter Maintenance Plan, the Council aims to provide an effective and efficient response to minimizing the negative impact of severe frost or heavy snow on the travelling public on the road network. It is not feasible to treat all public roads within the resources available and therefore routes are designated a priority rating of between 1 and 3 based on road classification, traffic volumes and the importance of the route. Priority 1 and Priority 2 routes are pre-salted following low temperature warnings. Grit is made available at multiple locations across the County for use by the community during prolonged periods of extreme frost. During severe or prolonged cold weather the Council's web site, radio announcements, map alerters and social media posts provide up-to-date information on road conditions in the County.

New Depot at Leperstown, Dunmore East

The facility was officially opened by the Mayor of the Metropolitan District, Councillor Sean Reinhart on 17th November, 2017. This facility replaced the containers and temporary portable units which have been used as canteen facilities and offices for some time at the site.

SEVERE WEATHER EVENTS

At a National level the Minister with responsibility for the National Directorate for Fire and Emergency Management will convene the National Emergency Co-ordination Group for Severe Weather in advance of severe weather forecast by Met Éireann. Waterford City and County Council works in partnership with the national committee and convenes a Severe Weather Crisis Management Team at a Countywide level. Waterford City and County Council convened the Severe Weather Crisis Management Team in October 2017 in advance of Storm Ophelia and established the level of preparedness within the Local Authority and initiated contacts with the HSE, First Response Services and An Garda Síochána at a local level. The Council worked closely with and relied on the support and close working co-operation of many agencies including the ESB Networks, Irish Water and Local Community organisations.





TRAMORE PROMENADE
Image courtesy of NOEL BROWNE
[#StormOphelia](#)

ENVIRONMENT

Litter Management



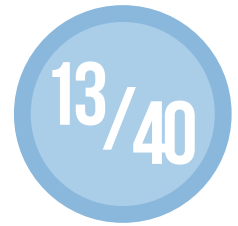
Litter wardens employed



On the Spot fines issued



Litter CRM Cases



WATERFORD IBAL Rating



Groups involved in National Spring Clean



Urban areas in Tidy Towns competition



Lismore & Dungarvan

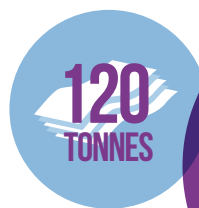


Ballymacarbry, Stradbally, Ardmore and Waterford



Tramore

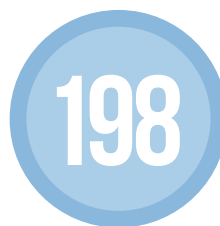
Waste Management



Textiles



Glass



Warnings issued



Notices received of Intention to Burn



Bring back facilities



Civic Amenity Sites

ENVIRONMENT

Waste Prevention:

2 series of Stop Food Waste workshops were carried out in 2017 to teach participants how to prevent food waste, as well as a Master Composter programme to teach groups about composting and how to build and run successful composting systems. The following campaigns were undertaken: Stop Junk Mail, Reuse Month, local waste prevention grant scheme, furniture upcycling events, textile upcycling events, recycling campaigns, etc. A food waste prevention cookery demonstration by Catherine Fulvio was also run during Reuse Month.

Landfill operation

€7,500 saved from energy generated by Wind Turbines at Dungarvan & Tramore Landfill sites.

Tree Week 2017

400 native saplings were donated by Coillte and made available to groups within Waterford. By encouraging individuals, family groups, schools and local communities to organise or take part Tree Week events, we are prompting and enabling people to play their part in making a difference to our efforts to live more sustainably, bringing about numerous benefits.

Gum Litter Awareness 2017

Waterford City and County Council took part in the **Gum Litter Awareness Campaign** in 2017. This education campaign aims to raise awareness of the impact of littered gum and encourage proper gum disposal.

