

FOREWORD



Cllr. John PrattMayor of the City and
County of Waterford



As Mayor, it has been a great pleasure for me to support and contribute to the ongoing progress which is evident across all areas of work supported by Waterford City & County Council.



Investment in our city and county continues and we can look forward with confidence to the strong future development of our communities and facilities.

2019 saw a further investment of €2.65m to bring Waterford Greenway into the heart of Ireland's Oldest City - this development will provide linkages with the North and South Quays and onwards to new routes at New Ross and Rosslare.

The proposed expansion of the runway at Waterford airport, and the progress made on Waterford's North Quays all bode well for the future of our county and are a further boost to the momentum being generated in the economy of Waterford and the South East as a whole.

I am confident that with a continued pro-active approach, all Waterford citizens will see further benefits in the present and the near future.

I would also like to thank CE Michael Walsh and his management team, our Council employees and all my fellow elected representatives for the support they have shown me in my role as Mayor and to you, the citizen, for your unwavering dedication to this City and County".



Michael Walsh
Chief Executive,
Waterford City & County
Council



In presenting the Annual Report for 2019, I wish to acknowledge the continued efforts of our elected members, and employees of Waterford City and County Council, who are working together to achieve an efficient, modern local authority serving all the people of Waterford.

I look forward to the progression of the many innovative, challenging and exciting projects which began or were progressed throughout 2019, such as the further development of our Greenway, the many housing and infrastructural projects underway and the North Quays development. These exciting opportunities will serve us well in the future and will position Waterford as a leader in the region. We are confident that Waterford and the South East will continue to thrive: One City, One County, One Waterford".

Mission

STATEMENT

Our mission is to make Waterford the best possible place for all its people and for those who 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 works under the framework of a wide range of legislation and regulations that governs how we do our business.

Mayors and Cathaorligh



Cllr. John PrattMayor of Waterford City
and County Council



Cllr. Seamus Ryan
Deputy Mayor of
Waterford City and
County Council



Cllr.Breda BrennanMayor of the Metropolitan
District of Waterford



Cllr. Jim Griffin
Deputy Mayor of the
Metropolitan District of
Waterford



Cllr. Damien GeogheganCathaoirleach of
Dungarvan and Lismore
District



Cllr. James Tobin
Leas Cathaoirleach of
Dungarvan and Lismore
District



Cllr. Liam Brazil
Cathaoirleach of
Comeragh District



Cllr. Seanie Power Leas Cathaoirleach of Comeragh District



Plenary Council

Councillors up to Local Elections May 2019



Plenary Council

Newly Elected Council 26th May 2019

Councillor	Electoral Area
Liam Brazil (FG)	Portlaw Kilmacthomas
Ger Barron (Lab)	Portlaw Kilmacthomas
Declan Clune (SF)	Portlaw Kilmacthomas
John O'Leary (FF)	Portlaw Kilmacthomas
Seanie Power (FG)	Portlaw Kilmacthomas
Tom Cronin (FF)	Dungarvan
Conor D. McGuinness (SF)	Dungarvan
Damien Geoghegan (FG)	Dungarvan
Pat Nugent (FG)	Dungarvan
Seamus O'Donnell (IND)	Dungarvan
Thomas Phelan (LAB)	Dungarvan
Declan Doocey (FG)	Lismore
John Pratt (LAB)	Lismore
James Tobin (FF)	Lismore
Joe Conway (IND)	Tramore - Waterford City West
Jim Griffin (SF)	Tramore - Waterford City West
Marc O'Cathsaigh (GP)	Tramore - Waterford City West

Councillor	Electoral Area
Lola O'Sullivan (FG)	Tramore - Waterford
	City West
Eamon Quinlan (FF)	Tramore - Waterford
	City West
Adam Wyse (FF)	Waterford City East
Davy Daniels (IND)	Waterford City East
Pat Fitzgerald (SF)	Waterford City East
Eddie Mulligan (FF)	Waterford City East
Jody Power (GP)	Waterford City East
Matt Shanahan (IND)	Waterford City East
Donal Barry (IND)	Waterford City South
Breda Brennan (SF)	Waterford City South
John Cummins (FG)	Waterford City South
John Hearne (SF)	Waterford City South
Jason Murphy (FF)	Waterford City South
Seamus Ryan (LAB)	Waterford City South

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

Director of Services	
Fergus Galvin	Roads, Water & Environment
Ivan Grimes	Housing, Community & Emergency Services
Kieran Kehoe	Corporate, Culture HR & Information Systems
Bernard Pollard	Head of Finance
Michael Quinn	Deputy Chief Executive & Economic Development and Planning

Senior Officers	
Jane Cantwell	City and County Librarian
John Croke	Project Resident Engineer
Niall Curtin	Chief Fire Officer
Billy Duggan	SEO Economic Development
lan Fitzpatrick	SEO Procurement
Catherine Horan	Head of Information Systems
Carmel Hourigan	SEO Human Resources
Gabriel Hynes	Senior Engineer Roads
Paul Johnston	Senior Resident Engineer Housing
Rupert Maddock	Senior Architect
Pat McCarthy	Senior Engineer Water
Eamonn McEneaney	Manager/Curator Waterford Treasures
Liam McGree	Senior Planner
Raymond Moloney	SEO Environment
Donal Murphy	Financial Accountant
Bryan O'Kane	Management Accountant
Joe Sullivan	SEO Housing
Don Tuohy	SEO Community
Richard Walsh	Head of Enterprise, Local Enterprise Office

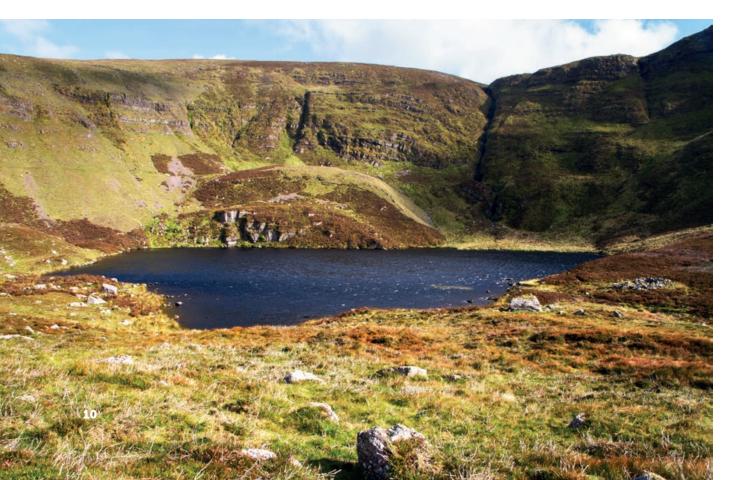
Strategic Policy Committees SPC's

SPC's 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, as committees of the council, to advise and assist the council in the formulation, development and review of policy.

SPCs 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 SPC's, 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.







Director of Services

Mr Michael Quinn

Councillors

Cllr. Lola O'Sullivan (Chairperson)

Cllr. Ger Barron – appointed September 2019

Cllr. Declan Clune – appointed September 2019

Cllr. Eddie Mulligan

Cllr. Conor D McGuinness – appointed September 2019

Cllr. Pat Fitzgerald

Cllr. Pat Nugent

Cllr. Matt Shanahan – appointed September 2019

Sectoral Representatives

Mr. David Walsh – Business rep (replaced Paul Nolan September 2019)

Mr. David Lane – Trade Union rep

Ms. Gerty Murphy – PPN Community & Voluntary rep

Mr. Garrett Wyse – PPN Social Inclusion rep

Ms. Jen Harris – PPN Environment rep (replaced Mark Connors September 2019)

Mr. Kevin Kiersey - Farming Representative

4 SPC meetings were held in 2019

1	99
15th	21st
Feb	Mar
18th	5th
Apr	Dec

- > Corporate Plan
- Lobbying act
- **>** Tourism
- Draft Regional Spatial Economic Strategy
- Estuary economic development
- Draft Shop Front Improvement Scheme
- Accommodation above the shop
- > Development of an economic dashboard

Planning SPC

Director of Services

Mr Michael Quinn

Councillors

Cllr. John Cummins (Chairperson) – Appointed September 2019

Cllr. Liam Brazil – Appointed September 2019

Cllr. Tom Cronin

Cllr. Davy Daniels

Cllr. Seanie Power

Cllr. Thomas Phelan

Cllr. Eamon Quinlan

Cllr. James Tobin

Sectoral Representatives

Mr. Seán Carey – Construction Federation Ireland

Mr. Niall Harrington – Business Rep

Mr. John Galloway – PPN Environment Rep

Mr. Donal Lehane – PPN Social Inclusion Rep

Mr. David Walker – PPN Community and Voluntary Rep

Mr. John Heffernan – IFA Rep

4 SPC meetings were held in 2019



- WCCC Development Plan Visioning, Process & Timeline
- Waterford Metropolitan Area Transport Strategy (WMATS)
- > Kilbarry Framework Plan
- > Area Based Transport Assessment



Environment, Biodiversity and Climate Change SPC

Director of Services

Mr Fergus Galvin

Councillors

Cllr. Pat Fitzgerald (Chairperson)

Cllr. Jim Griffin

Cllr. John Hearne

Cllr. Marc Ó Cathasaigh

Cllr Ger Barron

Cllr. Damien Geoghegan

Cllr. Breda Brennan

Cllr. Joe Kelly

Sectoral Representatives

Mr. Tom Hogan – Trade Union Rep

Mr. Alan Walshe - PPN Environmental Rep

Mr. Obianuju Ekedozie – PPN Social Inclusion Rep

Ms. Brid O'Heir – PPN Community & Voluntary Rep

Ms. Laura O'Brien Forbes – IFA Rep

2 SPC meetings were held in 2019



- Control of Horses
- > RMCEI Plan
- Control of Animals Dog licences and Horses seized
- Review of Open Spaces Byelaws 2015 regarding Musical and Artistic Performances
- Climate Adaptation Strategy
- > Climate Charter
- > Tree Management Policy agreed to prepare draft.
- > Trees and Biodiversity Policy.
- > Japanese Knotweed database and treatment.
- Promote Green Flags for Greenway.
- > Single Use Plastics.
- > Litter Management Plan
- Request for Consideration of viability of re-municipalising waste collection WCCC.
- Consideration of Request for Climate Action
 Committee Deferred to 2020 meeting.

Transportation and Infrastructure SPC

Director of Services

Mr Fergus Galvin

Councillors

Cllr Seamus O'Donnell (Chair)

Cllr Joe Conway

Cllr Joe Kelly

Cllr John O'Leary

Cllr Jody Power

Cllr Declan Doocey

Cllr Jim Griffin

Sectoral Representatives

Mr. Thomas Holden – Construction Federation Rep

Ms. Marian Walsh – Business Rep

Ms. Elaine Mullan – PPN Environment Rep

Mr. Farid Ahmad Mohamman – PPN Social Inclusion Rep

Mr. Jim Farnan – PPN Community & Voluntary Rep

2 SPC meetings were held in 2019



- > 2003 Harbour Bye-laws
- > Cycle Strategy
- > Waterford Transport Strategy
- > Inner City Traffic Analysis
- > Local Link Bus Shelters/Bus Routes
- > Review of Parking Policies
- > Electric Vehicle Presentation
- > Work Programme for 2020



Housing, Community, Culture, Sport & Recreation SPC

Director of Services

Mr Ivan Grimes

Councillors

Cllr. Adam Wyse (Chairperson)

Cllr. Donal Barry

Cllr. Breda Brennan

Cllr. Conor D. McGuinness

Cllr. Damien Geoghegan

Cllr. Jason Murphy

Cllr. John Pratt

Cllr. Seamus Ryan

Sectoral Representatives

Mr. Richie McDonald – Construction Industry Federation

Ms Una Dunphy – Trade Union Rep

Mr. Mike Farrell – PPN Environment Rep

Mr. Vince Rellis – PPN Social Inclusion Rep

Ms. Rosemary Kennedy – PPN Community & Voluntary Rep

2 SPC meetings were held in 2019



- Social Inclusion SICAP 2018
- > Transparency Code
- > Rural Development Programme
- > Age Friendly Programme
- Migrant Integration Strategy





PEOPLE & COMMUNITIES



Communicating With Customers

WEB & SOCIAL MEDIA:

Waterford City & County Council continues to develop its presence across a range of social media channels with strong audience figures on Twitter and Facebook (where we have 15000 followers). The web and social media function is now aligned with the Communications Office, giving a wider scope for communication across all service areas.



