



# **ANNUAL REPORT 2021**



Comhairle Cathrach & Contae Phort Láirge  
Waterford City & County Council

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## OUR MISSION

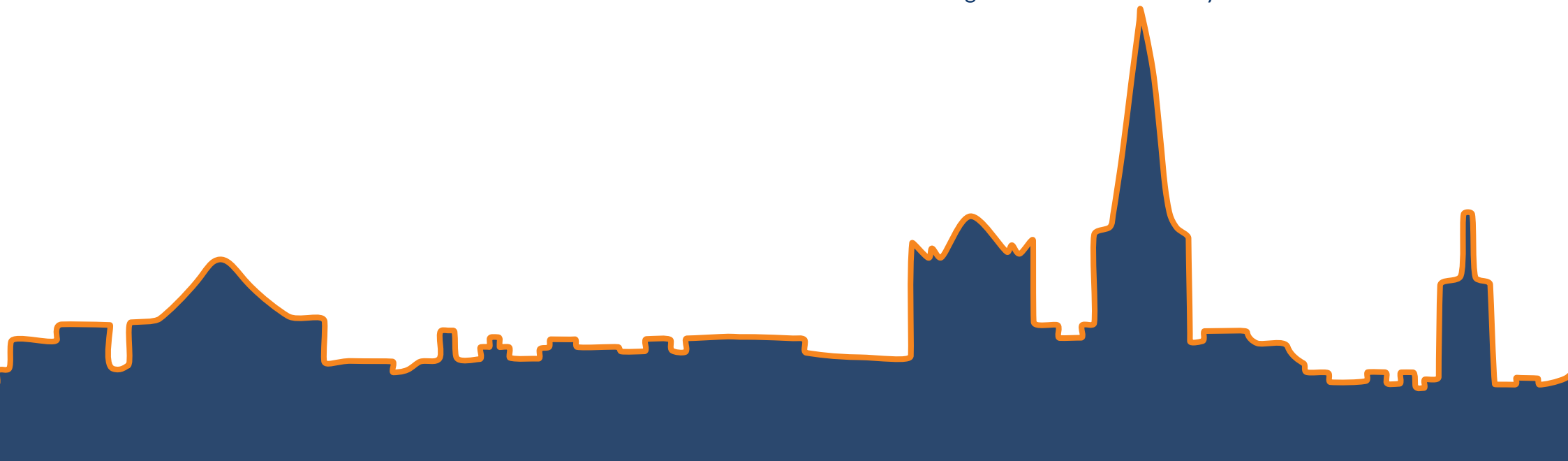
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**Waterford, as the Capital of the South East will be a vibrant and sustainable place for all its people who live, work, visit or invest here**

## OUR VALUES

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- That Waterford is ambitious, progressive and connected. A place where all our people enjoy life, well-being and opportunity at its heart
- That Waterford people have access to a responsive, professional, and people-focused local authority which is connected at a strategic level to the wider public service
- That Waterford and the South East are positioned to lead in terms of business development, economic growth and educational excellence
- That Waterford offers a unique quality of life for all with outstanding world class amenities and a natural unspoiled landscape and scenery. A recognised tourism destination which honours its cultural and historic heritage as Ireland's Oldest City



# Mayor's Foreword

As Mayor of the City and County of Waterford, I am pleased to present this Annual Report 2021, as I believe it shows the coming together of everything that makes Waterford a great place to live, work, invest and do business.

The people of Waterford, the staff of Waterford City and County Council, the wider statutory, cultural, community and voluntary sector and the elected representatives all worked together again in 2021 in a truly cooperative manner in what was another exceptional year for all, for many reasons.

Waterford City and County Council maintained excellent service delivery and continued to innovate in response to the many challenges faced by society. In particular, I want to commend the work of the Local Enterprise Office and Council staff in administering grants & supports to

businesses in what has been a very difficult year due to COVID-19 restrictions.

I am heartened to see that while our front doors were closed many vital and essential services carried on in an online and virtual capacity.

As Mayor of Waterford City and County Council, I worked with my elected colleagues and the Council executive to ensure our meetings were maintained and we increased the transparency of our meetings by streaming them online via Youtube which gives the public access to our essential decision making function.

I would like to thank Michael Walsh, CE and his Management Team, all the staff of Waterford City and County Council and my fellow Councillors and Oireachtas members for working through this most difficult and extraordinary year.



**Cllr. Joe Kelly**

Mayor of Waterford City and County Council

**“Waterford City and County Council maintained excellent service delivery and continued to innovate in response to the many challenges faced by society”**

# Chief Executive's Introduction

As I reflect on the year 2021, it is heartening to see the collective resilience shown by the people of Waterford City & County, in a year where we continued to face much uncertainty and disruption to our daily lives.

**Waterford City & County Council continued to evolve in 2021 to meet the changing demands of our service users, where we placed an even greater emphasis on the maintenance of customer service levels.**

The health and wellbeing of our citizens and our staff is of the utmost importance to our organisation and we engaged in a large number of capital projects with a particular focus on the development and maintenance of leisure amenities throughout the county, such as the Suir River Walkway, the Waterford Greenway Bilberry Extension, and the Learn to Cycle track in Dungarvan, and the proposed River Suir Sustainable Transportation Bridge. We also launched the 'Waterford - Find

Your Future' brand in 2021, which seeks to attract inward investment to the region, and to promote Waterford as an attractive place to live & work. I look forward to continuing this promotional campaign in 2022 and towards improving Waterford's economy through jobs, start-ups and increased economic activity.

The 'green' agenda continues to be at the fore for Waterford City & County Council, and to this end, we announced our intention to be Ireland's first Decarbonised City.

Waterford also won the coveted title of 'Ireland's Best Place to Live' in 2021, of which I am proud. This title is representative of what we in Waterford have known for many years.

I look forward to engaging with the public, with my management team and indeed the staff of the organisation on the proposed sustainability initiatives, and I am excited at the prospect of making Waterford City & County a sustainable place to live, work, visit.



**Michael Walsh**

Waterford City & County Council Chief Executive

**“The ‘green’ agenda continues to be at the fore for Waterford City & County Council, and to this end, we announced our intention to be Ireland’s first Decarbonised City”**

# Covid-19 Response

2021 continued to be challenging for the people of Waterford City & County. As an organisation, we placed an increased emphasis on maintaining our service levels in an effort to serve the people of Waterford despite the Covid-19 restrictions. Council meetings continued to be held remotely, and were live-streamed online to the public. Both Council staff and Local Enterprise Office staff worked tirelessly to issue Covid-supports to businesses.

While our public counters were closed to the public, our customer service staff answered 110,979 calls this year, assisting with information, advice and payments. The Council also began offering a range of activities and resources as part of a new 'Keep Well' initiative, launched by An Taoiseach Michael Martin on 29 October 2020. Keep Well built on the "In This Together" campaign which happened earlier in 2020. The campaign aimed to help everyone in Ireland to stay connected, stay active, and look after their mental health throughout the COVID-19 pandemic.

Keep Well aimed to show people of all ages how they could mind their physical and mental health and wellbeing by adding healthy and helpful habits to daily and weekly routines. It provided guidelines, information, and tips on how to make a plan to do things that are good for us every day. Under the Keep Well Programme a literature mentoring online model was delivered. Demand was such that the Arts Office continued to invest in it beyond the initial timeframe and a core group of ten advanced writers availed of this support during the year.

Partnerships projects maximised our resources and gave high quality arts experiences to the public; such as Platform 21 and Creation 21/22 which supported an artist from each participant area to work on a specific body of work and to have a national support network around it. Waterford Libraries also continued to offer a large range of services online, providing a valuable service to all users during lockdowns.

The Council also worked hard to ensure that public amenities were maintained to

a high standard in 2021, especially given the marked increase in people taking advantage of public spaces in 2021. All of our parks & open spaces remained open during the year and experienced a marked increase in footfall and usage as people availed of these facilities during the period of Covid restrictions.