Environmental Education & Awareness



Schools involved in Green Schools programme



Air/Noise inspections



Notices issued

Air, Noise Quality

Control Of Dogs



Dog Control CRM reports



Entered into the dog pound



Reclaimed, re-homed or transferred to Dog Welfare Groups



Euthanised

VETERINARY SERVICES



Regular food safety surveillance inspections, ante and post-mortem meat inspection, slaughter and animal welfare audits, traceability, labelling, staff training and personal hygiene audits have been carried out during 2017 in accordance with the service contract with the Food Safety Authority of Ireland. Food businesses under supervision during 2017 comprised 9 approved premises (4 slaughterhouses & 5 meat processing premises) and 6 registered meat businesses/vehicles. 128 premises/vehicle inspections took place during 2017 and 106 samples (for microbiological parameters, residues of veterinary medicines, food additives, bovine TB & Scrapie) were taken in 2017.

IT SERVICES

GENERAL

In 2017, Waterford City & County Council continued to use Information Technology to improve our service to the public and to support the council's internal business processes to improve overall efficiency and effectiveness. Work was completed on the post-merger consolidation and rationalisation of IT systems and infrastructure to continue the transformation of service delivery.

CRM SYSTEM

We have improved existing functionality and added new modules to our **Customer Relationship Management (CRM)** system, which continues to be used to manage both external customer queries at our Customer Service Centres, and internal business processes. Over 6,000 customer cases were processed through the system in 2017.

The system is also integrated with the national '**FixYourStreet**' website and the Environmental Protection Agency's "See it?, Say it" app.

WEB & SOCIAL MEDIA



Waterford City & County Council continues to develop its presence across a range of social media channels with audience figures continuing to grow on Facebook and Twitter. Several departments are now using the more visual channels such as Instagram and YouTube to convey a positive image of Waterford.

Our main website, www.waterfordcouncil.ie, continues to perform strongly in terms of statistics, with the emphasis being on up to date relevant information and easily accessible news.

OPEN DATA

Waterford City & County Council has committed to the implementation of the **Open Data Strategy 2017-2022** by appointing an Open Data Officer.

The aim of the Open Data Strategy 2017-2022 is to put an ecosystem in place to enable the potential of Open Data to be exploited and to develop niche areas for Ireland to develop core competencies and be a leader in Open Data'.

Studies show that publication of official non-personal data in open format has the potential to drive more effective decision-making and efficient service delivery, spur economic growth, and empower citizens to take an active role in improving their own communities.

Two core objectives of the strategy are the publication of high value government data in open format, making it publicly available and freely reusable; and engaging with a broad community of stakeholders to promote use of the data for the benefit of all sectors of the economy.

IT SERVICES

MAPALERTER



MapAlerter proved its worth during Storm Ophelia and Storm Brian by keeping members of the public up-to-date with FREE location-specific notices of weather warnings, road closures, and water outages. A total of 186 alerts were issued with Road Alerts (154) and Water Service Alerts (21) accounting for the majority.

To register visit www.mapalerter.com

CONTINUOUS IMPROVEMENT

In mid 2017 a new continuous improvement project commenced which aims to streamline workflows and promote best practice within the Council. The continuous improvement framework is a comprehensive and systematic approach to the delivery of services that reduces waste and inconsistencies while increasing value to our customers. The use of lean tools and techniques allow us to map out the value streams, identify and eliminate waste, produce value to the customer and drive organisational change. Improvement work is now underway with Housing which will identify opportunities for ICT solutions to support the business processes, maximise efficiency and improve the productive capacity of the department.



ANNUAL REPORT 2017

OUR FINANCES

ANNUAL FINANCIAL STATEMENT

FINANCIAL SUMMARY 2017 - SUBJECT TO AUDIT

Summary of Revenue Account	2017	2016
	€M	€M
Opening Balance at 1st January	-7.6	-8.0
Expenditure for Year	116.1	122.9
Transfers to Reserves	3.6	5.3
	119.7	128.2
Income for Year		
State Grants	55.0	59.1
Goods and Services	36.6	36.6
Commercial Rates	28.6	32.9
	120.2	128.6
Surplus/(Deficit) for Year	0.5	0.4
Summary of Balance Sheet		
Fixed Assets	2,162	2,163.7
Work in Progress	30.3	19.6
Long Term Debtors	68.6	71.7
Current Assets	32.40	34.1
Current Liabilities	-42.8	-41.8
Sub Total	2,250.5	2,247.3
Long Term Creditors	-125.1	-128
	2,125.4	2,119.3
Represented by:		
Capitalisation Account	2,162	2,163.7
Work in Progress	26.4	12.3
Specific Revenue Reserve	0.0	0.5
General Revenue Reserve	-7.1	-7.6
Other Balances	-55.9	-49.6
Total Reserves	2,125.4	2,119.3