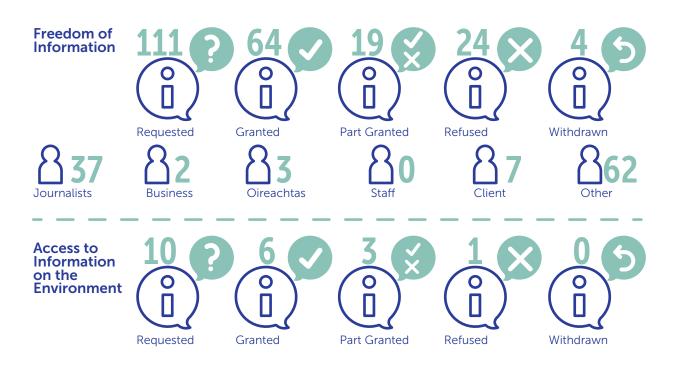
Our main website, **www.waterfordcouncil.ie**, continues to perform strongly, with the emphasis being on up to date relevant information and easily accessible online services. 2019 saw an increase of 17% in overall traffic to our main website with interactive services such as the Online Planning Enquiries System, Choice Based Lettings (CBL) and the online payments facility all show double-digit % increases when compared with 2018.

Several other websites/functions were established and/ or enhanced during 2019, including the Comeragh's Wild Festival, an online Housing applications booking calendar, Waterford North Quays and an information portal site for those running the various Waterford Festivals.

Social media saw further growth across all channels, with several departments branching out to visual channels such as Instagram and YouTube to convey a positive image of Waterford. Why not visit our Libraries page or Visit Waterford's page on Instagram!



Freedom of Information



Oifigeach Gaeilge - Irish Office

The Official Languages Act, 2003

The Irish Office continued to support the delivery of services through the Irish language under the Official Languages Act and other legislation and through Waterford Local Authorities' Language Scheme 2018-2021.

A total of five complaints were made by members of the public to the Office of the Language Commissioner in relation to services provided by Waterford City & County Council in 2019. The complaints related to English-only signage in Waterford City and Dungarvan; incorrect bilingual signs in Dungarvan; and the failure to produce the Council's Draft Climate Change Adaptation Strategy bilingually. All of these complaints were dealt with to the satisfaction of the Language Commissioner's Office.

Seachtain na Gaeilge

Hundreds of people took part in various events and activities throughout Waterford city and county during Seachtain na Gaeilge in March, co-ordinated by the Irish Office, in collaboration with Waterford Childcare Committee Ltd, Waterford Library Services, Glór na nGael, WIT and Waterford Museum of Treasures. Events included storytelling and songs for children, bingo,treasure hunts, LónGaeilge, Table Quiz and music session.



Irish in Festivals

The Irish Office's Tionól na nDéise lecture series continued in 2019 as part of the **Tionól Niocláis Tóibín** festival in AnRinn in February. Dr.Ciarán Ó Gealbháin from the Folklore Department of UCC gave a wonderful talk on the famous sean-nós singer, NioclásTóibín, in whose honour the annual festival of traditional music and song is held in the Gaeltacht each year.

The Irish Office hosted the closing event of this year's **West Waterford Festival of Food** in Dungarvan in April, when Cór Fear na nDéise from An Rinn led a lively celebration of Irish language songs, music and culture in Bainlann Chúil na nGabhar. A number of other Irish language and bilingual events took place during the Festival, including a Bus Bia visit to the Gaeltacht and 'Cócaireacht le Chéile' cooking workshops.

Support and assistance in the organisation of the annual **Daonscoil na Mumhan** summer school in Coláiste na Rinne, An Rinn was also provided in 2019.







Oifigeach Gaeilge - Irish Office

DámhDhéiseach

In August, the Irish Office launched the Dámh Dhéiseach, Writers of the Déise Digital Story Viewer and Poster celebrating Waterford Writers in the Irish Language from the 18th Century to the present day. Inspired by the work of the late Nioclás Mac Craith, An Rinn, RIP, this on-line resource celebrates poets and prose writers from all over Waterford city and county. The project is a collaboration between the Council's Irish Officer, Heritage Officer and Archivist, under the directorship of Professor Pádraig Ó Macháin, UCC and is funded by the Heritage Council. DámhDhéiseach may be accessed through the following link: http://bit.ly/Scribhneoiri-na-nDeise

An Ghaeltacht

The Irish Officer continued to work with Co. Waterford's Gaeltacht community during the year, by supporting events being organised by local community groups in the area, and also by sitting on the board of local community-development company, ComhlachtForbartha na nDéise. Work continued on the implementation of the Language Planning Area's seven year Language Plan.

Irish Officer MáireSeó Breathnach's two-year period serving on the board of state development agency, Údarás na Gaeltachta as Waterford City & County Council's nominee came to an end in February 2019. The Waterford Gaeltacht will not have representation again on the Board of the state body for the development of the Gaeltacht until the year 2023.

Gaeltacht Scholarship

The Irish Office was pleased to present scholarships to three students through theWaterford City & County Council Gaeltacht Scholarship Scheme in 2019. Scholarships were presented to Geoff Caulfield, Dunmore Road, Waterford; Tess Hartley, Annestown and Róisín Kiersey Ardmore to attend a summer course in Coláiste na Rinne, An Rinn in July.

Dungarvan as a Gaeltacht Service Town

The Dún Garbhán le Gaeilge Committee (of which the Irish Officer is a member) began work during the year on developing an Irish Language Plan for Dungarvan

as a Gaeltacht Service Town under the Government's 20 Year Strategy for the Irish Language. Language Planning Consultant, Dr Vicky Brady (Mary Immaculate College & UL) was appointed to prepare the Language Plan, under the

Government's

20

Irish Language
Strategy

guidance of Dr. Noel Ó Murchadha, sociolinguist and Assistant Professor (Education), TCD.CoisteDúnGarbhán le Gaeilge, through various sub-committees organised and supported a number of promotional Irish language and bilingual events and activities during the year, including Pop-Up Gaeltachtaí; Péacóg, an arts festival organised by young people for young people (funded by Creative Ireland), which included an art competition and exhibition entitked "Cois Farraige"; and a St. Patrick's Day Céilí and hill-walking event with local groups.

Placenames Committee

The Council's Placenames Committee continued its work during the year, approving names for a total of ten housing developments, following consultation with both private developers and the Council's Housing Department.

Schools' Placenames Project

The Irish Officer City and County Archivist, with the support of the Council's Placenames Committee, rolled out the Schools' Field Names Project to a further three schools in the autumn as part of the Council's Creative Ireland programme. Through the project, primary school children researched local field names and other place names in their area and the project also included an artistic element, whereby an artist visited each school to assist the children in producing artistic representations of the placenames researched. Light of Christ National School, Dunmore East; Kilmacthomas National School and Rathgormack National School undertook this project in 2019.

Archives & Records Management

Waterford City and County Archives works on an ongoing basis to ensure the preservation and access to the records and archives of Waterford City and County Council and to document the story of the people of Waterford. Through its Records Management Services, it provides support to the work of Council departments to facilitate the provision of services and compliance with legal requirements and ensure that the delivery of services is documented in a transparent and accessible manner.

Decade of Centenaries

The Archives Service continued to work with the Heritage Officer as part of the Decade of Centenaries Committee to develop projects and support research on the Decade of Centenaries in Waterford. In 2019 work was commissioned for a War of Independence Mapping project to underpin the creation of a 'Storymap' to document the War of Independence in Waterford. Work was also commissioned on a new publication on Richard Mulcahy, born in Manor Street in Waterford in preparation for a conference to be held in 2020.

Exhibitions and Talks

On 8th March 2019 for International Women's Day, the Archive participated in an event organised by the Dungarvan branch of Soroptimist International at Lawlor's Hotel, Dungarvan. The exhibition "Notoriously Dissolute Females" on the place of women in 19th century Waterford was made available and the Archivist provided a talk as part of the wonderful programme of

talks that were arranged for the day. It was an extremely well attended and successful event.

As part of the events for Heritage Week the Archivist provided a lunch time talk on "The Art of Letter Writing" at Central Library in Waterford. For the Explore Your Archive Campaign and as part of the programme of talks organised by Waterford County Museum a talk "Cradle to the Grave – the work of Waterfords' Sanitary Officers" was given by the Archivist at Dungarvan Sailing Club in November.

As a member of the Local Government Archivists and Records Management Group Waterford City and County Archives contributed to the exhibition created by the Group with the Department of Heritage, Culture and the Gaeltacht on the 120th anniversary of Local Government in Ireland. The Archive hosted the exhibition in the Civic Offices in Dungarvan in December 2019 and in City Hall in January 2020.







Archives & Records Management

Diverse Waterford Oral History Project

The Archive and the Library Service with funding from Creative Waterford worked with Tomás MacConmara who tested the Guidance Notes for Collectors created, by carrying out a series of oral history interviews for addition to the Council's collection of oral history. Tomás MacConmara then provided training for communities and individuals interested in embarking on an oral history project in November in Central Library. Those attending were assured of the ongoing support of the Archive Service and the Library Service for the collection of oral history in Waterford. The Archive, offering to act as a repository for oral history recordings to facilitate preservation and access. By working with communities Waterford City and County Council can build a rich history of the diverse voices of Waterford that will document the story of the people of Waterford for future generations.

Schools' Placenames Project

As part of the Waterford Creative Ireland Programme the Archives Service working in collaboration with Oifigeach Gaeilge Chontae Phort Láirge and the Arts Office added a further three national schools to the project. The three schools were: Kilmacthomas NS; Light of Christ NS, Dunmore East and Rathgormack National School.

https://waterford-news.ie/2019/06/21/ deise-schools-recognised-for-placenames-project/ Waterford News and Star



Visitor Services

The Archive is open to the public in High Street, Waterford City on Tuesdays 10-2 and in Dungarvan on Fridays 1-5. In addition researchers can request advice and information by e-mail and telephone and 160 requests were responded to in 2019.

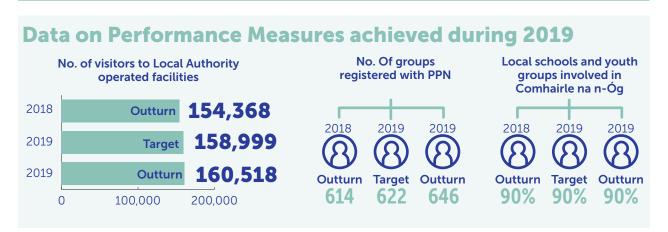


Records Management

In January 2019 the transfer of boxes from Dungarvan Records Centre storage, to storage in the extended Records Centre in Carrickphierish was completed and work began to re-organise the new Records Centre storage in Carrickphierish.

Work continued in 2019 in collaboration with IS staff to review the file structures of departments and improve the storage of files held electronically. The storage requirements and vulnerabilities of electronic records were investigated and it was agreed that further support and collaboration was required to ensure the Council's electronic records could be preserved and accessible over time. As a result Waterford City and County Council agreed to become a member of the Digital Repository of Ireland, a national digital repository for Ireland's humanities, social sciences, and cultural heritage data and a trusted digital repository www.dri.ie

Waterford City and County Council is a member of the review team for the revision of the National Retention Policy for Local Authority Records produced by the Local Government Management Agency (LGMA). Guidance for the implementation of the revised National Retention Policy for Local Authority Records was issued and the revised retention policies for Finance; Health and Safety; Housing; Human Resources; Planning and Development and Procurement were issued. Implementation of these revised retention recommendations has begun for records held by Waterford City and County Council.



COMMUNITY SERVICES

Community and Sports Grants Scheme

Support was provided for communities through the **Supporting Waterford Communities Grants Scheme** whereby local sports clubs, tidy towns, residents associations and community & voluntary groups are financially assisted to ensure sustainability. 456 applicants were eligible which was a 20% increase on 2018. €195,500 was allocated in 2019 for this initiative.