**Waterford was ranked 11th out of 40 towns / cities surveyed by the Irish Business Against Litter, who noted that Waterford consistently ranked highly, and that even traditionally poorer performing areas have been improved.**

The Community Department were to the fore in respect of the Council response to the Covid 19 pandemic during 2020 & 2021. Staff were fully involved in leading out in responses, e.g. supervisory report to the Community Call helpline; active engagement in the provision of care packs to those in need; supporting the Community Response Forum; organising grants schemes to mitigate the impact of Covid on individuals and communities; supporting the Healthy Waterford initiative

to progress Covid responses and leading out on the Staying Connected and Keep Well initiatives. Despite the pandemic, 2021 saw a large body of work undertaken by the Waterford Older Persons Council, including a lot of support for older people to ameliorate the impact of Covid-19.

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, the HSE, Gardai and Waterford/Wexford ETB. The next Strategy covering 2023-2027 will be produced during 2022.



# Supporting Business through Covid-19

Waterford Local Enterprise Office (LEO) were heavily involved in supporting local businesses in 2021, as they have done for many years. However, there was an unprecedented demand for their services in 2021, given the effect the pandemic had on business. In 2021, the provision of Online Trading vouchers to businesses helped them to trade online during lockdown, or to expand their existing websites to add an e-commerce element. In addition, Waterford LEO also provided substantial funded supports to hundreds of other small businesses across the City and County with programmes such as the Lean for Micro and Green for Micro along with training and mentoring.

In addition, the Council's Economic Development department administered Fáilte Ireland financial support grants totalling over €950,000 to businesses during the pandemic, including the Local Authority Weatherproofing and Outdoor Dining Infrastructure Scheme in Dungarvan and Waterford City, and the Fáilte Ireland Outdoor Seating and Accessories scheme, which assisted 145 businesses throughout the City and County.

The Council's dedicated online Business Support Hub detailed the initiatives administered by the local authority and others and included information on such schemes as the Commercial Rates Waivers, Tax Deferral Schemes and the Covid Restrictions Support Scheme.

**These initiatives aimed to assist businesses survive the pandemic, benefitting business owners across many industries.**

In addition, the Council's Arts Office applied for new national funding streams to support artists, performers, technicians, and event promoters and were successful under the two Local Live Performance Programming Schemes. Outdoor events were held during the summer in a number of locations in the City and County, culminating in Winter Fire Dance on the Winter Solstice in six locations countywide with music, performance, and fireworks. Under the Arts Council 'Faoin Spéir' Scheme, Waterford Spraoi were supported in their application to animate the Apple Market area of Waterford city with a visual arts installation and accompanying

soundtrack in the Summer of 2021, employing a significant number of people in the arts sector.

The Waterford Tourism Recovery Task Force was set up in July 2020 chaired by Brian O'Flynn, Head of Ireland's Ancient East with stakeholders including Waterford City and County Council and Industry Representatives. This plan identified 5 short term projects for tourism recovery in Waterford during 2021.

In April & May 2021 Fáilte Ireland through its Destination Tourism Recovery Programme ran a series of workshops aimed at providing a range of development

supports to inspire businesses to think about creating family, night-time and outdoor experiences, to help businesses adapt to meet domestic consumer needs & build digital skills to help them target new customers in 2021 while operating safely and efficiently and remaining financially viable.

**The Waterford Tourism Recovery Supports Programme was launched on 30th March and had engagement from 24 businesses in Waterford, including 11 businesses which were new to working with Fáilte Ireland.**

This programme was successful in terms of engaging with a range of businesses in Waterford and it produced 29 new saleable experiences. A number of new partnerships and opportunities emerged.

**Outdoor Dining Scheme**  
**Commercial Rates Waivers**  
Waterford Tourism Recovery Programme  
**Tax Deferral Scheme**  
**COVID Restrictions Support Scheme**  
**Green for Micro**  
**Local Live Performance Scheme**  
**Online Trading Vouchers**  
Local Live Performance Programming Scheme

# About your Council

Waterford City & County Council came into being in 2014, after the amalgamation of Waterford City Council and Waterford County Council. County Waterford is bounded by Cork, Kilkenny, Tipperary and Wexford, and Waterford City is the principal City and economic driver for the South East region of Ireland, the 6th fastest growing region in the EU.

The county has a population of 116,176, incorporating the population of Waterford City at 53,504. There are over 25,000 homes in Waterford, and as the population of the region is set to increase greatly in the next 20 years, Waterford Council members & staff are committed to serving the needs of our people as Waterford City and County continues to represent Ireland on an International scale.



**The Council is made up of 32 elected representatives spread across six electoral areas with the Mayor elected by the members annually.**

Along with the Corporate Policy Group (CPG), five Strategic Policy Committees (SPC) develop and recommend policy to the Council. Committees are made up of the business, farming, environment, community, and trade union sectors.





# Principal Service Areas

Waterford City & County Council's management structure is split into 5 directorates, each headed by a Director of Services. The Chief Executive, Mr. Michael Walsh, leads the management team.

## Economic Development & Planning

- Economic development and promotion of the county for investment
- Enterprise development and supports
- Asset management
- Library services, the arts office and cultural infrastructure
- County promotion and tourism development

## Housing, Community and Emergency Services

- Social housing programme
- Housing allocations, maintenance and refurbishment
- Social services, estate management and community development
- Age-friendly and social inclusion initiatives
- Sports programmes and health and wellbeing initiatives
- Local and community development

programmes

- Connecting with the public through Public Participation Networks (PPN)

## Corporate, Culture, HR and IS

- The successful operation of meetings of the City and County Council and SPCs
- Organisation of civic and mayoral receptions
- Customer Services
- Publication of supplements to the Register of Electors
- The Draft Register of Electors, and the edited version of the Register of Electors
- Ongoing implementation of the Irish Language Scheme
- Human Resources and Training.
- Information Services

## Roads, Water and Environment

- Air Pollution, Beaches, Dog Fouling.
- Litter, Noise Pollution, Schools and Awareness
- Parks & open spaces
- Roads and Parking
- Veterinary Services
- Waterford Energy Bureau
- Climate Change
- Waste Management

## Finance and Cost Management

- Management of the financial resources of the Council
- Facilitation of borrowing and leases, and control the investment of fund
- Administer grants & subsidies under various funding schemes
- Preparation of financial statements, budgets and statements, etc.
- Administration of commercial rates, etc.



# Council Meetings

There were 66 meetings of the full Plenary Council, Metropolitan Area, Comeragh Electoral Area, Dungarvan-Lismore Area, Corporate Policy Group (CPG) and Area Committees comprising:

- 11 Plenary Council meetings
- 11 Metropolitan Council meetings
- 11 Comeragh Council meetings
- 12 Dungarvan/Lismore Council meetings

- 8 Special Meetings of the City & County Council
- 13 Corporate Policy Group meetings (including 1 Budget Meeting)

In addition, there were:

- 24 meetings across the five Strategic Policy Committees
- 5 Audit Committee Meetings
- 66 Councillor workshops



# Strategic Policy Committees (SPC)

## Economic Development & Enterprise SPC

*Chaired by Cllr. Pat Nugent*

This SPC met 5 times in 2021 to consider policies in relation to the following areas:

- Casual Trading Byelaws
- Review of Rates Incentive Scheme
- Presentation of Waterford 2040 branding and marketing strategy
- Festival & Events Funding Policy
- Waterford LEO Enterprise Plan 2021
- Waterford Local Flavours Visitor Experience Development Plan
- North Quays/ Michael Street
- Waterford Economic Strategy
- Re-opening of urban centres
- South East Regional Enterprise Plan 2021 presented by the Ireland South East Development Office
- South East Economic Monitor presented by the South East Network for Economic and Social Research

## Environment, Biodiversity and Climate Action SPC

*Chaired by Cllr. Pat Fitzgerald*

This SPC met 5 times in 2021 to consider policies in relation to the following areas:

- Draft Litter Management Plan 2021-2024
- Climate Action & Low Carbon Development (Amendment) Bill 202
- Decarbonising Zone - Waterford City
- Delivering effective climate action
- 2020 Energy Reduction targets.
- Progress report on implementation of Climate Adaptation Strategy 2019-2024
- Draft Sustainable Energy & Climate Action Plan - Covenant of Mayors

## Housing, Community, Culture, Fire, Sport & Recreation SPC

*Chaired by Cllr. Adam Wyse.*

This SPC met 4 times in 2021 to consider policies in relation to the following areas:

- Draft Cultural Quarter Plan 2021-2025
- Vacant Homes Action Plan
- Development of a Tenant Handbook
- Choice-based letting Scheme
- Waterford Communities Grants
- Festival & Events funding policy
- Library services
- Progress report on the Repair & Lease Scheme

# Strategic Policy Committees (SPC)

- Proposal for policy update on oversight role of WCCC/LCDC
- Traveller Accommodation Programme
- Community Grants

## Planning SPC

*Chaired by Cllr. Thomas Phelan*

This SPC met 5 times in 2021 to consider policies in relation to the following areas:

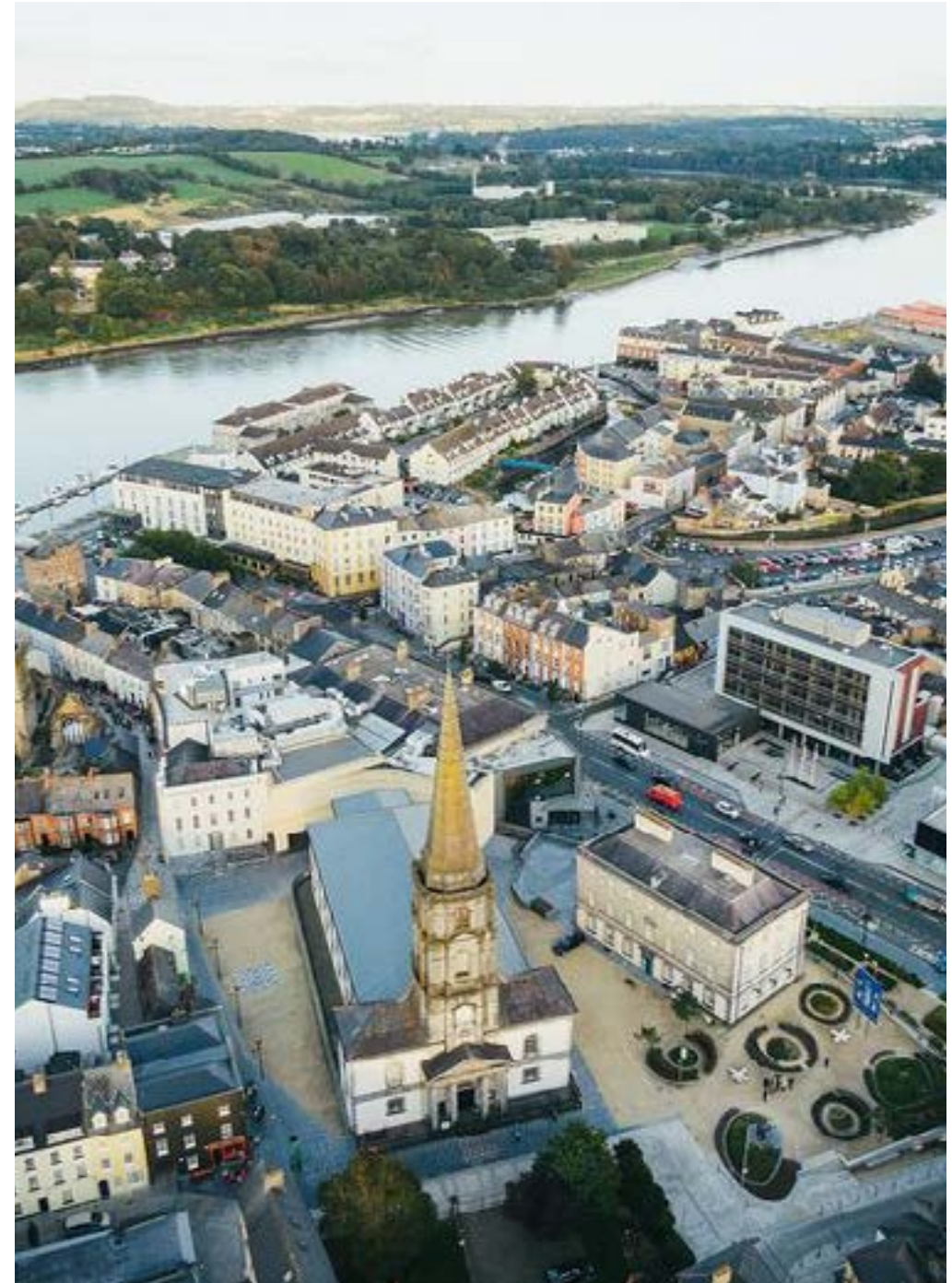
- Review of the National Development Plan
- Rural Villages and Communities (PPN)
- Regional Spatial and Economic Strategy
- The Draft Development Plan
- Housing Strategy, and Housing Need Demand Assessment for the Draft Development Plan
- The Draft Development Plan consultation process, and the recommendations observed by the Office of the Planning Regulator
- Addressing derelict sites in the Draft Development Plan
- Overview of the CR Report on the Draft Development Plan
- Providing services to rural towns and village

## Transportation & Infrastructure SPC

*Chaired by Cllr. Seamus O' Donnell*

This SPC met 5 times in 2021 to consider policies in relation to the following areas:

- City Bike Scheme
- NTA Connecting Ireland
- Metropolitan Transport Plan
- Presentation on Local Link
- Presentation on Active Travel Projects
- Bye-laws Harbour/Beach/Motor Homes/Camper Van



# Progress on Corporate Plan 2019 - 2024

The Corporate Plan 2020 - 2024 for Waterford City and County Council (WCCC) identifies five high-level corporate aims with corresponding objectives and strategies. This chapter reports on the progress made on those objectives and strategies under each theme.

## Aim #1

### **Waterford to be the economic driver for the South East region**

Waterford City and County Council is committed to ensuring Waterford remains a key enabler of growth by supporting the delivery of Project Ireland 2040. In this regard, the new 'Waterford 2040 - Find Your Future' brand was launched by the Council's Economic Development department in April 2021, with the introduction of a new website and accompanying brochure for potential investors. Activity to raise awareness of the 'Waterford - Find Your Future' brand has consisted of digital marketing so far, but a marketing tender will be prepared in early 2022 to engage the services of a professional marketing company.

This launch also coincided with the launch of Waterford's Decarbonisation Roadmap - committing to make Waterford the first decarbonised city in Ireland. A full decarbonisation strategy document is being developed by the Council's Environment department.

Meanwhile, the establishment of Technological University of the South East (TUSE) has been confirmed for May 2022, which will go a long way towards transforming Waterford into a more attractive location for SMEs, and foreign direct investment (FDI) by linking knowledge, research, education, innovation and international collaboration.

Waterford Airport has received long-awaited planning permission for the extension of the runway, which will allow it to cater for commercial airlines and will improve the Waterford region's accessibility. With the main construction contract awarded for the North Quays, infrastructure work is due to start in 2022 on 1.3km of urban dual carriageway and local road upgrades in the Ferrybank area, a new train station, transport interchange

and public realm works, a 207m long pedestrian, cycle and public transport bridge across the River Suir, with an opening span to accommodate river traffic; and the provision of a new Greenway from Abbey Bridge that connects with the South East Greenway from New Ross that is currently under construction.

In addition to the main contract works there are a number of enabling contracts associated with the North Quays development plan. Works already complete include the clearance of vegetation from the cliff face at Plunkett station, the diversion of services and the demolition of several large properties in the Ferrybank area.

In late 2021, it was announced that contracts had been awarded for the Waterford Greenway extension to Bilberry. This €6.8 million investment in the Greenway will link Dungarvan straight into the City Centre and facilitate the link to the New-Ross Greenway also, thereby strengthening the network of Greenways across Waterford and the Southeast region.