COUNCIL EXPENSES & ATTENDANCE

REGISTER OF COUNCILLORS PAYMENTS
JANUARY TO DECEMBER 2017

Councillor	Training	Conferences
	€	€
Cllr. Liam Brazil	0.00	0.00
Cllr. Breda Brennan	0.00	0.00
Cllr. John Carey	4,476.62	583.75
Cllr. Declan Clune	0.00	0.00
Cllr. Joe Conway	4,223.67	699.21
Cllr. Tom Cronin	5,042.69	699.69
Cllr. John Cummins	0.00	0.00
Cllr. Davy Daniels	646.40	523.33
Cllr. Declan Doocey	505.46	700.00
Cllr. Pat Fitzgerald	0.00	0.00
Cllr. Damien Geoghegan	4,756.87	699.88
Cllr. Jim Griffin	0.00	0.00
Cllr. Blaise Hannigan	0.00	0.00
Cllr. John Hearne	0.00	0.00
Cllr. Joe Kelly	0.00	0.00
Cllr. Eddie Mulligan	2,931.00	676.07
Cllr. Jason Murphy	4,851.73	654.30
Cllr. Ray Murphy	0.00	513.48
Cllr. Pat Nugent	125.00	145.00
Cllr. Seamus O'Donnell	0.00	0.00
Cllr. John O'Leary	4,666.77	699.61
Cllr. Cha O Neill	3,799.82	559.11
Cllr. Michael J O'Ryan	1,304.38	0.00
Cllr. Lola O Sullivan	0.00	0.00
Cllr. Seanie Power	1,511.36	0.00
Cllr. John Pratt	5,535.18	699.96
Cllr. Eamon Quinlan	2,634.77	604.92
Cllr. Seán Reinhardt	2,830.41	578.66
Cllr. Mary Roche	376.51	560.29
Cllr. James Tobin	3,505.91	699.72
Cllr. Siobhan Whelan	0.00	0.00
Cllr. Adam Gary Wyse	0.00	0.00