Communities Enhancement Programme

The Community Department administered two capital grant schemes in 2019. Under the **Communities Enhancement Programme** for disadvantaged areas, €153,658

was allocated to various projects across the city and county by year end. Under the Community Enhancement Programme for Men's Sheds which assisted capital projects for Men's and Women's Sheds throughout the city and county. €9,162 was allocated in total to the seven registered sheds.

Communities Enhancement Programme allocated

€153,658

to disadvantaged areas

Community Department

In 2019, the Community Department continued to support **community buildings** which are in constant use by local communities and volunteer groups.

Pride of Place Awards

Waterford has a proud record of participation in the **Pride of Place Awards**. 2019 saw Waterford represented at the National Pride of Place awards by the Déise Day Centre (Dungarvan), Alexander Street Residents Association and Waterford Comhairle na nÓg. Both the Déise Day Centre and Alexander Street Residents Association won their respective categories. The winner of the 2019 PPN awards was Dunhill Tourism Walking Trail Ltd and this group will present Waterford in the 2020 Pride of Place Awards along with an entry from the Larchville/Lisduggan combined Residents Association.







Comhairle na nÓg

2019 was another strong year for Waterford **Comhairle na nÓg**. Many events were undertaken and a host of issues were tackled by the members. The main project delivered by members addressed the issue of Stereotyping of young people. The output of the project was a video addressing this issue and the video was subsequently entered into the 2019 Pride of Place awards. This was presented at the AGM in October and highlighted the importance of this nationwide social issue. Members of Waterford Comhairle took part in various national consultations during the year. 90% of local secondary schools and youth clubs participate in the Waterford Comhairle.



Public Participation Network:

Membership increased in 2019. 646 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.

Joint Policing Committee:

Waterford has a proactive JPC which has been addressing various issues to make Waterford a safer place for all. In 2019 Assistant Commissioner Finn attended the November public meeting and gave a presentation in relation to proposed changes to Garda divisions. The JPC Steering ϑ Oversight Committee continued to oversee the objectives and ensure implementation of various facets of the 2019 Annual Work Plan including the JPC public awareness radio campaign. As part of the work plan, new Text Alert groups were set up, Road Safety Workshops with a simulator were held to raise safety awareness and feedback reports were sent to An Garda Síochána to assist in development of Policing Strategy, following various JPC working groups' discussions with groups.





Age Friendly Alliance:

The Waterford Age Friendly Strategy 2017-2022 was launched in December 2017. The nine thematic sub-groups that were formed to lead out the delivery of the actions highlighted during public consultations continued their work throughout 2019. 2019 saw the formation of the Waterford Older Persons Council which informs the work of the Alliance. The membership of the Waterford Age Friendly Alliance comes from many public and non-public organisations including the Public Participation Network, Local Link, Dungarvan Care of the Aged, Waterford City & County Council and Waterford/Wexford ETB.

Community Festival Grants

The Community Department continued to support community festivals during the year. 19 festivals benefited from a total spend of €36,350.00.





St Patrick's Day Festival

The theme for the 2019 festival held in Waterford City was 'Colour, Culture and Community'. Participants and supporters alike took advantage of the opportunity to exhibit and appreciate the variety of colour and culture in our community including sport, food, business, hobbies, national associations and the arts. The parade departed from The Glen, proceeded along The Quay and The Mall then concluded on Parnell St. In excess of 20,000 spectators supported the event and over 40 voluntary sporting and community groups took part in the annual spectacle. A full programme of ancillary events offered a fun filled family day out for all.



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 eight times in 2019. Notable outcomes/actions included the tendering for researchers to develop a Needs Analysis for Waterford. Funding for this initiative was received from the HSE National Lottery. Funding and from other agencies. The Inter-agency group made a presentation to CYPSC during the year. This presentation highlighted the strategic themes, objectives and actions of the group. The Inter-agency group secured funding for the 'Yellow Flag Programme' which has been rolled out to three Waterford Schools in 2019 with a commitment to fund at least a further two Schools over the next three years. The 'Yellow Flag Programme' is a progressive equality and diversity initiative for primary and secondary schools which promotes and supports an environment of multiculturalism and diversity.



Migrant Integration Strategy:

In early 2018, Waterford City and County Council and Waterford Local Community Development Committee established an Inter-agency Task Group to respond to the call made under the National Migrant Integration Strategy: A Blueprint for the Future. Local Authorities are responsible for establishing a Migrant Integration Forum and updating their integration strategies. Following the recruitment of a consultant to initiate a Migrant Forum, preliminary meetings with open invitations took place in Dungarvan and Waterford City. Subsequent meetings and consultations with a variety of migrant groups resulted in the formation of a Migrant Forum with eighteen seats. The official Forum launch took place in February 2019 by Minister David Stanton. The role of the Forum is inter alia, to contribute to the development of an integration strategy for the entire county. Consultants were recruited in mid 2019 to develop the Waterford Migrant Integration Strategy 2020 – 2023.



Local Community Development Committee

The Waterford Local Community Development Committee (LCDC), established by the Council, continued to meet and deliver on the Community element of the Local Economic and Community Plan (LECP). This provides the basis for a more coherent, streamlined and co-ordinated approach to local and community development programmes. The LCDC has primary responsibility for planning and oversight of local development spend. Public and non-public bodies from local government, state agencies, local communities, development, social, and economic interests are represented on the LCDC.

The LCDC met eight times during 2019, with a quorum achieved at each sitting.





In 2019, the Health and Well-being LCDC subgroup which reports to the LCDC at each LCDC meeting, continued the work of the Healthy Waterford initiative that has taken place over the past number of years. Some of the key actions carried out in 2019 were the hosting of a built environment seminar and capacity building workshops and supporting a social prescribing initiative. The subgroup oversaw the implementation of Healthy Ireland funded actions. Funding from the Healthy Ireland Fund supported two key actions during 2019, namely, the posts of Healthy Waterford Coordinator and Social Prescribing Coordinator.





The LCDC SICAP subgroup carried out regular reviews of the implementation of the SICAP programme being delivered by the Waterford Area Partnership.

In 2019, the LCDC led out on the development of the Migrant Integration Forum and the development of a migrant strategy.

Social Inclusion:

The Social Inclusion Community Activation Fund (SICAP), worth €1,120,415 to the City and County in 2019, continued to have a major impact on disadvantaged communities and individuals. In 2019 75 local community groups and 891 individuals were assisted. The programme is delivered by Waterford Area Partnership and progress is monitored by the LCDC through both the work of the main committee and the LCDC SICAP subgroup.





Rural Development Programme 2014 - 2020 - budget €7,522,763

During 2019, the LCDC, acting as the Waterford Local Action Group (LAG) progressed the delivery of the local development actions approved in the Local Development Strategy for the rural community. 8 LAG meetings were held. 32 payments were made to project promoters during 2019 totalling €1,125,047.52. These investments create economic, environmental and community benefits including the creation of additional new jobs through new initiatives and business expansion. Throughout 2019 there were 4 Public Targeted Calls for projects, 8 evaluation committee meetings, 14 public meetings across the County and 4 Community training initiatives progressed. The Waterford Local Action Group (LAG) was ranked number one nationally in 2019 for project delivery (payments) and was third overall on allocations.





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. There were 160,518 visitors to LA operated facilities in Waterford in 2019. This was an increase of 4% on visitor numbers over 2018. All four sports facilities had an increase in users in 2019.

Williamstown Golf Course

2019 brought an increase of 25% in users of the facility. There were 328 members of the municipal golf course in 2019, which is an increase of 21% since 2018. A Ladies Club was formed in April 2019, at the

2019 **1 25%** increase in users

end of the year there were 56 female members. There has been an ongoing increase in ladies members since the Club was formed. Williamstown Golf Course also hosted over 20 societies during 2019.

Regional Sports Centre

Waterford City and County Council continued to upgrade the facility in 2019, such as the installation of an irrigation system for the back pitches and on the pitch and major work was done to both the fairways and greens of the pitch and putt course so as to improve the playing experience of our customers. A number of events were held at the RSC during the year, including the U17 European Championship as well as a number of major club competitions. There was an increase in the number of clubs using the facility on a daily basis.

Dungarvan Sports Centre

Waterford City & County Council upgraded the facility with the installation of new accessible toilet facilities (in partnership with Waterford Sports Partnership) which enables the Centre to facilitate new user groups, e.g. South East Paralympians. Clubs / organisations held events and meetings at the Dungarvan Sports Centre and users e.g. Junior Musical Stage School again held

their musical productions, following the previous years' successes. The Munster Youths Boxing Championship and the International Celtic Box Cup was also held during the year at the facility.



Carrickpherish Sports Hall and Community Facility

The facility is at full capacity with a number of local clubs and organisations using the facility on an ongoing basis. In 2019 the Council upgraded the basketball score board which allowed the hall to be used for National League basketball games. The Filipinos

Society of Ireland hosted their National Basketball Tournament there;



other clubs and groups hosted tournaments there also. The facility was used for a variety of events, for example, Waterford Autism Social & Sports Action held their family day fundraiser; Inter Schools Chess competitions, book readings for teenagers and Waterford Sports Partnership held teacher training events there also.

Play facilities:

- Mount Sion Play-park. Partial funding was secured from The Department of Children and Youth Affairs towards a Play-park on the grounds of Mount Sion G.A.A. Club. Plans to deliver the park were progressed as a joint venture between Mount Sion G.A.A. Club and Waterford City & County Council.
- Dungarvan Skate-park. An application for funding towards a Skate-park in Dungarvan was preliminarily approved by the Department of Transport, Tourism and Sport.

Waterford Sports Partnership and Waterford City & County Council partnered successfully on a number of projects during the year including the Carrickpherish Community Sports Hub, National Bike Week, National Recreation Week and National Play Day.

Homeless Services

Homeless prevention, supported exits and sustained tenancies were the priorities for Homeless Services in 2019, which was a milestone year for Waterford with a substantial 47%



reduction in homelessness from January to December, despite the numbers presenting seeking homeless services having increased by 33% on 2018 levels.

A major initiative by Waterford Council and a significant factor in the reduction in homeless numbers was the opening of Waterford Integrated Homeless Services (WIHS) on 25th February 2019. WIHS is a multi-agency collaboration between Waterford City & County Council, the HSE, Focus Ireland and South East Simon Community with over 3,300 visitors to the Service during 2019. It is effectively a one stop shop where all services are working in partnership and combining resources to prevent homelessness and provide immediate supports and services to those who are homeless or in danger of becoming homeless.

Homeless Assessments

1,219 households sought homeless support from Waterford City & County Council during 2019, which was a 33% increase on the 2018 figure of 920. Of the 1,219 who presented, 903 received a formal Homeless Assessment. Family breakdown accounted for 31% of presentations, followed by sofa surfing/ living in overcrowded households at 20%. Notice to quit or termination of tenancies accounted for 12% of presentations during 2019.

71% (638) of those who received a formal homeless assessment were categorized as single and 29% (265) were in the family category.

56% (500) of those who received a formal homeless assessment were prevented from having to enter emergency accommodation by prevention work carried out by Waterford Council's Homeless Prevention & Support Workers which includes family mediation, intervention work and the use of the HAP Place Finder service as an alternative to emergency accommodation. As a result of this work only 21% (187) entered supported emergency accommodation during 2019.

Waterford Integrated Homeless Services (WIHS) (Opened 25th February 2019)



Number of callers seeking services in WIHS



increase on the 2018 figure of 920



Number of homeless presentations to WCCC Homeless

31% Family breakdown accounted for presentations

Notice to quit or termination of tenancies accounted for their presentations during 2019



Number of Formal **Homeless Assessments** carried out



Saved from homelessness by Waterford Council's Homeless Prevention & Support Workers

As a result of this work only 187 entered supported emergency accommodation during 2019



Emergency Accommodation (EA)

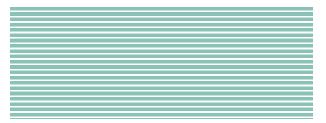
There was a substantial

47% reduction in the
number of persons
in emergency
accommodation in
Waterford during 2019.
The national roll out of
the HAP Place Finder &
the Housing First services,

the introduction of a Homeless Prevention & Support project by Waterford Council, the ceasing of B&B and Hotel use as emergency accommodation, and the opening of Waterford Integrated Homeless Service (WIHS) have all been major contributing factors to Waterford's significant reduction in homelessness.