## **Aim #2**

### **Balanced Rural and Urban Development**

The Council is committed to balanced development across Waterford City & County by encouraging development of our primary urban centres; Waterford City, Tramore & Dungarvan while planning for Dunmore East, Portlaw, Lismore, Tallow, Kilmacthomas, Passage East and Cappoquin to continue to be key drivers of rural growth.

The Council's first objective in this area is the development of our primary urban centres to ensure that all are vibrant, well presented centres, where retail, business and quality of life are to the fore.

In 2021, the Council applied for in excess of €1.39m for the Dungarvan Digital Transformation Hub, under the Rural Regeneration & Development Fund (RRDF). This funding will provide remote working facilities in the town centre for a wide range of enterprises and people

# Progress on Corporate Plan 2019 - 2024

across the region, including connectivity for rural dwellers and will provide capacity for 190 people working in Dungarvan town centre. In March 2021, Waterford City was successful in securing an allocation of €27,660,000 under the Urban Regeneration & Development Fund (URDF) by the Minister for Housing, Local Government and Heritage, Darragh O'Brien for an ambitious City Centre regeneration project. The funding allocation will enable Waterford City and County Council to bring significant investment into the centre of Ireland's Oldest City and create opportunities for people to live, work and play in a variety of re-imagined public places and spaces.

The Council aims to maximise the impact of rural development utilising national funding through the LEADER programme in conjunction with the Local Community Development Committee, and to access central government/EU funding under Rural Regeneration Development Fund, Town and Village Renewal Scheme, CLÁR and Outdoor Recreation Infrastructure Scheme, among others.



## Aim #3

To create a growth culture

The Council's Corporate Plan objective is to have an integrated plan for the future

sustainable development of the Waterford region, for the Metropolitan Area to be developed in collaboration with key stakeholders, and for state agencies to ensure that the City's identified role as the principal urban centre in the South East region is enhanced and supported.

The Council recognises that a strong Waterford will lead to the development of the South East region which will enhance economic growth and create added value employment opportunities.

In support of these objectives, we aim to promote sustainable population growth across the county through the identification of a clear settlement

hierarchy in support of adopted National and Regional planning policy, to deliver and aim to exceed the targets for housing supply as set in Rebuilding Ireland and to support green enterprise initiatives which help the transition to a low carbon economy.

### Waterford Libraries

Waterford Libraries are a vital part of communities, and though they were closed to the public for much of 2021, the staff worked to ensure that the public could still access the majority of library services online.



# Progress on Corporate Plan 2019 - 2024

## Tourism, Enterprise & Economic Development

To improve the tourism offering in Waterford City & County, the Council's Tourism team were successful in their application for funding to create two Water sports centres at Tramore & Ardmore for in excess of €1.7m, along with securing over €37,000 for other projects. The Tourism team also continued to work closely with other agencies such as Fáilte Ireland on festival funding, and other projects, with the overall goal to support the tourism sector and to encourage sustainable tourism. The Economic Development departments worked closely with central government and with Fáilte Ireland in 2021 to secure support for businesses during the pandemic, including the Fáilte Ireland Urban Outdoor Seating and Accessories Scheme, and Local Authority Weatherproofing and Outdoor Dining Infrastructure Scheme. These grants will help businesses to continue trading and could help their growth prospects for years to come.

In addition, the Waterford Local Enterprise Office (LEO) team played a pivotal

role in helping businesses to move to online trading during the year. They also continued to provide valuable resources online and by phone during lockdown.

## Cultural life

During 2021, the Arts Service oversaw a vibrant arts programme, with several elements still online or with an increased outdoor programme because of the public health situation.

All of the Arts grants funding streams for bursaries, awards, festivals and events were maintained and support was offered to those navigating hybrid models of delivery.

Supported by the Arts Council/An Chomhairle Ealaíon a full programme ran in literature, visual arts, Arts in Education, Arts in Health, Music, Theatre and other art form specific programmes and partnerships were formed to maximise delivery.

Creative Waterford rolled out the fifth year of Creative Communities in 2021. The Creative Ireland Open Call was held during March and funded projects throughout the year. Collaborative projects including film, visual art, creative writing and theatre

examined topics such as sustainability, isolation, diversity and equality.

The Arts Office applied for new national funding streams to support artists, performers, technicians, and event promoters and were successful under the two Local Live Performance Programming Schemes.

All of the Arts grants funding streams for bursaries, awards, festivals and events were maintained and support was offered to those navigating hybrid models of delivery.

The local authority-run Arts Venues were subject to public health closures for a significant part of the year, yet work continued in identifying storage space for the Waterford Art Collection. Under the Arts Council's Specialist Staffing Scheme, a Visual Arts Coordinator who will be based in the Waterford Gallery of Art was recruited in late 2021 to take up the position in 2022.



# Progress on Corporate Plan 2019 - 2024



## Aim #4

### People and Communities

Waterford will be a place where all are included as active participants in the cultural, environmental, social and economic fabric of our community. Waterford will be a place of resilient communities. Our work within urban and rural communities will be to strengthen the connections, improve facilities and quality of life. We will work in partnership with agencies and communities to prioritise initiatives that impact positively on the health and wellbeing of all.

#### Housing:

In 2021, the Council's Housing department continued its work in identifying vacant properties and working with landlords on the Repair & Leasing Initiative.

Despite the Covid lockdowns, the Housing team assessed a large number of housing applications in 2021 and continued to deal with Housing Assistance Payment tenancies. The team issued €1.25 million in Housing Adaptation Grants to tenants with

a disability, housing aid for older people, and mobility aid grants.

The Council delivered 200 new builds in 2021, with an additional 15 acquired through leasing.

2021 also saw the continuation of the partnership and collaborative approach to homelessness with all agencies working together and focusing on homeless prevention, tenancy sustainment and supported exits for homeless clients. At the end of 2021, there were 60 adults and 1 family in emergency accommodation. Waterford Integrated Homeless Services received 3,516 callers seeking their services in 2021, and 1,140 homeless presentations. 760 formal homeless assessments were carried out.

Waterford City & County is one of three areas chosen as a pilot for the Local Community Safety Partnership. It is a new government initiative that brings together statutory services, the voluntary and community sector, local councillors and community members to work together to identify and tackle community safety issues

locally. The Waterford pilot is supported by the Department of Justice and Waterford City & County Council. There are 30 members on the partnership committee with representatives from the community making up 51% of the members.

#### Customer Services / Communications:

The Council's customer service department continued to work remotely during the pandemic, and received a total of 110,979 calls in 2021, along with 111 Freedom of Information requests.

Despite the ongoing disruption caused by the pandemic, 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 new draft Language Scheme was prepared for the period 2021-2024 and forwarded to the Department of the Gaeltacht for approval in November.

As part of efforts to improve Irish language service delivery, a number of staff undertook online Irish language classes offered by Coláiste na Rinne during the year. Waterford City and County Council was

recently chosen as a Stand-out Success in 3D GIS (Geographic Information Systems) at Esri Ireland's 2021 Customer Success Awards.

The award recognises the Council's work in compiling the National Tree Map, which provides a unique, comprehensive database of location, height, and canopy/crown extents for every single tree in Waterford city and county.

A total of five complaints were made by members of the public to the Office of the Language Commissioner in relation to Waterford City & County Council in 2021. Two complaints related to bilingual signage in Dungarvan and the other three related to Irish correspondence being answered in English. All of these complaints were dealt with to the satisfaction of the Language Commissioner's Office. The Irish Office also supported a number of online bilingual events during 2021 and contributed to festivals such as the John Dwyer Trad Weekend, and the 'Ar Ais le Chéile' weekend of Winterval.

The Communications department issued in excess of 125 press releases in 2021 and dealt with media queries daily. 2021 was

# Progress on Corporate Plan 2019 - 2024

also a record-year for social media reach & engagement. Approximately 26% of Waterford residents now follow the social media pages of Waterford Council, and having received an increase in resources during 2021, the Communications department is continuing to improve.