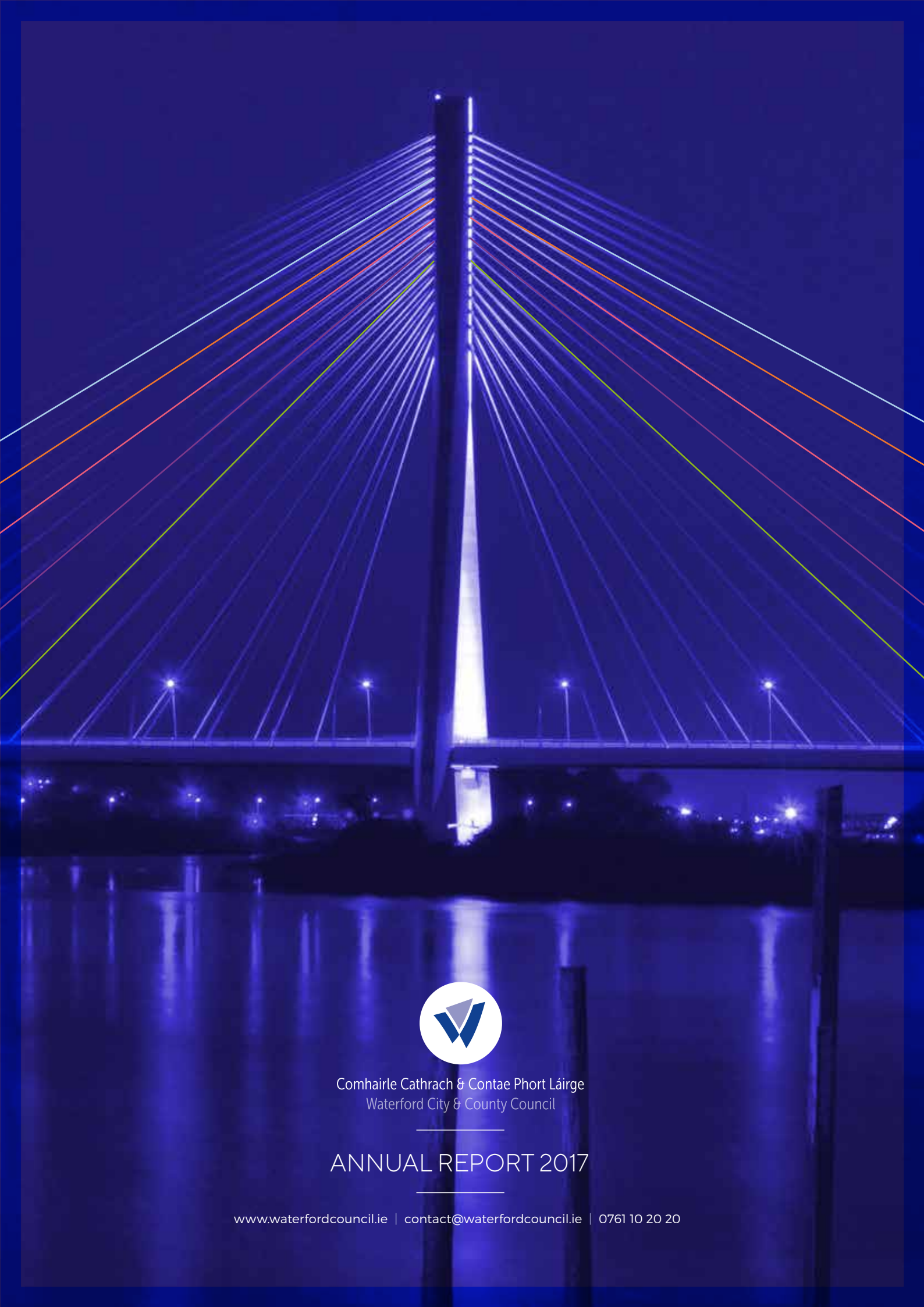
- Mayors/Cathaoirleach change in June each year following the AGMs of the Plenary and District Councils.
- SPC Chair allowance is €6000 per annum, the Chairs can change in June each year.

COUNCIL EXPENSES & ATTENDANCE

COUNCIL MEETING ATTENDANCE

COUNCILLORS	TOTAL MEETINGS ATTENDED 2017	TOTAL MEETINGS HELD 2017
Cllr. Liam Brazil	37	44
Cllr. Breda Brennan	35	41
Cllr. John Carey	34	41
Cllr. Declan Clune	41	49
Cllr. Joe Conway	41	48
Cllr. Tom Cronin	43	49
Cllr. John Cummins	30	37
Cllr. Davy Daniels	35	37
Cllr. Declan Doocey	35	43
Cllr. Pat Fitzgerald	40	45
Cllr. Damien Geoghegan	31	38
Cllr. Jim Griffin	35	38
Cllr. Blaise Hannigan	39	41
Cllr. John Hearne	37	39
Cllr. Joe Kelly	31	38
Cllr. Eddie Mulligan	41	41
Cllr. Jason Murphy	43	45
Cllr. Ray Murphy	33	37
Cllr. Pat Nugent	44	47
Cllr. Seamus O'Donnell	31	38
Cllr. John O'Leary	34	41
Cllr. Cha O'Neill	39	45
Cllr. Michael J O'Ryan	33	37
Cllr. Lola O'Sullivan	32	37
Cllr. Seanie Power	41	48
Cllr. John Pratt	37	42
Cllr. Eamon Quinlan	36	41
Cllr. Seán Reinhardt	38	41
Cllr. Mary Roche	41	42
Cllr. James Tobin	34	42
Cllr. Siobhan Whelan	26	41
Cllr. Adam Gary Wyse	36	43

* Meetings included : Plenary Council, Municipal & Metropolitan District, SPC's and JPC's



Comhairle Cathrach & Contae Phort Láirge
Waterford City & County Council

ANNUAL REPORT 2017

www.waterfordcouncil.ie | contact@waterfordcouncil.ie | 0761 10 20 20