HAP Place Finder Service

The HAP Place Finder Service was introduced nationally to assist homeless and potential homeless households to find accommodation and offer financial support with the deposit and first month's rent where households have low incomes.



Of the 117 tenancies set up in 2019, 68 (58%) were families and 49 (42%) were single adults. The Place Finder service has been critical to homeless prevention with 49 families and 25 single adults prevented from entering emergency accommodation by providing them with the Place Finder service. It has also been a key component in exiting homeless clients from emergency accommodation with 19 families and 24 single adults being supported to exit emergency accommodation to a HAP Place Finder tenancy.

Housing First Programme

A very visible and noticeable change in Waterford City during 2019 was the significant reduction in the number of people sleeping rough which is as a direct result of the implementation of the National Housing First Programme.

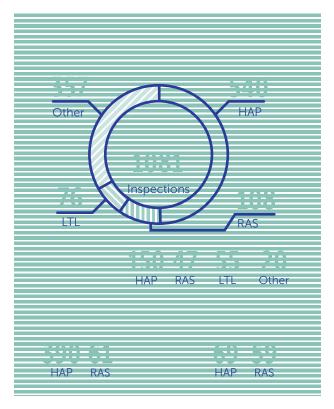
The National Housing First Programme aims to provide accommodation with wrap-around supports to address complex housing and health needs, including mental health and addiction needs of people experiencing homelessness and improve their access to appropriate healthcare through enhancing housing first tenancies, strengthening integrated care pathways and providing support towards community reintegration.

This national project will see 30 Housing First tenancies in place in Waterford by June 2021.

Divete	ALID
Private	AHB
Private	АНВ
Private	АНВ
Private	AHB
Private	АНВ
Private	AHB
Private	AHB
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Private	AHB
Private	AHB

Housing Stock

Maintenance and Improvement of LA Housing



Inspection of Local Authority own stock

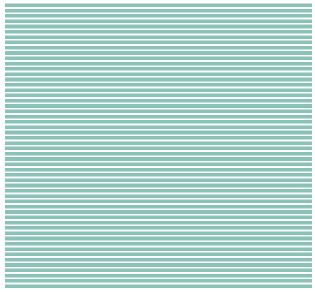
In 2019, Waterford City & County Council carried out 2,944 planned and reactive inspections of our housing stock.

As a result of these inspections 2,308 improvement works carried out to ensure our properties comply with the Rental Standards.

In addition a further 1,397 planned improvements works were carried out to ensure our properties comply with the Rental Standards.

WCCC had 130 properties re-let following extensive repairs ϑ upgrades to ensure full compliance with the Rental Standards.

Choice Based Letting 2019



Housing Adaptation Grants

Grant Scheme Amount	Number of applications approved	Value of 2019 applications
Housing Adaptation for People with a Disability. Max. €30,000	52	€519,357.82
Mobility Aids Scheme Maximum €6,000	117	€617,460.88
Housing Aid for Older People Maximum €8,000	111	€499,015.97
Total	280	€1,635,834.67



Housing Applications

Housing applications	December 2018	Total Number of Applications Year 2018	December 2019	Total Number ofApplications Year To Date 2019
Housing applications	December 2018	Total Number of Applications Year 2018	December 2019	Total Number ofApplications Year To Date 2019
Applications received	47	996	104	1077
Applications assessed (incl files carried forward from previous month(s)	N/A	N/A	104	1355
Applications validated (incl files carried forward from previous month(s)	87	761	56	718
Approved for social housing supports following interview with applicant	50	656	57	734

Housing Applications

Housing Assistance Payment	Dec 2018 HAP tenancies set up	Dec 2019 HAP tenancies set up	Dec 2019 no. of Active HAP Tenancies set up	Cumulative no. of HAP Tenancies Set up to date	Cumulative no. of Active HAP Tenancies at this date
HAP Tenancies	33	44	4	3176	1952

90 LA New Build
40 AHB New Build
16 Part V-New Build
17 Total New Build
5 DHPLG funded LA Voidslimited to capped ceilings under Rebuilding Ireland
151 All Build Total



2019 Social Housing Delivery Targets
146% 2019 target Achieved by end Q4 2019



会 CREATING A GROWTH CULTURE



North Quays

Significant progress was made during 2019 on progressing plans for the North Quays which will result in over 90,000m2 of mixed use development. A contract agreement was signed between Waterford City & County Council and Fawaz Alhokair Group for the development of the North Quays SDZ. Additional funding of €6m was awarded under the first round of funding from the URDF for infrastructure development.

Roughan & O'Donovan Consulting Engineers (ROD) were appointed final design consultants for the North Quays and will have responsibility for the North Quays infrastructural works from design stage to final handover.

A public consultation on the Sustainable Transport Bridge was held and a planning application submitted to An Bord Pleanala.

Works have continued on upgrading the surrounding infrastructure and Part VIII planning procedures for the road access infrastructure and rock stabilisation commenced.

City Centre Access Project

A number of projects were completed as part of the City Centre Access Project including the Manor Street, Poleberry, Bath Street traffic scheme, the Hennessy's Road, Brown's Lane, Castle Street Scheme and the Parnell Street to WIT City Centre Greenway.

Design of access roads in Gracedieu & Kilbarry



Local Infrastructure & Housing Activation Fund (LIHAF)

As part of the €4.7m funding allocated under the LIHAF in 2017 by the Department of Housing, Planning, Community and Local Government works progressed on the detailed design of access roads in Gracedieu and Kilbarry. These enabling works will ensure that the necessary infrastructure is in place to progress essential housing development in these areas.

#BITT (Businesses Invested in Tidy Towns) Campaign for Tidy Towns 2020 bid

Waterford Tidy Towns, Waterford Chamber of Commerce and Waterford City and County Council are joining forces to encourage all Waterford City Centre businesses to be part of an exciting collaboration to invest in the presentation of the City Centre to support Waterford City's bid for Tidy Towns 2020.

#BITT (Businesses Invested in Tidy Towns) was launched in September. The Charter Scroll, unveiled at the launch, showcases how the majority of City Centre businesses have agreed to come on board. #BITT is a unique initiative and is an example of collaboration between Waterford Chamber, Waterford Council, Tidy Towns and the businesses which have committed to:

- Working with the community to bring about improvements in the City Centre environment,
- > Foster civic pride,
- Support Waterford City's bid for Tidy Towns.

Purple Flag

Waterford's evening and night-time economy is an important driver of tourism, leisure



and business growth. The Purple Flag accreditation recognises Waterford as a safe, welcoming and friendly destination to socialise, live and work in.

The Purple Flag programme is the framework through which the vision of a vibrant, safe and appealing city which is open for all can be achieved. Waterford was first awarded the prestigious Purple Flag accreditation in 2015 and has been re-accredited each year following assessment by the Association of City & Town Management. To secure accreditation, the Zone is assessed for diversity and appeal of entertainment, leisure, arts and culture venues; on how welcoming and vibrant the city feels; on the cleanliness of the city centre open spaces and public realm; on accessibility of city centre for all and critically, the strength of partnership between agencies and businesses within the Purple Flag zone.

The achievement of the status is of huge benefit to Waterford; and stakeholders are committed to working together to ensure re-accreditation each year and positively promote the accreditation as it plays a role in increasing visitor numbers, helping sustain local jobs and increasing vibrancy in Waterford's Purple Flag Zone. Following a successful assessment from the Association of Town Centre Management(ATCM) in April 2019, Waterford regained the Purple Flag accreditation again this year.

Tramore Public Realm Works

Following on from the announcement in November 2018 of an allocation of €1.35m under the URDF from the Department of Housing, Planning & Local Government, detailed designs for the public realm works which will substantially improve Tramore town centre, assist commercial activity, improve image and create a high design quality public realm that is respectful to the town's historical legacy while asserting a fresh image to reinvigorate the core of the town were completed and a public consultation held.

Junior Achievement

Junior Achievement Ireland (JAI) works with Waterford City & County Council as education partners to inspire and motivate young people to maximise their potential by valuing their education and seeing a future for themselves in the world of work. JAI recruits, trains Waterford City & County Council staff volunteers who facilitate a range of Junior Achievement (JA) programmes focusing on entrepreneurship, employability, financial literacy and the value of STEM.

This year staff volunteers ensured students engaged with role models from our Local Authority and have been encouraged to think of their futures while acquiring and practicing essential skills. This year, 14 staff volunteers facilitated

- ✓ A STEM programme called Energize to 6th class students in Abbeyside N.S., Dungarvan.
- Delivered an employability and enterprise focused workshop to TY students in St. Declan's Community College, Kilmacthomas
- A Careers Expo in St. Angela's school in Waterford city.
- ✓ Delivered in-class programmes in Waterford schools
- ✓ Facilitated student visits to Council Chambers

Thanks to Council support 150+ students engaged with Waterford City & County Council staff receiving JA practical life skills programmes.

Business in the Community

Business in the Community Ireland's 'Skills at Work' programme took place with the Transition Year Class from Presentation Secondary School in Waterford City with 55 Students participating.

There were five sessions in total comprising a Programme Overview, City Ambassador Day, Site Visit, CV & Interview Preparation, and Mock Interviews. Nine members of staff worked with the students and shared with them details of their own career path and the Council's varied career options.

Local Enterprise Office

In 2019, LEO Waterford supported entrepreneurship, business start-ups and enterprise growth through the following:



Businesses received financial grants

Training Programmes

1638Particpants

Young Entrepreneurs participated in the #IBYE

396 Entrepreneurs availed of mentoring

Trading online vouchers Scheme



Totaling **€71** 659



4 C Events during local enterprise

week with 240 Attendees

Student Enterprise Programme
689 secondary school students
from 13 schools

LEAP Programme
230 primary school children from 8 primary schools



Rural Economic Development

Communities of Place

In line with the Action Plan for Rural Development, the Rural Economic Development Section had a strong focus on maximising resources for Waterford's Rural communities. This work included the development of geographical networks bringing a range of important partners together in conjunction with Waterford LEADER resulting in economic development zone training and opportunity studies carried out within Waterford Estuary, the Copper Coastand Blackwater Valley.

➤ €130,000 Branding and Signage plans for the Copper Coast and Gaeltacht areas

Town & Village Renewal Scheme

Applications made to the DRCD Town & Village Renewal Scheme resulted in an overall allocation of €500,000 made to 5 communities to deliver amenity and regeneration projects in Lemybrien, Cappoquin, Dunhill, Bunmahon and Fenor.

Work continued in the implementation of trail projects funded under the previous year's scheme:

- ✓ Ardmore Cliff Walk Upgrade
- ✓ Crough Wood trail extension
- Estuary Coastal Trail from Portally to Ballymacaw
- ✓ Riverside boardwalk in Lismore
- ✓ Greenway link to Kilmeaden

FLAG

Research studies undertaken through FLAG funding included

- ✓ Roadmap plan for Creaden Head heritage project
- ✓ Copper Coast Tourism, Leisure & Recreation Opportunity study
- Ecological study Riverstown Corridor Tramore Nature park

Local Flavours

Rural Economic Development teamed up with Tourism to participate in an EU INTERREG Local Flavours Programme looking at sustainable rural economic development approaches through heritage, culture and tourism

Health Checks

As part of our commitment to rural towns and villages, health checks were carried out in 9 settlements that involved data gathering, engagement and consultation with the local community resulting in a framework of opportunity areas that can be used by the local community to shape their place and future Development Plan and Rural Development The section worked with the planning office to contribute to the development plan framework and this will also inform an overall approach to rural development.



Tourism

Festivals and Events

There were 62 festivals and events supported by Waterford City and County Council to the value of €1,286,458



Tourism



Expos and trade shows:

Visit Waterford and the Waterford Tourism team have been in attendance at a number of trade shows and expos to show all that Waterford has to offer.

- > Holiday World
- > Meitheal FAM Trip
- > South East Business Expo
- Altogether Now Festival
- > Career Zoo

Visit Waterford

New marketing collateral was created- 200 still images, 1×3 minute video, 6×30 second videos.

www.visitwaterford.com - A new revamped Visit Waterford website was launched in 2019 that included new content and a more easily navigable site.