Our main website, [www.waterfordcouncil.ie](http://www.waterfordcouncil.ie) continues to perform strongly. 2021 saw an 8.5% increase in visitors when compared to 2020.

The most visited pages on the website were:

- (1) Online Planning Enquiries
- (2) Choice Based Lettings
- (3) Planning homepage

(4) View/Comment on a Planning Application

(5) Council Vacancies

The average time spent on a page was 2 minutes and 9 seconds, and the total page views were over 1.9 Million.

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. Although the archive was closed to the public for much of 2021, 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. Talks & events were arranged online throughout the year. The team also worked on projects with many other groups in 2021, such as Waterford Libraries, Imagine Arts Festival and Tramore Heritage group.

The records management team continued file deliveries to staff throughout 2021 on a weekly basis and 1052 files were issued on request to Council departments. Boxes of transfers to the Records Centre from departments in the Council recommenced and work is ongoing to upload the data on the files onto the Records Centre software system.

Work is ongoing with Council staff and management to facilitate digital records management and ensure that the transition to digital recordkeeping meets all audit and legal requirements and provides staff with accessible digital records required to carry out the business functions of the organisation.

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).





# Progress on Corporate Plan 2019 - 2024

## ✓ Aim #5 A strong foundation

The Council aims that Waterford will continue to develop an attractive environment with good quality access to services to ensure a high quality of life, thus attracting investment, economic activity, increased visitors and a skilled and talented workforce.

Waterford City & County Council are in the process of preparing a new unitary City and County Development Plan that will shape the future growth of the City and County for the periods of 2022 – 2028.

It is the Council's objective to ensure settlements are best positioned geographically and from a social, economic and community perspective to ensure balanced development across the county.

In line with this objective, the Council will ensure Waterford is well served in terms of transport links including rail, road, airport and port opportunities being maximised. The Council's Property Management

department manages land and property (other than local authority houses) owned by Waterford City & County Council. The department made various Compulsory Purchase Orders (CPO) in 2021 to achieve optimum use of land and to acquire property required for the Council's infrastructure projects. The department also manages approximately 240 leases including land, cultural properties and even recreational areas. The department works closely with other departments to ensure a cohesive approach to land acquisitions, disposals for tourism, business expansion and regeneration plans.

The Council's Climate Action Team, which is made up of staff of WCCC and chaired by the Council's Chief Executive, Michael Walsh, meets regularly and strategically plans the implementation of Climate Change Adaptation and Mitigation measures. The existing WCCC Climate Action Plan is implemented through these actions.

In 2021, Waterford City and County Council also joined the 3 Counties Energy Agency (3CEA), who provide a range of

energy-reduction support services to the Councils through collaborative working and sharing of resources, with the aim of accelerating energy reduction, improving energy efficiency and greenhouse gas emission reductions across the South East.

Measures implemented through the WCCC Climate Action Team Include:

- Solar Photovoltaic installation at the WCCC Dungarvan Depot
- Installation of three 22KW double charging points for electrical vehicles in the staff car park Dungarvan, Waterford City and Dungarvan Depots
- WCCC has sourced funding for energy upgrades to a number of community centres and businesses
- Appointment of contractor to complete retrofitting of 15,000 LED street lighting installations
- The WCCC Energy Policy which has been adopted includes a target of removing all fossil fuels boilers from WCCC public buildings by 2025
- WCCC has designated the administrative area of Waterford City as the proposed Decarbonisation Zone

(DZ) under "Action 165" of Ireland's Climate Action Plan 2019. WCCC has committed to meeting an average 7% per annum reduction in overall CO2 emissions from 2021 to 2030 (a 51% reduction over the decade) within the DZ



# 2021 in Photos



# 2021 in Photos



# 2021 in Photos



# Appendix 1

## Annual Financial Statements

Summary of Revenue Account	2021	2020
	€M	€M
Opening Balance at 1st January	-5.2	-5.8
Expenditure for Year	151.0	173.6
Transfers to Reserves	<u>6.9</u>	<u>6.9</u>
	157.9	180.5
Income for Year:		
State Grants	70.8	93.5
Goods and Services	36.5	35.1
Local Property Tax	19.6	18.9
Commercial Rates	33.4	33.6
	160.3	181.1
Surplus (Deficit) for Year	2.4	0.6

Summary of Balance Sheet	2021	2020
	€M	€M
Fixed Assets	2,267.6	2,253.2
Work in Progress	54.4	39.3
Long Term Debtors	69.9	66
Current Assets	62.0	47.2
Current Liabilities	-55.2	-44.9
Sub Total	2,398.4	2,360.8
Long Term Creditors	<u>-122.9</u>	<u>-115.5</u>
	2,275.5	2,245.3
Represented by:		
Capitalisation Account	2,267.6	2,253.2
Work in Progress	44.9	30.3
General Revenue Reserves	-2.7	-5.2
Other Balances	<u>-34.3</u>	<u>-33.0</u>
	2,275.5	2,245.3

# Appendix 1

## Financial Review – 2021

Social and economic activity continued to be severely restricted during 2021 because of the on-going Covid 19 pandemic.

Strict lockdown measures were in place from January and were only gradually lifted from May, though strict restrictions remained in place for the hospitality sector until much later in the year.

This exceptional background has resulted in an unusual level of variability relative to our budget in 2021.

The extended lockdown impacted on the level of activity that was achievable in some of our core areas of operations such as the Fire Service, Street Cleaning, Library service, Archive services, Civil Defence, Economic Development, Tourism, and the Arts program.

This reduced level of activity resulted in significant savings, though these were at least partially offset by reduced income from Car parking, Road Opening Licences, Leases, and from budgeted income derived from Leisure and Tourism facilities.

There were also significant variances in non-operational activities. Income from NPPR exceeded budget by approximately

five hundred thousand euro which reflected the strong housing market.

Debt collection across all the main non-Governmental income streams improved versus 2020 which resulted in a reduced level of provisions required versus the 2021 budget and therefore also positively impacted on our Income & Expenditure account versus our 2021 budget.

The impact of the variances net of overspends within the roads sections and Government supports resulted in a pre-audited overall surplus for the year of two million, four hundred and forty thousand euro (€2.44M) in 2021. This surplus reduces the cumulative deficit by over 45% to €2.715M. This continues and accelerates the Council's record of achieving surpluses in every year since its creation in 2014 and in so doing, has eliminated most of the opening deficit.

The Capital account has also improved during the year, where a combination of Grants, Development contributions, property disposals & Misc. income has improved the capital funding position by

€4.5M approx. This improved position has provided for a significant portion of the 2021-24 capital plan requirement.

The Finance Directorate continued to promote appropriate oversight and control of the organisation's finances by ensuring that each section and directorate maintained a strong focus on prudent financial management and debt collection/management and has worked proactively to enhance systems and controls.

## Commercial Rates

Commercial rates are payable on a diverse range of commercial properties such as factories, offices, shops, hotels and restaurants. The Valuation Office determines the valuation of all rated properties to which a multiplier called an ARV is applied. The elected members determine this multiplier annually during the budgetary process. The rate applied in 2021 was €0.2648.

As a support to enterprise in recognition of the impact of COVID-19, a 100% waiver of commercial rates applied for a 12-month period in 2021. Qualification for the waiver

was based on the valuation category that the Valuation office applies to each property. No application process was required.

The number of qualifying categories was restricted in 2021 versus 2020 which resulted in total waivers of €9.88M being applied as opposed to €14.8 million in 2020.

The Council's scope to collect rates and to pursue legal remedies continued to be curtailed by the COVID-19 crisis during 2021, however as the restrictions were reduced in the second half of the year it enabled a more focused collection effort by the rates team. In fact, the amount collected of €25.24M exceeded collections in 2020 by almost €10M. This exceeded expectations and enabled a partial release of provisions that had been provided in previous years.

## Housing Loans

We have continued to offer sustainable solutions to borrowers in arrears and have used various mechanisms available to re-structure distressed loans. The closing arrears have reduced by 11% versus 2020.