Waterford Tourism Analysis & Marketing Plan

Crowe was engaged to develop a tourism analysis and promotional plan for Waterford City & County Council and it was launched in April 2019. It is Visit Waterford's promotional plan for 2019, 2020 and 2021 and will serve to direct promotional and marketing activities during the implementation period.

Waterford Garden Trails

Launch of new brochure featuring 12 different garden attractions throughout Waterford



Tourism Office

The Council also supported Tramore and Dungarvan tourist offices.

Fáilte Ireland

Fáilte Ireland established a Visitor Experience
Development Programme (VEDP) with Waterford and
Wexford Local Authorities to explore opportunities
based on the Viking concept. The Tourism Team also
attended a Tourism Conference for Local Authorities
in Cork in April, a Taste the Island Workshop and also
participated in a South East Tourism Group with Failte
Ireland and the South East Development Office. All
members of the Tourism Team also completed the
Failte Ireland's Local Experts Programme.

Munster Vales

Waterford City & County Council is part of a tourism marketing initiative between Tipperary, Cork and Limerick Councils with a focus on walking and adventure activities in the five mountain ranges, Knockmealdowns, Comeraghs, Galtees, Nagles and Ballyhoura. www.munstervales.com

Tourism

Celtic Routes

The Celtic Routes Interreg project aims to encourage visitors to explore new areas of Wales and Ireland. Led by Carmarthenshire County Council, the project is focussed on the areas of Carmarthenshire, Pembrokeshire and Ceredigion in Wales and Waterford, Wicklow and Wexford in Ireland. www.celticroutes.info

Local Cultural Flavours

Local Flavours, launched on August 1, 2019 is an INTERREG EUROPE project financed by the European Union. It is a partnership of 9 institutions and local governments (including Waterford City and County Council) from 8 countries, aimed at developing and rejuvenating the authentic heritage tourism of rural areas. The project involves the development of policies to support areas that wish to exploit the tourism potential of their cultural heritage. Waterford Council is a partner in this project, developing a work plan to improve authentic tourism opportunities for the following clustered geographic areas, Comeragh Uplands, Copper Coast, Blackwater Valley and Waterford Estuary.

Waterford Greenway

Greenways have a particularly strong appeal to visitors, both domestic and overseas. Following the launch of the government's Strategy for the Future Development of National Greenways in July 2018, a strong emphasis has been placed on the development of nationally and regionally significant Greenways in appropriate locations, constructed to an appropriate standard in

order to deliver a quality experience for all Greenways users. Waterford Greenway is widely regarded as a model of good practice for Greenway development in other parts of the country. Waterford City and County Council facilitated numerous learning journeys from other local authorities and state agencies in this regard throughout 2019. Waterford Greenway 2019 highlights included:



284,014 people visited the Greenway in 2019, compared with 283,503 in 2018.

Winner of Ireland's Favourite Adventure in the Irish Independent Reader Travel Awards, January 2019.



- ✓ Nominated for Best Ireland's Ancient East Tourism Experience in the Irish Tourism Industry Awards, February 2019.
- Waterford City and County Council and Fáilte Ireland jointly organised a successful workshop and networking session, Waterford Greenway-Delivering Economic Growth through Tourism for the Waterford Greenway business community and key stakeholders in February 2019.
- ✓ Waterford City and County Council directly organised a number of events on Waterford Greenway in 2019 including a Valentine's Day Promotion in February, Waterford Greenway's Second Birthday Celebration in March and the Spooky Tunnel Experience in Ballyvoyle Tunnel at Halloween. The latter has grown in popularity showing a 22% increase in footfall when the 2019 figure was compared with the 2018 visitor figure.
- ✓ In 2019, 25 events organised by different groups took place along Waterford Greenway. This included everything from Charity cycles and half marathons to the Grazing the Greenway event as part of the Harvest Festival. Organised events and experiences greatly add value to the Waterford Greenway visitor experience-each time you visit you might experience something slightly different!

Tourism

- ✓ The Birds in flight mural was unveiled by The Walls Project and artist Curtis Hylton at Abbeyside Bridge near Dungarvan, transforming this part of the Waterford Greenway, into a stunning must-see urban artwork in June 2019.
- ✓ The official Waterford Greenway brochure was revised and re-launched in July 2019.
- ✓ Water re-fill points or hydration stations were installed at four locations along Waterford Greenway in 2019 and were officially launched by the Mayor of Waterford City and County, Cllr. John Pratt in July. This project was funded under the Local Authority Prevention Network, which works to prevent waste in Ireland.

Waterford Recreational Trails

Waterford City and County Council continued to work with state agencies, local community and key stakeholders in order to promote and develop high quality outdoor recreational amenities and in particular walking and cycling trails, under the Walk Waterford and Waterford Trails initiatives. A number of recreational trail projects were funded under Project Ireland 2040

funding and rural development programmes including the Outdoor Recreation Infrastructure Scheme and Town & Village Renewal Scheme. During 2019 funding was announced for and/or works commenced or continued for trail projects which included:

- The ongoing development of St. Declan's Way Pilgrim Path
- > Tramore Nature Park Development
- > Nire Valley Walks upgrade and improvement works
- Waterford Estuary Walks initiative-Passage East, Cheekpoint and Faithlegg
- > Crough Wood Walk development
- Shared walking and cycling path from the Waterford Greenway at Kilmeaden WSVR to Kilmeaden Village
- > Ardmore Cliff Walk upgrade and improvement works
- Dunmore East Cliff Walk upgrade to steps and extension from Portally Cove to Ballymacaw Cove
- Owenashad River Walk, Lismore- improvement works



Cultural Services

Arts

2019 was an energetic year for the Arts Office of Waterford City and County Council.

A significant amount of work was done on the new Waterford Gallery of Art based within the City's Cultural Quarter. This focal point for the arts houses the Arts Office plus works from the Waterford Art Collection, and will provide for many artistic engagements across all art forms into the future. Investment was made into a conservation programme for the valuable and significant art collection and plans to run education outreach and a sister exhibition in the Old Market House Arts Centre, Dungarvan were also developed.

Both GOMA Contemporary Gallery in the City and the Dungarvan venue hosted a year round exhibitions programme. Following the closing of Artist's studios on Lombard Street, GOMA opened a shared studio premises in the industrial estate opposite the People's Park.

Rogue Gallery & Studios put out a call for new premises. The WCQ and WC&CC are exploring the West side area for suitable premises.

The Town Hall Theatre, Dungarvan supported the amateur sector and touring product. Arts venues in the city and county were supported as were Arts Festivals and Arts organisations through our bursaries, awards and grants.

Artists across all art forms were provided with professional development and employment opportunities through our bursaries, grants and programme. Significant supports were offered under Arts in Education, Arts in Health, Youth Arts and art form specific programmes such as film, literature, theatre and visual arts.

Music Generation Waterford, part of Ireland's National Music Education Programme led by Wexford and Waterford ETB in partnership with Waterford City and County Council entered its second year with an access programme for primary schools and an instrumental programme for secondary schools plus opportunities for those wishing to train in voice and traditional music.

The ongoing 'Framework for Collaboration' an agreement between The Arts Council and County and City Management Association continues with joint investment into the annual arts programme and shared strategic priorities for arts development in Waterford. To get details of arts events and vibrant arts programmes in Waterford see www.waterfordcouncil.gov/waterfordarts.com

Waterford Cultural Quarter began progressing its Action Plan objectives (adopted by Waterford City and County Council in December 2017) through a range of initiatives; many creative & community projects and festivals animated O'Connell Street, including Africa Day, PolskaÉire, Spraoi and Harvest.

An Open Call was initiated to reflect the values of the Action Plan, and multidisciplinary creative works such as "Snippets" by Core Creations and "It's in the Blood", a play written by Petra Kindler, were supported. Plans to develop an Incubation Hub in the Cultural Quarter were progressed, and a branding proposition, developed in consultation with business, creatives and residents of the O'Connell Street area was finalised.

Waterford Cultural Quarter is involved in two EU funded projects: Waterford City and County Council was successful in securing Creative Europe funding for "Murals in Communities" in conjunction with the Walls Project and two EU cities (Heerlen, the Netherlands, and Kaunas, Lithuania), & Creative Spirits - supporting the development of creative and cultural industries in urban settings, hosted 24 delegates from nine European cities in November 2018

www.waterfordculturalquarter.ie



Waterford Cultural Quarter

Partnerships

WCQ was delighted to welcome Waterford Gallery of Art to O'Connell Street as one of the key cultural anchors in the city. Collaborations with Garter Lane Arts Centre were ongoing throughout the year, including sponsorship of Spróg and the Front of House gallery space for emerging artists. Continuing collaboration with WIT School of Design and School of Architecture led to the third year of the Creative Identities programme and Design Challenge amongst other projects. Discussions with WWETB on potential for partnering on community adult education initiatives were fruitful, and the WCQ project team contributed to the "Integration Strategy for Migrant Communities".

EU programmes

Murals for Communities, a Creative Europe funded programme involving Waterford, Kaunas (Lithuania) and Heerlen (the Netherlands) completed 9 sets of community engagements and 9 community murals, 3 in each city. The murals are in the Cultural Quarter and remain as a legacy of community involvement with artists in an expression of identity and belonging.



Mural created at 39 O'Connell Street by Studio Yasja for Murals for Communities

Creative Spirits – The Urbact III funded programme supporting the development of creative and cultural industries in urban settings finalised in May 2019 with learning journeys completed by the WCQ Steering Committee to Maribor in Slovenia, and Budapest in Hungary.

Branding

Vacant windows were dressed with decals prominently featuring WCQ branding and poles, bins and electrical boxes were wrapped in colourful images to build the sense of the Cultural Quarter area of the city. Communications such as social media, newsletters, community meetings and business liaison carried on throughout 2019 to keep stakeholders, residents, businesses and the creative community updated on WCQ developments.

Festivals

Africa Day took place on June 6th 2019 and attracted a big crowd to the O'Connell Street area. Africa food, crafts, dance and music were showcased at a vibrant and fun filled day. Waterford's inaugural Festival of Creativity, CreateFest took place on October 11th. Sessions featured speakers such as innovation and creativity expert Toby Scott, David and Sandra Whelan of Immersive VR Education and Mark Graham of King Kong Company. Summer in the City hosted 4 WCQ Block Parties bringing music and entertainment to the area at weekends. Spraoi, Harvest, Waterford Walls and other festival activity and events brought vibrancy and animation to O'Connell Street during 2019.



Africa Day June 6th 2019 on Hanover Street.



Creative Waterford Annual Report 2019

Creative Ireland is a national initiative which places creativity at the centre of public policy. It is a culture-based programme designed to promote individual, community and national well being.

Creative Waterford sits under an element of this initiative called Creative Communities. The vision of Creative Waterford is to "create a cultural and creative ecosystem in Waterford which builds on existing core strengths, increases cultural competency across the county to develop and deliver programmes reflective of community needs, and provides opportunities for access, participation and engagement in culture and creativity for all citizens"

Open Call 2019

Creative Waterford facilitated Creative Communities training sessions in Dungarvan and Waterford in order to assist community groups, organisations and individuals wishing to apply for funding. The 2019 Open Call was launched on April 25th; 15 groups and individuals were awarded Creative Ireland funding. The minimum grant awarded was €1,000 and the maximum was €5.000.

Examples of Creative Waterford funded project included:

> Theatre Skills Mentoring with Theatre Royal.
27 young people from transition year groups
participated in "Not a Session!" The play was
presented by the young creator's team at the
Theatre Royal as the result of 16 weeks work. The
project was an initiative to bring together a group
of like-minded young people and to encourage
combined thinking as a 'production company' with
mentoring support from arts professionals and
venues. The project provided everyone with the
opportunity to fully realise their creative potential.



The Wall Project Phase 1: Funding was awarded to Lismore Social and Economic Community Group in collaboration with Carriglea Cairde Services. This project aims to include all within the community to create a wall mural representing the Blackwater River including creatures (bugs, frogs, fishes) land and river habitats, local culture, heritage, and history on a 200m wall within a social housing estate in Lismore.

Culture Team and Culture Team Projects 2019

Waterford City and County Council's Creative Waterford Culture Team includes representatives from the library service, arts service, heritage, communications, archives, museum, Irish language office, conservation, Waterford Cultural Quarter and others. Culture Team projects 2019 included heritage, Irish language, arts and archives and library initiatives such as work with Rathgormack NS examining the lifecycle of the freshwater mussel with an artist and training of community groups on oral history gathering and storage.

The culture team met on a quarterly basis and the Creative Ireland (Waterford) coordinator attended a number of meetings to review the programme on a national basis.



Not a Session ©Theatre Royal

Library Services

Library Services 2019

Our Libraries provide a major network of frontline services across the County. They support learning, provide information and actively contribute to the social, economic, cultural wellbeing of communities.



Online

In 2019, Waterford Libraries worked hard to keep its online and social media platforms informative, entertaining and approachable. Waterford Libraries also began utilising video much more including short introductions on various library services which were shared across all social media platforms.

There were a total of 79,488 views of Waterford Libraries website (<u>www.waterfordlibraries.ie</u>) in 2019 with an average of 218 views per day.



Events



Some of the highlights included:

In July, Waterford Libraries and the Library and Information Service at **The Bar of Ireland** joined forces to launch a new partnership which enabled members of the South Eastern Circuit to access legal materials and other library services through Waterford Library Service

As part of National Heritage Week celebrations, the Ardkeen Library hosted an **exhibition of vintage ESB appliances** and a talk on Rural Electrification by Bernard O'Connell.

Waterford Libraries participated in the Immrama Festival of Travel Writing with the Molly Keane writing awards in Lismore Library and the 'East meets West' art group exhibition in Cappoquin Library with participating artists from both sides of the county.

In November, the new **LIT Young Writers Festival Waterford** was supported with 7 events hosted in
Central and Carrickphierish Library. In the same
month, **PéacógFéileEalaíne don Óige** arts festival and
competition for young people was launched by the
Mayor of Waterford City and County Council, Cllr. John
Pratt in Dungarvan Library.

Digital Skills tablet classes were run across Waterford Libraries as part of the 'Getting Citizens Online' initiative on behalf of the Department of Communications, Climate Action and Environment.

Introduction to 3D Printing courses for secondary school pupils were run in Central and Dungarvan Library and were funded by Creative Waterford.



Library Services

Outreach/ Connections

Waterford Libraries are constantly exploring new ways to reach out to the community and develop new partnerships.

Waterford Libraries created a **'Living Library'** installation at the **'All Together Now Festival 2019'**. This two day tent received over 2,000 visitors and provided a sample of all that is on offer at Waterford Libraries. It housed 'pre-loved books' which were available to take away for free on the day. A programme of events ran throughout each day including reader recommendations, storytimes, interactive artist and a book club event with the award winning author, Niamh Boyce.

The Waterford Libraries:

Towers and Tales Story Festival Schools Programme

was shortlisted in the Best Library Category for the Chambers Ireland Excellence in Local Government Awards. This programme was devised



to bring the Towers and Tales Festival experience to a wide range of children. This year, 43 Waterford schools attended programme events involving over 1700 children.

In May 2019, Europe Direct, Waterford operated by Waterford Libraries, partnered with the community in Dunhill and the Waterford Social Enterprise Network to deliver a high profile **Citizen's Dialogue Event** on empowering communities through social enterprise attracting almost 200 participants. The event was selected as one of the 55 European Social Economy Regions Pilot partner events for 2019.

Waterford Libraries has developed a strong relationship with the **Direct Provision Centres** in Tramore and Waterford, plus the ECOC in Clonea, Dungarvan. Library staff made many visits to the centres throughout the year, providing book stock for the children and adults. The children were also included in various activities in the Library.

Over 300 Waterford students attended two special performances of the play 'It's in the Blood?!' organised by the Waterford Europe Direct Information Centre (EDIC, which is run from Central Library) at Garter Lane Arts Centre.

Funding

The **My Open Library** service in Dungarvan Library had 12,249 visitors and 773 new members in 2019.

This service provides facilities for study and



the use of a range of self-service technologies as well as reading and meeting spaces from 8am – 10pm seven days a week and 365 days a year. In November, Mr. Michael Ring TD, Minister for Rural and Community

Development granted funding amounting to €119,932 for a new Open Library service in Lismore.



In October, Mr. Michael Ring TD, Minister for Rural and Community Development officially launched the National Age Friendly Libraries Recognition Programme and presented Dungarvan Library with their Age Friendly Charter. A number of Age Friendly measures were put in place in Dungarvan Library including an age friendly parking space. Dungarvan and Lismore Library also received funding from the Department to provide a Tovertafel Magic Table. These interactive tables are particularly helpful for both younger and older people with dementia, autism and learning difficulties.

Waterford Libraries received Dormant Accounts Funding for five projects on library supports for marginalised, socially excluded and disadvantaged communities. The projects will run until March 2020. The projects that were awarded funding were a Story Collector Programme, Summer Creative Programme, Reader in Residence Programme, Art Programme and After-School Programme.



Library Services

National

There were 79 events for the Work Matters at the Library programme at Waterford Libraries. These included introduction and advanced workshops on various social media platforms,



presentations to the public on what library resources are available to help with getting a job, library tours, exhibitions, information stands at in-branch and outreach events. All branches also had their Work Matters collections updated.

The **Right to Read programme** supports literacy development for individuals, families and children as part of a locally coordinated, sustainable and standard approach across the country. Waterford Libraries offers wide-ranging themed stock collections and highly trained staff who will offer advice on reading development and book selection. The events and activities included:

Services to schools



Primary School class visits

Post-Primary Schools



37.409

Class novels loaned out



Active teacher memberships

Spring into Storytime



Participants

Events

Summer Stars Reading Programme



Participants

Target

Healthy Ireland at your Library aims to enhance health information in public libraries by providing new books stock, e-books, e-audiobooks and e-magazines on health and wellbeing. 64 free events were run throughout the year covering all topics on health and wellbeing with 891 participants. Highlights included a talk on Healthy Eating by Aoife Hearne, Positive Mental Health workshops by SpunOut.ie, Exercise classes, Mindfulness workshops and an Understand Together Dementia Champion's Café.

64 Free Events





Cruinniú na nÓg is Ireland's national festival of creativity for young people. A series of free workshops and events were developed including a number of creative, cultural and engaging workshops which children, young people and families could participate in on June 15th 2019.

Creative Waterford in partnership with Waterford Libraries hosted 27 events with an estimated 2000 young people taking part in activities on the day. From Hip-Hop to Circus and Drumming to Waterford Walls, there was something for every child to explore and have fun with.

Children's Book Festival





Participants

Family Time at your Library



Events

Participants



A STRONG PPP FOUNDATION



Property Management

The Property Management Department 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 provide a comprehensive land and property management service and to achieve optimum use of the Council's Landbank and acquires land and property rights required for the Council's various infrastructural projects.

In 2019 the Property Management Departments projects included:

Viking Triangle

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 continued to support the work of the Waterford Viking Triangle Trust Ltd on the management of same. During 2019 Property Management worked with Viking Triangle in –house committee tenanting vacant units on The Quay and the Kite Centre Henrietta St.



Transportation / Infrastructure & Economic Development

- Compulsory Purchase Order for North Quays confirmed October 2018 following oral hearing. Settlements on CPO compensation continued in 2019,
- Continued acquisition of properties for the Urban Renewal Scheme and to facilitate the Michael Street shopping centre.
- Commenced CPO of lands at Killowen etc to facilitate runway extension and approach lighting at Waterford Airport
- Various boundary rectifications and small disposals completed throughout City & County.
- > Commenced acquisition of properties in Tramore for town centre improvements
- > Completed various acquisitions to facilitate road widening and safety measures
 - Progressed formal acquisition of Greenway from Bilberry to Barnawee Bridge Dungarvan
 - Commenced CPO for Greenway improvement Bilberry to Clock Tower
 - Progressed CPO's of vacant and derelict properties in Cappoquin for the RRDF Scheme
 - Progressed site assembly at Fairlane Shandon Dungarvan including OPW decentralisation site

Property Management



1/**U** by WCCC

20 CPO's confirmed prior years

Housing

- Driven by Central Government providing additional funding, Waterford City & County Council has acquired 170 units for housing stock
- Commenced CPO of 4 derelict and vacant houses for housing stock. Sale of 40 freeholds throughout 2019. Attended CPO oral hearings for 3 purchases resulting in confirmation of same. Completion and vesting of approx. 20 housing CPO's confirmed prior years
- Completed process for lease of former Bank Of Ireland Parnell St for Homeless Services Centre
- Continued to process freehold sales of leasehold property and renewed leases as required

Environment

- > Completed sale of former composting facility Green Road Waterford City
- > Introduced stricter control by licensing of huts at The Pier in Tramore

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 PRAI (former Land Registry). 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.

Service to Council staff and Management and Land Bank Management

- > The property management administration and technicians continue to provide a valuable title/ownership check facility for all directorates within the Council.
- > We also provide a comprehensive land bank supervision and management system through securing Council lands, land lettings, temporary licences and regular checks to prevent encroachment and unauthorised occupation.





Emergency Services

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 137 persons are employed in the Fire Services, comprising officers, full time and part time fire-fighters, administration support and a brigade mechanic. The service operates from 10 fire stations under the control of the Chief Fire Officer.



Emergency Planning

New Major Emergency Co-ordination Rooms have been developed in City Hall, Waterford.

Major Emergency Management structures were utilised during the severe snow event of 2018. Regional facilities for mass fatality response were procured and arrangements for their deployment by Waterford City and County implemented.

Fire Prevention

99 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

440
Buildings
Inspected
Certificate
Certificate

236
Valid
Commencement
Notices
Certificates
Certificates
Certificates

Emergency Services

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 though the local authority.

Example Of Exercises

- > All Services Exercise
- > Regional Boating Exercise
- > River Blackwater Exercise
- > Inter Agency Search Exercise
- > Radio Communications Exercise
- > Avian Flu Exercise
- > Nat Radiation Monitoring Exercise
- > Swift Water Exercise
- > Search Skills Exercise

Duties included

- > 1848 Tricolour Celebration 2 days
- > Harvest Festival 3 days
- > Winterval 17 days
- > 3 Missing person searches 5 days
- > 'Daytripper' Music Festival 5 days
- West Waterford Festival of Food 2 days
- > Viking Marathon 56 members
- > Pieta House Darkness into Light
- > GAA World Games
- > Spraoi





Roads

Maintenance and improvement of national primary & secondary roads:

In 2019 the full network of National Primary and National Secondary Roads in Waterford were audited for defects.



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 2019 the Council completed 9 low cost safety schemes throughout the county at a cost of €299,000.

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 €258,802 was granted which facilitated 3 schemes in 2019. These works were carried out by the Council and delivered within a short timescale to a high standard.

Community Involvement Schemes

The Community Involvement Scheme (CIS) is an opportunity for communities to have road repair work carried out at relatively modest cost on local roads and cul-de-sacs that would not normally be included on the Council's main roadworks programme. Ring faced funding was introduced in 2018 which secured funding over a 2 year period of €978,000. A total of 18 schemes were completed during this period.

CLÁR

As part of Government's overall programme for Rural Development, the Council was allocated funding of €149,850 under the CLÁR scheme for small scale infrastructural 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 for communities in designated CLÁR areas by the Council. The Council completed 3 Schemes in 2019.



Winter Maintenance

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. Priority 3 routes are post salted as resources allow. Waterford City and County Council operates 6 demountable and 1 permanently mounted salt spreaders together with ancillary vehicles to deliver the winter service programme. In the event of snow, ploughs are mounted to the front of the salt spreaders. 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.



single use cups

from landfill

Waste Prevention

An application submitted by Waterford City & County Council for the funding of a water refill waste prevention initiative under Local Authority Prevention Network (LAPN) was successful. As part of this project, water refill stations were part funded in WIT campuses. A short animated video was also produced for Waterford to encourage refilling a reusable bottle instead of using single use plastic bottles each time.