# Appendix 1

## Councillors Meetings Attendance 2021

Councillor	Meetings Attended	Meetings Held*
Cllr. Ger Barron	35	42
Cllr. Donal Barry	38	40
Cllr. Liam Brazil	33	34
Cllr. Breda Brennan	19	20
Cllr. Declan Clune	31	37
Cllr. Joe Conway	36	37
Cllr. Tom Cronin	36	36
Cllr. Davy Daniels	35	37
Cllr. Declan Doocey	33	36
Cllr. Pat Fitzgerald	55	55
Cllr. Susan Gallagher	25	25
Cllr. Damien Geoghegan	43	50
Cllr. Jim Griffin	42	42
Cllr. John Hearne	37	40
Cllr. Joe Kelly	49	51
Cllr. Conor D. McGuinness	41	44
Cllr. Eddie Mulligan	37	40
Cllr. Jason Murphy	36	37
Cllr. Pat Nugent	41	41
Cllr. Seamus O' Donnell	34	49
Cllr. John O' Leary	38	42
Cllr. Lola O' Sullivan	47	48
Cllr. Thomas Phelan	50	51
Cllr. Jody Power	39	40
Cllr. Seanie Power	44	46
Cllr. John Pratt	36	36
Cllr. Eamon Quinlan	46	48
Cllr. Frank Quinlan	33	37
Cllr. Mary Roche	34	35
Cllr. Seamus Ryan	39	40
Cllr. James Tobin	33	39
Cllr. Adam Wyse	38	44
Cllr. Joeanne Bailey	22	22
Cllr. Cristiona Kiely	10	10

\*Number of meetings held varies for each councillor, depending on number of meetings held in each municipal district.

# Appendix 2

## Current Membership of Waterford City and County Council (\*\*)

NAME	PARTY	ELECTORAL DISTRICT
Liam Brazil	Fine Gael	Comeragh
Declan Clune	Independent	Comeragh
Ger Barron	Labour Party	Comeragh
John O'Leary	Fianna Fáil	Comeragh
Seánie Power	Fine Gael	Comeragh
Tom Cronin	Fianna Fáil	Dungarvan / Lismore
Declan Doocey	Fine Gael	Dungarvan / Lismore
Damien Geoghegan	Fine Gael	Dungarvan / Lismore
Pat Nugent	Fine Gael	Dungarvan / Lismore
Séamus O'Donnell	Independent	Dungarvan / Lismore
John Pratt	Labour Party	Dungarvan / Lismore
Thomas Phelan	Labour Party	Dungarvan / Lismore
James Tobin	Fianna Fáil	Dungarvan / Lismore
Conor D. McGuinness	Sinn Féin	Dungarvan / Lismore
Joe Conway	Independent	Tramore & Waterford City West
Jim Griffin	Sinn Féin	Tramore & Waterford City West
Cristiona Kiely	Green Party	Tramore & Waterford City West
Joe Kelly	Independent	Tramore & Waterford City West
Lola O'Sullivan	Fine Gael	Tramore & Waterford City West
Eamon Quinlan	Fianna Fáil	Tramore & Waterford City West
Jody Power	Green Party	Waterford City East
Davy Daniels	Independent	Waterford City East
Pat Fitzgerald	Sinn Féin	Waterford City East
Eddie Mulligan	Fianna Fáil	Waterford City East
Mary Roche	Independent	Waterford City East
Adam Wyse	Fianna Fáil	Waterford City East
Joeanne Bailey	Sinn Féin	Waterford City South
Frank Quinlan	Fine Gael	Waterford City South
John Hearne	Sinn Féin	Waterford City South
Donal Barry	Independent	Waterford City South
Séamus Ryan	Labour Party	Waterford City South
Jason Murphy	Fianna Fáil	Waterford City South

\*\* Each Elected Member of Waterford City & County Council is a Designated Public Official

## Appendix 2

### List of other Designated Public Official

Mr. Michael Walsh	Chief Executive
Mr. Michael Quinn	Director of Services for Economic Development & Planning
Mr. Fergus Galvin	Director of Services for Roads, Water & Environment
Mr. Kieran Kehoe	Director of Services for Corporate, Culture, IS and HR
Mr. Bernard Pollard	Head of Finance & Cost Management
Mr. Ivan Grimes	Director of Services for Housing, Community and Emergency Services

### 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.

## Appendix 2.1

### Payments to Councillors in 2021

#### Payments made to Councillors under Section 142 of the Local Government Act

Representational Payments	€695,205
Local Representative Allowance (*)	€2,580
Annual Expense Allowance	€340,458
Strategic Policy Committee Chairperson's Allowance Total	€29,999
Mayors and Cathaoirligh Allowances (January to December)	€60,000
Deputy Mayor's Allowance (January to December)	€6,000
Mobile Phone Allowances	€8,333
Training and Conferences	€14,469
<b>Total payments to Councillors</b>	<b>€1,157,048</b>

\*New vouched allowance introduced 01/07/2021. One claimant in 2021

## Appendix 2.1

### Payments to Councillors in 2021

#### Training & Conference Expenses

Councillor	Conferences	Training
Clr. Ger Barron		€291.04
Clr. Donal Barry		
Clr. Liam Brazil		
Clr. Breda Brennan		
Clr. Declan Clune		€324.19
Clr. Joe Conway		€474.92
Clr. Tom Cronin	€846.97	€1,102.45
Clr. Davy Daniels		
Clr. Declan Doocey		
Clr. Pat Fitzgerald		
Clr. Susan Gallagher		
Clr. Damien Geoghegan	€860.07	€1,253.96
Clr. Jim Griffi		
Clr. John Hearn		
Clr. Joe Kelly		
Clr. Conor D. McGuinness	€465.80	€287.29
Clr. Eddie Mulligan	€560.23	€467.76
Clr. Jason Murphy	€965.96	€1,910.30
Clr. Pat Nugent		
Clr. Seamus O' Donnell		
Clr. John O' Leary	€764.33	€1,139.66
Clr. Lola O' Sullivan		
Clr. Thomas Phelan		
Clr. Jody Power		
Clr. Seanie Power		
Clr. John Pratt	€1,314.19	€1,013.10
Clr. Eamon Quinlan		€426.31
Clr. Frank Quinlan		
Clr. Mary Roche		
Clr. Seamus Ryan		
Clr. James Tobin		
Clr. Adam Wyse		
Clr. Joeanne Bailey		
Clr. Cristiona Kiely		
<b>TOTALS</b>	<b>€5,777.55</b>	<b>€8,690.98</b>



# Appendix 2.2

## Council Membership of Committees and Other Bodies

### Economic Development & Enterprise SPC

- Cllr Pat Nugent, Chairperson
- Cllr Conor D McGuinness
- Cllr Declan Clune
- Cllr Eddie Mulligan
- Cllr Gerard Barron
- Cllr Lola O'Sullivan (former Chairperson resigned 30th August)
- Cllr Mary Roche
- Cllr Pat Fitzgerald
- Cllr Thomas Phelan
- Mr. Garrett Wyse, (PPN) Social inclusion rep.
- Ms. Gerty Murphy, (PPN) Community & Voluntary rep.
- Ms. Jen Harris, (PPN) Environmental rep. (resigned 31.03.21)
- Mr. David Walsh, Business rep.
- Mr. David Lane, SIPTU, Trade union rep.
- Mr. Kevin Kiersey, Irish Farmers Association rep

### Environment, Biodiversity and Climate Action SPC

- Cllr. Pat Fitzgerald, Chairperson
- Cllr. Jim Griffin
- Cllr. John Hearne
- Cllr. Susan Gallagher (Resigned September 2021 – last meeting July 2021)
- Cllr. Ger Barron
- Cllr. Damien Geoghegan
- Cllr. Breda Brennan (Resigned May 2021 – last meeting April 2021)
- Cllr. Joe Kelly
- Cllr. Christina Kiely (First meeting of Env SPC - December 2021)
- Cllr. Joanne Bailey (First meeting of Env

- SPC - July 2021)
- Mr. Tom Hogan, Trade Union rep.
  - Ms. Ithel McKenna, Irish Wildlife Trust
  - Ms. Obianuju Ekedozie (PPN) – Social Inclusion
  - Ms. Brid O'Hehir PPN – Community & Voluntary
  - Ms. Laura O'Brien-Forbes IFA rep. (Resigned October 2021)

### Housing, Community, Culture, Fire, Sport & Recreation SPC

- Cllr Eamon Quinlan, Chairperson
- Cllr Donal Barry
- Cllr Damien Geoghegan
- Cllr John Pratt
- Cllr Seamus Ryan
- Cllr Jason Murphy
- Cllr Joanne Bailey
- Cllr Conor D McGuinness
- Cllr Adam Wyse
- Ms. Úna Dunphy, Trade Union rep.
- Ms. Rosemary Kennedy (PPN) Community & Voluntary rep.
- Mr. Mike Farrell (PPN) Environment rep.
- Mr. Vince Rellis, (PPN) Social Inclusion rep.