The Environment Section of Waterford City & County Council worked with West Waterford Athletic Club to 'green' their half marathon along the Waterford Greenway in September. They prevented over 670 single use plastic bottles/cups being disposed of at the finish line by using reusable water cups instead. Working with Refill Ireland, they had tanks of filtered water at the finish line to fill reusable tumblers for all participants. These tumblers were collected in bins to be washed and reused at other events. The water stations along the route were all filled from smaller water containers.

Waterford City & County are currently working with businesses in Tramore on a pilot project to eliminate disposable cups in the town. This is being done by encouraging the use of 2Go Cups, a deposit and return scheme for reusable coffee cups. Over 90% of single use cups currently go to landfill. Each 2GoCup can be used for at least 3 years, saving 1000000s of single use cups from landfill. The aim is to make Tramore the first town in Ireland to eliminate single use cups.

Christmas reuse workshops were held in December in Ardkeen Library, Central Library and Dungarvan Library. These themed workshops proved to be very popular, booking out quickly.

Food Waste Prevention

Stop Food Waste workshops took place over four weeks in Tramore and in Ardkeen Library, Waterford. This Stop Food Waste Challenge is a series of four weekly workshops that set out to reduce food waste by at least 1/4 and by doing so saving the householder as much as €60 a month. Reusable vegetable bags were launched at the first of these workshops to encourage the use of reusable bags further and educate householders about single use plastic packaging.

There was an environmental information stand at both the West Waterford Festival of Food in Dungarvan in March and also at Waterford Harvest Festival in September. This provided information and advice relating to food waste prevention, recycling and composting.





Reuse Month

During this month, a range of events and workshops took place to raise awareness of and engage with people about reuse and waste prevention. Reuse Month took place nationally during the month of October to encourage the reuse of materials and items as a means of waste prevention. A range of events and workshops took place during this month to raise awareness and engage with people about waste prevention,



including 10 waste prevention workshops in locations across Co. Waterford, from Tallow to Passage East. These workshops were based around making reusable food wraps and provided a good basis to talk about the wider issue of waste prevention and reuse. Approximately 225 people attended these workshops, across a broad range of ages and backgrounds.



Gum Litter Taskforce

The Gum Litter Taskforce was launched in Waterford, bringing together the community and local authorities with a common goal to fight gum litter. The main goal of this campaign has always been to reduce the amount of gum litter and change people's behaviour towards littering. The Gum Litter Taskforce (GLT) has been successful to date in changing the public's behaviour by encouraging correct gum, with 88% of people said that they always dispose of their gum correctly, up from 54% when the campaign first began. Workshops were run in secondary schools in Co. Waterford.

Green Schools Programme

100 schools took part in the Green Schools programme. Green School seminars were held for all Green Schools at the beginning of the school year. This workshop provided teachers with an opportunity to find out more about the theme their school is working on as well as various ways to tackle issues that may arise.

Green Schools Climate Action Teacher Training for secondary school teachers and a water workshop for Secondary Schools took place in Waterford in October. Both of these workshops included sections about the Take 3 for the Sea teaching materials produced for schools by WCCC.

Mattress Amnesty

A mattress amnesty day was held in Kilbarry Civic Amenity Site in September. A total of 174 mattresses were brought for disposal on the day.

Litter Management

IBAL (Irish Business Against Litter)

Waterford City continues to be the cleanest city in Ireland in the most recent nationwide survey of the Irish Business Against Litter Anti-Litter League. The judges remarked that



"Waterford City continues to score highly in the IBAL Anti-Litter League. The Waterford Walls initiative is very much a feature throughout the city – this project is something that could easily be replicated in other towns / cities throughout the country."

Tidy Towns



20 Community Groups







Endeavour Award



Climate Action and Air Quality Award





Winner Stradbally Highly Commended Lismore Commended Ballymacarbry

National Spring Clean

- Over 100 clean-ups took place during the year, including beach cleans, clean-ups of estates, trails, etc.
- > 2019 was the 21st year of National Spring Clean.
- Clean Coast Roadshow held to encourage coastal communities to care for their coastline
- > Waterford City & County Council supported them by providing the clean up materials and collecting the bags of litter for disposal

Take 3 For The Sea

A campaign to encourage people to take three pieces of plastic litter with them when they leave the beach, waterway or... anywhere! A teacher's handbook was developed to enable both Primary and Secondary School teachers in Co. Waterford to explore marine litter, plastic pollution and single-use plastics with their class. This includes a Take 3 for the Sea passport, case studies, activities, etc. Plaques were also erected at all Blue Flag and Green Coast beaches across County Waterford.







National Tree Week

400 native saplings were planted by individuals, family groups, schools, Tidy Towns groups and local communities taking part in Tree Week events.

Environmental Enforcement Illegal Dumping including C&D waste

Tackling illegal dumping and fly-tipping continued to be a priority in 2019. These can typically be divided into two categories, small scale/domestic, consisting of less than 5 bags of waste, or larger scale waste which is more indicative of unauthorised waste collectors.

- > 285 litter fines issued
- > 11 cases where legal proceedings have or are about to be initiated

A "mystery shopper" type operation was carried out to secure evidence in a case where a person was illegally collecting waste. The "Man in a Van" waste collector advertised the service on Social Media. Following co-operation with An Garda Síochána a vehicle was taken to a secure compound for investigation. Following a review of the case, a decision to assist compliance was taken, and the person now has applied for the appropriate waste collection permit.

Four Environment Inspectors employed

Illegal Dumping continues to be an ongoing issue, in 2019 the following enforcement actions were taken in relation to waste offences.

- > 128 warning letters
- > 14 directions under Section 14 of the Waste Management Act
- > 47 Section 55 notices
- > 1 Section 18 notice.

Household Waste Management Compliance (including Brown Bin)

As part of a co-ordinated action by WERLA one large household waste collector operating in Waterford was inspected in a joint audit with WERLA to ensure compliance with brown bin roll outs in agglomerations above 500 people throughout the southern region. Further desktop inspections were carried out on two smaller household waste collectors.

Household Waste

As part of the enforcement of the new Segregation, Storage and Presentation of Household and Commercial Waste Byelaws 2018, which came into effect in December 2018, 248 households were written to seeking information on how they were managing their waste.

Tyres PRI (Producer Responsibility Initiative)

According to the statistics from Repak ELT, Waterford City and County Council achieved 93% compliance with membership of tyre premises. 4 premises had membership revoked in 2019, and 1 additional premises was identified.

Pilot Packaging

3 premises were identified by WERLA in 2019 for priority enforcement.
A further 4 suspected major producers were identified internally. Each of these companies were contacted or inspected regarding their requirements.
17 notices under regulation 25 were issued, and 1 prosecution was commenced for non compliance with these notices. This prosecution was withdrawn when the company joined REPAK.

The number of compliant major producers increased from 223 to 239.

Air Enforcement

Solid Fuel Regulations – 'Smoky Coal' Enforcement 78 inspections of specified fuel suppliers were carried out in 2019.

Deco Paints & Solvent regulation inspections

5 inspections of vehicle refinishers were carried out. 8 inspections were made of petroleum retailers in 2019. The number of compliant premises under the solvent regulations increased from 10 to 11. The number of compliant vehicle refinishers remained at 15. The number of compliant petroleum retailers was 32

Ambient Air Monitoring Programme

The council co-operated with the EPA's ambient air monitoring programme by replacing and sending for testing the NOX tubes deployed around Waterford City and the installation of the real time ambient air monitor in Waterford and Dungarvan.

Non Routine Inspections

2299

Environmental complaints/ reports were recorded on CRM in 2019

Broken down in the following categories;











Waste Management

Recycling

2 Civic Amenity Sites and 64 Bring Bank locations are provided and in 2019 a total of 2,322 tonnes of glass was collected and a total of 117 tonnes of textiles was collected.

Presentation Park & Open Spaces

City Parks & Open Spaces

- 62 number Semi Mature trees planted throughout our Parks and Residential estates.
- Sustainable environmentally friendly methods used to control unwanted weed growth in our Cities Parks.
- Summer Floral Displays to include Hanging Baskets along the Quays, Sallypark and Ferrybank.
- ▶ 78 Hectares of grassed open spaces maintained and managed under new contract with an emphasis on Biodiversity.
- ▶ 180 linear kilometres managed and controlled kerbside weed treatment.
- Kilbarry Nature Park biodiversity initiative -Hay Making from meadow areas, promoting Biodiversity.
- Currently Park Runs operating from Kilbarry Nature Park with ever increasing numbers.
- The decking area which surrounded the trees at the base of the Thomas Francis Meagher statue had reached the end of its serviceable life and was replaced with a resin bound material for ease of cleaning and future repairs. The trees were also pruned as part of the works.
- Equipment in the Junior Play Area in the People's Park which had become non-serviceable was replaced.
- The existing surface around four tree pits in John Roberts Square was replaced using an arboresin surface to improve presentation and to allow for the growing trees.





Hectares
Grassed open spaces
maintained

Hectares

The transfer of the

Hectares

Hectares

Biodiversity initiative

Tramore Presentation

- > 35 number Semi Mature trees planted throughout our Residential estates and Ring Road.
- > Summer Floral displays included new displays at Sommerville and Monvoy Roundabouts.
- 26 Hectares of grassed open spaces maintained and managed in house.
- Tramore Boating Lake biodiversity initiative Hay Making from grassed areas here promoting Biodiversity.
- Currently Park Runs operating from Tramore Nature Park with ever increasing numbers.
- Specialist painting was carried out on the hand rails along the Promenade. The effectiveness of this treatment of the railings at this exposed site will be continually monitored.
- Refurbishment works were carried out to the area around the Memorial Sculpture on the Promenade dedicated to the memory of the Air Corps helicopter crew who lost their lives there in July 2000.
- Improvement works on the Tramore Nature Park under the Outdoor Recreational Infrastructure Scheme were completed. These works included the provision/surfacing of walkways, including drainage works, improved access, new seating/picnic areas and additional signage.

Dungarvan Presentation

- > 55 number Semi Mature trees planted throughout our Parks; Public Spaces and Residential estates.
- 40 Hectares of grassed open spaces maintained and managed in house.
- > Purchase of new Ride on Mower, updating our fleet to complement our grass cutting operations.
- 2 Hectares of the open spaces are maintained as coastal wildflower meadow at Strandside Bridge, Youghal Road and Youghal Road roundabout.

- Further 3 Hectares maintained as a biodiversity initiative - Hay Making from these meadow areas, promoting Biodiversity
- > Promoting and extending the use of sustainable planting within the town's environs and new plantings in Walton Park.
- Plastic bottle recycling vessels which were designed in-house and manufactured in Dungarvan have proven to be a very popular addition to the streetscape of Dungarvan, Tramore Promenade, Waterford City and the Greenway.
- Improvement works to play facilities including the provision of new inclusive seating and new adult exercise equipment and were carried out at the Linear Park

The bridge over the Greenway at Abbeyside (linking the Clonea Road with T.J. Murphy Place) received a facelift with additional lighting and a colourful murals being painted on the side walls.



Control of Dogs



8,973 Annual Licences (increase of 694)

25 General Licences (increase 5) ♠

112 Lifetime Licences (increase 49)



Dogs in Pound **337**

Reclaimed 109

Rehomed

Euthanised

.LJ

Horse Control



Horses Seized **31**

Reclaimed 109

Rehomed 215

Euthanised

Veterinary Services

Regular food safety surveillance inspections, ante and post-mortem meat inspection, slaughter and animal welfare audits, traceability θ labelling checks, staff training and personal hygiene audits were carried out during 2019 by the Council veterinary inspectorate in accordance with the service contract with the Food Safety Authority of Ireland. Food businesses under supervision during 2019 comprised 4 slaughterhouses and 7 meat processing establishments.

75 premises inspections took place. 63 samples were taken consisting of 17 water samples, 31 veterinary medicine residue samples, 5 microbiological samples and 10 meat samples for Nitrate/Nitrite testing.



63
Samples

Slaughter figures





29.807 157





5 43

Slaughter figures for the three approved slaughterhouses for 2019 were 29,807 sheep, 1571 cattle, 431 pigs and 5 goats. all animals slaughtered underwent detailed antemortem and post-mortem checks by Council veterinary inspectors.