### Planning SPC

- Cllr. Thomas Phelan, Chairperson
- Cllr. Liam Brazil
- Cllr. Tom Cronin
- Cllr. Davy Daniels
- Cllr. Seánie Power
- Cllr. Eamon Quinlan
- Cllr. Frank Quinlan
- Cllr. James Tobin

- Mr. Seán Carey, Construction Industry rep.
- Mr. John Galloway, Environment rep.
- Mr. John Heffernan, Farming rep.
- Mr. Niall Harrington, Business rep.
- Ms. Mary O' Halloran, Community & Voluntary rep.
- Mr. Donal Lehane, Social inclusion rep.

### Transportation & Infrastructure SPC

- Cllr. Seamus O' Donnell, Chairperson
- Cllr. Joe Conway
- Cllr. Joe Kelly
- Cllr. John O' Leary
- Cllr. Jody Power
- Cllr Declan Doocey
- Cllr. Jim Griffin
- Cllr. Mary Roche
- Mr. Thomas Holden, Development/ Construction rep.
- Ms. Marian Walsh, Business/Commercial rep.
- Ms. Elaine Mullan, Environment rep.
- Mr. Farid Ahmad Mohamman, Social inclusion rep.
- Mr. Jim Farnan, Community & Voluntary rep.

# Appendix 3

## Full Statistics for 2021, by directorate

### Economic Development & Planning

Fáilte Ireland Urban Animations Capital Investment Scheme	€539,275
Fáilte Ireland Weatherproofing & Outdoor Dining Infrastructure Scheme	€506,693 (€354,919 to City businesses, €151,774 to Dungarvan businesses)
Fáilte Ireland Outdoor Seating and Accessories scheme	€443,547
Shop Front Improvement Scheme 2021	€20,000
LEO jobs supported	1,199
Net jobs created by LEO clients	108
No. of LEO clients securing financial grants	32
Value of LEO grants	€886,189
LEO training events	106
LEO training participants	1,389
LEO mentoring sessions	476
LEO core client companies	280
LEO Local Enterprise week	4 events, 320 participants
LEO Client Stimulus Programme	56 business €142,648
LEAN for Micro programme	7 businesses participated
Green for Micro programme	5 businesses participated
No. of schools in Student Enterprise Programme	16
No. of students in Student Enterprise Programme	833
Funding secured for Tourism projects (Watersports centres)	€1,715,000
Funding secured for Tourism projects (other)	€37,300
Social media followers to Visit Waterford socials (including Instagram increase of 57%, year on year)	41,000
Social media followers to Waterford Greenway socials	37,500
Businesses supported by Waterford Tourism Recovery Supports Programme	24

No. of tourism centres supported by WCCC	4
RRDF Funding - Dungarvan Digital Transformation Hub	€1,394,822
Town & Village Renewal Scheme recipients (10)	€925,578
Outdoor Recreation Infrastructure Scheme (ORIS)	No. of recipient locations: 7 Value of grants issued: €619,870
Public submission received re Draft Development Plan 2022-2028	479
Funding to Built heritage projects	€433,000
Built Heritage Investment Scheme	Funding issued €136,800 to 15 projects
BHIS days of employment for skilled craftspeople	755
Historic Structures Funding issued	€165,000 (3 projects)
Tramore Railway Station Conservation Works	€77,500
Medieval City Walls. Funding received from Irish Heritage Council	€10,000
Cappoquin Facade Improvements	€45,000
Projects undertaken by Heritage team:	
Woodstown Viking Site Interpretation on the Waterford Greenway	
Waterford Swift survey	
Community Monuments funding	€100,000
Planning applications received in 2021	1,233
Planning applications - increase since 2020	21%
Planning application decided in 2021	996
Planning applications decided in 2020	793

# Appendix 3

## Full Statistics for 2021, by directorate

### Property Management Department statistics

#### COMPULSORY PURCHASE ORDERS 2021

- Airport CPO
- Greenway Extension – Billberry to Clock Tower
- Fairlane CPO
- Michael Street CPO
- Foreshore Flood Defences North Quays
- Central Hall Parade Quay

#### Roads, Transportation & Infrastructure Acquisitions

- Acquisition of Lands at Carrolls Cross for improved safety junction
- Acquisition of land at Knockanore for road improvements
- Acquisition of lands at Carroll's Cross for junction improvement
- Regularising title on Council Car-parks throughout County

#### Economic Development

- North Quays Project – progressed extra land for Abbey Road Realignment outside of the CPO
- Viking Triangle-managing acquisitions/ leases/short term lettings. Working with URDF Team
- Identify land for Waterford to Cork Greenway
- RRDF – Rural Regeneration Fund – Continuation of Cappoquin Regeneration Programme

#### Housing

- 92 houses, 14 apartments for Social Housing.
- Some of these houses have phased closings like Mount William development in Williamstown.
- Sites – Premises at Newgate Street
- Site & Warehouses Meetinghouse Lane
- Land Convent Close, Military Road

#### Housing CPOs

##### Total of 6 Sold

- 86 Lismore Park
- 14 William Street
- 46 St. Herblain Park
- 12 Ormonde Crescent
- 17 Ard na Gréine
- 17 Orchard Drive

##### Total of 7 for Housing Stock

- 40 Johnstown
- 21 Hillview, Kilmacthomas
- 22 Thomas Hill
- 15 Tramore Heights
- 3 Darby Grove, Earls court
- 75 Viewmount Park

##### Total of 4 Ongoing

- 2 St. Carthages Avenue
- 18 Viewmount
- Chapel Lane, Clashmore
- 34 The Grange, Johns Hill



# Appendix 3

## Full Statistics for 2021, by directorate

### Housing, Community and Emergency Services

Housing stock acquired	15
New-build housing	200
Housing acquired by leasing	139
Housing adaptation for People with a Disability	€622,641 (50 applications)
Mobility Aids scheme	€288,273 (56 applications)
Housing Aid for Older People	€347,518 (79 applications)
Disability Adaptations to Housing stock	€849,147 (37 applications)
No. of callers to Waterford Integrated Homeless Services (WIHS)	3,516
No. of homeless presentations to WIHS Homeless Team	1,140
No. of formal homeless assessment carried out	760
No. of Housing First tenancies in place at 31/12/2021	30
HAP Placefinder Tenancies created in 2021	150 [71 families & 79 single adults]
Homeless Preventions	92 families & 132 single adults
No. of people assisted to exit homelessness	5 families, & 12 single adults
Placefinder additional supports were provided to 12 service-users to help them sustain their existing tenancies	12
No. of visitors to Local Authority facilities:	44,896
Number of groups registered with PPN	768
Percentage of schools/groups involved with Comhairle na n-Óg	90%
Supporting Waterford Community Grant Scheme	Awarded €195,500 (318 projects)
Communities Enhancement Programme	€144,499 grants awarded (91 projects)
2021 Covid-19 Emergency Fund	€54,223 (48 groups)
Increase in PPN Membership 2021	3% (768 member groups in total)
Community Department Festivals support	€13,100 (7 festivals)
St. Patricks Day 2021; number of buildings lit	70+
Waterford Traveller Inter-agency group 2021 meetings	5
Yellow-flag schools	5