Training attended by veterinary staff during the year included Microsampling training in Athlone on 28/02/19, Dog Warden training at Dogs Trust in June, Brexit workshop on 02/10/19, Local Authority Vet Service conference on 31 October and 1st November and Dog Control staff training day on 21 November. As a member of a working group comprising local authority vets and FSAI staff set up to develop guidance for small meat processing establishments, the whole-time veterinary inspector attended 5 meetings of the group in FSAI offices in Dublin during 2019.

As a member of the South East Zoonosis committee, the whole-time veterinary inspector attended 3 regional meetings and represented the committee at Bannow/Rathangan Agricultural show on 11th July.



Waterford Energy Bureau





Waterford Energy Bureau

- WCCC have reported a Local Authority 23.5% energy consumption savings for 2019. The target energy reduction by the end of 2020 is 33%.
- > WCCC Current energy consumption equates 317KWh.Yr per person. Waterford has an energy consumption related target of 278KWh.Yr per person by the end of 2021.
- > Greater investment in energy efficiency measures and renewable energy technologies will help reach these committed targets.
- WCCC/ WEB have completed projects funded under the SEAI "Better Energy Sustainable Energy Authority Ireland (SEAI)" under the "Better Energy Communities Scheme 2019", which included heat pump installation at libraries at Ladylane, Dungarvan and Lismore. The library buildings are now powered exclusively from renewable energy technology and are no longer dependant on fossil fuel for the provision of heating and hot water to the buildings. Other projects funded included Plaza Waterford lighting upgrades, lighting upgrades at Ardkeen Shopping Centre, Londis Store, Carbally Community Centre roof installation, Clashmore Gaa Club, Piltown Community Centre upgrades and two dairy farm solar photovoltaic installations.
- A new public lighting specification has been completed and details new Public lighting detail for the City and County including led lighting with dimming profiles in new housing estates. The new design guidelines will bring standardization in regards to lighting design for WCCC and is available on the WCCC WEB site.
- The WCCC "Climate Change Adaptation Plan" was approved by the WCCC elected members in 2019 and is being implemented by The Green Team, within WCCC.
- The plan details how Waterford City and County Council will implement Climate Change Adaptation measures to reduce the impact of Climate Change.
- > To date under the SEAI private homes energy upgrades via the home energy grants and the free energy upgrades for fuel poor housing over 24% of the housing units in Waterford have received upgrades which equates to 12,707 homes. Of this sum 8,407 housing units received grant funding and 4,300 housing units received free energy upgrades.

Objectives

- > Provide an accessible, comprehensive customer service platform for the public, elected members and staff, through the efficient use information technology
- Provide the tools, systems, solutions and infrastructure to enable the staff and the business sections achieve their business objectives.
- Provide a technical support service to staff in the areas of Networks, Applications, Document Management and Geographical Information Systems (GIS).
- Use Information Technology to enhance our service to the public and to continue to improve the council's internal business processes.

Achievements Applications

- > Providing ongoing support for Financial Management System Agresso.
- Support of the Customer Relationship Management (CRM) system for public queries
- > Facilitated the IT requirements for the Local Elections
- Upgraded elements of several of our Business system such as Planning (IPlan) and Housing (IHouse)
- > Managed the Servers database environment



Geographic information Systems (GIS)

Waterford City and County Council were delighted to be chosen by ESRI Ireland, during 2019, to highlight the success we have had using GIS to improve internal processes and public services. See the full Spotlight Series video on Youtube that showcases all the work we do with GIS.

GIS played a key role in ensuring the changes made to the Counties Electoral Areas were implemented correctly and that all voters were attached to the correct area ahead of the 2019 Local Elections. A series of online maps also helped inform the electorate, and the candidates, as to the nature of these changes before the big vote took place.

During 2019 the GIS section worked closely with staff in the Planning and Finance sections to develop enhanced reporting tools and interactive dashboards. The dashboards have proved to be a great success, as they not only assist the sections in managing current workloads but provide new insights into the geographic distribution of applicants and rated properties.



IT Services

Open Data

The national Open Data Strategy 2017-2022 aims to put an ecosystem in place to enable the potential of Open Data to be exploited. 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.

The Council's Open Data Officer continues to work with staff across the organisation focusing on key internal data sets, implementing quality standards and controls and ensuring value of such data is fully maximised.

Continuous Improvement

Engaging with our Internal and External Customers

The public sector today is operating in an increasingly complex environment, serving a more diverse population with higher expectations of service delivery. The Department of Public Expenditure and Reform (2017) initiative entitled "Our Public Service 2020" is the overall innovation and development strategy for 2020 and beyond. It identifies the need to develop a more agile and integrated approach to reforming service, focusing more on collaboration and outcomes.

In 2019 the Continuous Improvement Section was recognised by NOAC Good Practice in Local Government, Lean National Forum and ESRI Customer Focus for innovative solutions providing service excellence within the Council. Building on the success of internal process improvement we focused on engaging more with our external customers, collaborating to find solutions to improve service excellence and not reacting to service demand, lifting and shifting inefficient services online.

A festivals improvement initiative with our internal staff and external festival organisers focused on a more agile and integrated approach which has resulted in a new website portal, containing an on-line application process, training tutorials and FAQs. Codesigning the solution together through problem solving workshops and feedback through each stage of the design process is a shift away from designing for people to designing with people. The shared journey has ensured long term efficiencies in service delivery and a new focus on end user value.

Networks/infrastructure/Security

- > Fxit I GMA national forest
- Delivered maximum up time and performance of Networks, Business Systems and IT Systems across all offices for all Users.
- > Kept our Network, Systems and Data safe and secure
- > Continued with Information Security Governance and development of policies
- Upgrading of Servers to provide a secure and stable platform for Council Digital services.

DIGITAL WATERFORD

Broadband

Waterford City and County Council has played a strong leadership role in advocating and facilitating this investment by telecommunications operators, initially through its involvement in the Dungarvan & Waterford Broadband fibre networks programme for Waterford City and Dungarvan under the Government's Metropolitan Area Networks Programme and subsequently via initiatives the National Broadband Scheme.

Metropolitan Area Networks

Waterford City & County Council has invested in fibre based Metropolitan Area Network (MAN) in Waterford City and Dungarvan. The MAN allows businesses to connect to high speed broadband and encourage new investment, job creation and sustainable employment

Broadband Officer

The Council's Broadband Officer continues to liaise with broadband providers operating in the County and other stakeholders in order to facilitate the provision of broadband in Waterford

Smart Cities

Waterford City & County Council is a member of the All-Ireland Smart Cities Forum; the aim is to improve the delivery of services to citizens, foster economic development and promote innovation. Waterford City & County Council has engaged with TSSG to work on a number of Smart IOT Test Bed projects.



Public WiFi

Free access to Wi-Fi is available in the city centre area and in all Library branches operated by Waterford City & County Council. This enables local communities to access high speed internet until fibre broadband is rolled out to rural areas. Free public Wifi is planned for other locations over the coming year. WIFI4EU funding has been successfully applied for. Procurement was completed in 2019.

Digital council

Waterford City and County Council provides an array of Digital service and material on its website. Digital technologies can bring efficiencies and increased productivity to the Council through better ways of working and enhance the service offering to our citizens.

Technical Support

Provided a technical support service to our staff and elected members across the organisation. There were 3,300 support calls logged and resolved in 2019.







OUR FINANCES





Financial Summary - Subject To Audit



Summary of Revenue Account	2019	2018
	€M	€M
Opening Balance at 1st January	-6.7	-7.1
Expenditure for Year	134.0	126.8
Transfers from/to Reserves	4.6	3.3
	138.6	130.1
Income for Year		
State Grants	53.3	45.7
Goods and Services	36.3	36.3
Local Property Tax	18.9	18.9
Commercial Rates	31.0	29.6
	139.5	130.5
Surplus (Deficit) for Year	0.9	0.4



Summary of Balance Sheet	2019	2018
	€M	€M
Fixed Assets	2,232.9	2,194.2
Work in Progress	30.6	38.7
Long Term Debtors	68.7	64.7
Current Assets	51.6	33.9
Current Liabilities	-50.4	-42.4
Sub Total	2,333.4	2,289.1
Long Term Creditors	-120.5	-119.7
	2,212.9	2,169.4
Represented by:		
Capitalisation Account	2,232.9	2,194.2
Work in Progress	23.0	30.8
General Revenue Reserve	-5.8	-6.7
Other Balances	-37.2	-48.9
Total Reserves	2,212.9	2,169.4

Councillors Payments for Training and Conferences in 2019

Councillor	Training (€)	Conferences (€)	Total Payments (€
Ger Barron	612.94	-	612.94
Donal Barry	164.82	-	164.82
Liam Brazil	-	-	-
Breda Brennan	-	-	-
Tom Cronin	4,341.31	599.72	4,941.03
Declan Clune	688.97	393.34	1,082.31
Joe Conway	3,842.74	317.77	4,160.51
John Cummins	1,809.23	-	1,809.23
Davy Daniels	1,264.36	-	1,264.36
Conor D McGuinness	1,212.02	-	1,212.02
Declan Doocey	-	-	-
Pat Fitzgerald	111.14	-	111.14
Damien Geoghegan	2,866.40	591.08	3,457.48
Jim Griffin	-	-	-
Blaise Hannigan	-	-	-
John Hearne	-	-	-
Joe Kelly	769.11	-	769.11
Eddie Mulligan	1,873.69	540.34	2,414.03
Jason Murphy	4,960.75	540.34	5,501.09
Ray Murphy	638.42	-	638.42
Pat Nugent	4,898.80	1,641.16	6,539.96
Marc O'Cathasaigh	401.29	-	401.29
John O'Leary	4,708.38	599.53	5,307.91
Lola O'Sullivan	478.29	-	478.29
Michael J. O'Ryan	968.27	-	968.27
Laurence (Cha) O'Neill	1,542.21	540.34	2,082.55
Seamus O'Donnell	-	-	-
Thomas Phelan	137.51	-	137.51
Jody Power	107.56	-	107.56
Seanie Power	-	-	-
John Pratt	1,814.05	599.93	2,413.98
Eamon Quinlan	2,375.74	514.82	2,890.56
Sean Reinhardt	1,862.47	513.23	2,375.70
Seamus Ryan	-	-	-
Matt Shanahan	-	-	-
James Tobin	3,456.10	495.04	3,951.14
Siobhan Whelan	-	-	-
Sharon Carey	573.24	-	573.24
Adam Wyse	-	-	-
Totals	48,479.81	7,886.64	56,366.45



Council Meeting Attendance 2019

Councillors	Total Meetings Attended	Total Meetings Held	Note
Ger Barron	20	24	Elected June 2019
Donal Barry	19	23	Elected June 2019
Liam Brazil	30	34	
Breda Brennan	32	38	
Sharon Carey	12	13	Not reelected June 2019
Declan Clune	28	34	
Joe Conway	30	36	
Tom Cronin	30	34	
John Cummins	29	36	
Conor D. McGuinness	22	23	Elected June 2019
Davy Daniels	33	36	
Declan Doocey	26	34	
Pat Fitzgerald	33	36	
Damien Geoghegan	29	36	
Jim Griffin	32	34	
Blaise Hannigan	10	13	Not reelected June 2019
John Hearne	33	37	
Joe Kelly	34	39	
Eddie Mulligan	34	38	
Jason Murphy	34	36	
Ray Murphy	10	11	Not reelected June 2019
Pat Nugent	32	35	
Marc O'Cathasaigh	21	23	Elected June 2019
Seamus O Donnell	26	33	
John O Leary	34	35	
Cha O Neill	15	15	Not reelected June 2019
Michael J O' Ryan	9	12	Not reelected June 2019
Lola O Sullivan	32	38	
Thomas Phelan	20	22	Elected June 2019
Jody Power	21	23	Elected June 2019
Seanie Power	34	35	
John Pratt	32	34	
Eamon Quinlan	30	36	
Sean Reinhardt	13	14	Not reelected June 2019
Seamus Ryan	18	23	Elected June 2019
Matt Shanahan	25	31	
James Tobin	33	36	
Siobhan Whelan	11	13	Not reelected June 2019
Adam Gary Wyse	33	39	
Total	999	1,142	



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