No. of LCDC meetings held in 2021	11
Social Inclusion Community Activation Fund assistance 2021	€1,12041: 68 community groups and 893 individuals were assisted
Waterford Local Action Group (LAG) meetings held	11
LAG projects approved: 30, valued at	€1,979,965
LAG projects completed & paid out in 2021	€793,833
LAG - Public targeted calls for projects	4
LAG evaluation committee meetings	7
LAG public meetings held	12
Waterford LAG nationally ranked in the Top 5 for project delivery	
Williamstown Golf Club	5,690 visitors
Increase in visitors from 2020	32%
Golf societies hosted in 2021	11
Improvements at Regional Sports Centre (RSC)	
100 new trees planted	
Improvements made to access routes	
Installation of new dugouts	
Carrickphierish Sports Hall - users 2021:	1,600
New play facilities	
Fairlane park Dungarvan, including funding approval for 'Learn to Cycle' track, disability swings and performance area	
165 play-packs were distributed to Oasis House, Barnardos and Dungarvan Traveller Health Community as National Play Day could not be held	
No. of people employed in Fire Services	137
No. of fire stations	10
No. of fire calls 2021	672
No. of special services calls	460
Total calls	1,319

# Appendix 3

## Full Statistics for 2021, by directorate

### Housing, Community and Emergency Services (cont.)

Turnout Times	4 min 42 secs (Retained brigades)
	1 min 14 secs (Full-time brigade)
Fire Safety Certificate applications assessed	80
Fire Safety inspections	46
Licence applications processed	74
Buildings inspected	188
Valid commencement notices issued	352
Completion certificates issued	195
Disability access certificates issued	57
Civil Defence Covid-19 Response duties	237
Civil defence volunteers	127

### Corporate, Culture, HR and IS

Throughout 2021 the Information Services (IS) team worked to digitise more of the council's traditionally paper-based application forms. In addition to moving forms online, all the steps in the process were mapped out and workflows created. These solutions have reduced paper consumption, streamlined processing times, and improved the service for our customers. The platform collects, stores, and evaluates all types of submissions and allows staff to manage and collaborate on processing regardless of their office location. We deployed over 20 forms to SMEs, schools, communities, writers, festivals, and members of the public. To date 1,393 users are registered on the Waterford Submit platform.

To facilitate remote working, laptops were deployed to staff as replacements for desktop PCs in a difficult operating environment. Multi

Factor Authentication was implemented as part of the rollout of cloud solutions to enable secure remote working. Security Awareness training was provided to staff working remotely.

Because of COVID19, the elected members of Waterford City and County Council had to conduct most of their business remotely and elements of this change in work practice is set to continue.

All sections within the IS Team worked together to transition 32 elected members from their iPads to their new laptops. The switch to the new laptops occurred during September 2021. As well as receiving bespoke one to one training during the handover, elected members now benefit from a dedicated Councillor Portal that offers access to online 'How-To' videos, dedicated

in-house technical support, and quick and easy access to essential Council information.

Waterford is committed to supporting the National Broadband Plan and ensuring universal access to high-speed broadband.

The build phase for the Waterford City MD continued in 2021. Surveying continued in the other Municipal Districts in 2021.

The Waterford Digital Strategy 2022-2026 which sets out the City and County's ambitions in relation to the digital development of its communities and businesses was completed in 2021. The Strategy will be published in early 2022.

High speed broadband is now available across 4 Broadband Connection Points (BCPs) across Waterford. The broadband office continued to support communities to leverage the technology in 2021. Free Wi-Fi is available at these locations. Several primary schools we also connected under the Schools BCP initiative and were supported by the Waterford broadband officer and The Department of Rural and Community Development.

- Cultural urban animation projects: 2

#### Arts projects 2021:

- Local Live Performance Programming Scheme
- Arts Council Faoin Spéir Scheme
- Music Generation classes in partnership with WCCC.
- Keep Well Programme

- National Poetry Day
- Molly Keane Creative Writing Award
- Culture Night
- Dungarvan Art Trail with Jean Curran
- Creative Waterford Open Call applications: 67
- No. of projects funded: 21
- Creativity in Older Age: 40 concerts held in care centres
- 5-week Sand Art project in collaboration with Sean Corcoran, reaching 20,000 people online
- Creative Climate Action Fund €155,000 for ACT Waterford
- Freedom of Information (FOI) statistics: FOI queries received 111  
FOI queries granted 43  
FOI queries part-granted 24  
FOI queries refused 22  
FOI queries withdrawn 16  
FOI queries carried over into 2022 6

# Appendix 3

## Full Statistics for 2021, by directorate

### Roads, Water and Environment

FOI Requests received	9
FOI Requests granted	6
FOI Requests part-granted	1
FOI Requests refused	1
FOI Requests on-hand at year-end	1
Hectares of grass maintained & managed (emphasis on biodiversity)	144
Hectares of open spaces left to meadow (Wildflower Meadows initiatives)	9.29
Hectares maintained as coastal flower meadow	2
Large on-street planters maintained [Sustainable planting used within all on-street planters with pollinator friendly plants)	138
Woodland trail enhanced, for new Suir River Walk	3km
Green dogwalker pledges received from public	400+
Native saplings were distributed for planting	300
Schools which took part in the Green Schools Programme	89
Environment Inspectors employed	3
Litter fines issued	208
Cases where legal proceedings have or are about to be initiated	13
Warning letters issued	153
Directions under Section 14 of the Waste Management Act 196 (WMA)	29
Statutory notices under Section 55 of the WMA	16
Statutory notice under Section 18 of the WMA	1
Statutory notice under section 25 of the Packaging Regulations	1
No. of households contacted re waste	294
Enforcement of the End of Life vehicles regulations-inspections	23
Total environmental complaints/reports received	2,540
Litter	413
Dumping	1,933
Air & Odour	59
Noise	135

WCCC Civic Amenity Sites	2
WCCC Bring-bank locations	68
Waste collected	209 tonnes textiles, 3205 tonnes Glass, 46 tonnes Aluminium cans, 2,5 tonnes plastic bottles
Waste Permit Sites - New Applications 2021	
Certificate of Registration	2
Waste Facility Permit	4
Review Applications	2
Technical Amendments	2
Dogs taken into Pound	136
Dogs reclaimed	51
Dogs rehomed	13
Dogs rehomed to Dog charities	60
Dogs euthanised	5
Dogs on-hand at year end	7
Veterinary inspections	60
Stray horses seized & rehomed	10
Kilometres of National Secondary Road Strengthened	8.5 km
Kilometres of Regional Road Strengthened	11.2 km
Kilometres of Regional Road Surface Dressed	19.36 km
% of Non-National Roads Surveyed	19.5%
Number of Bridges Repaired/Restored (Regional) Roads	4
Kilometres of Local Road Strengthened	35.8 km
Kilometres of Local Road Surface Dressed	54.14km
Number of Bridges Repaired/Restored (Local Roads)	3
Low Cost Safety Improvement Schemes (8)	€336,000
Local Improvement Schemes (14)	€632,000
Community Involvement Schemes (9)	€590,000
CLÁR funding	€149,000

# Appendix 3

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## Full Statistics for 2021, by directorate

### Roads, Water and Environment

#### Accolades received in 2021:

- An Taisce Green Flag Award 2021 - Kilbarry Nature Park
- An Taisce Green Flag Award 2021 - Waterford Greenway
- Pollinator Projector Award - Kilbarry Nature Park
- IBAL ranking 11/40
- WCCC supported various Tidy Towns initiatives in 2021, with 2 Gold medal winners (Stradbally, Lismore), 4 Silver Medal winners (Ardmore, Ballymacarbery, Dungarvan, Tramore) with other villages being highly commended





Comhairle Cathrach & Contae Phort Láirge  
Waterford City & County Council