



2021



ANNUAL REPORT



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## **Foreword from the Mayor of the City of Galway, Councillor Colette Connolly & Chief Executive, Mr. Brendan McGrath**

Is mór againn Tuarascáil Bhliantúil Chomhairle Cathrach na Gaillimhe 2021 a chur in bhur láthair, go háirithe i mbliana, bliain eile a bhí thar a bheith dúshlánach.

The 2021 Annual Report is a record of the activities of Galway City Council in delivering services to Galway City. The report also documents the achievements of Galway City Council in maintaining its levels of service and its delivery of service. It details Galway City Council's commitment to the continued maintenance and development of these service areas.

Without doubt, 2021 has been another difficult and challenging year in our history. Adapting to the reality of living with the Covid-19 virus has been difficult for many. However, the resilience and positivity of our communities in such fear and uncertainty has come to the fore, as well as the speed and goodwill with which all our local and national agencies and communities mobilised to help and support those who were made vulnerable by Covid-19.

2021 continued to be an extremely difficult year for many businesses in our City. Galway City Council continued with the provision of a range of supports to businesses to help keep them afloat during restrictions and reduced trade. As we moved towards a phased reopening of our society, enabling trade in a safe and responsible environment was a priority for Galway City Council. We have worked closely with our local business community since the onset of the Covid-19 pandemic to re-imagine and design our City, so that citizens feel comfortable and safe whilst shopping and going about their business.

Despite the major disruption caused by the pandemic, considerable progress was made on a vast number of capital projects during 2021. The Salmon Weir Pedestrian and Cycle Bridge, the Cycle Network, BusConnects Galway and Martin Junction

upgrades have all been advanced, with the Kirwan Roundabout completed. We look forward to the completion and operation of these projects, not least because of the amelioration of the quality of life for the people of the City of Galway.

Galway City Council has also continued to provide a range of housing supports during this challenging period. Advancements of developments at Ard Cré, Ballyburke, Monivea Road and others are underway, as well as turnkey schemes and land acquisition.

Since the beginning of the pandemic, our staff have adapted to new ways of working, whilst continuing to provide the wide range of services to our citizens and communities without interruption, such as our parks services, road maintenance, litter management and many others. Our staff responded strongly, with dedication, diligence, and commitment, to restore as many services as possible, within the confines of a disrupted working environment. We would both like to express our heartfelt thanks for the effort, and quality of effort they make in diligently delivering services to the people of the City of Galway.

We would like to express our continued support and gratitude to all City Councillors; our Councillors have worked hard with different sectors to explore solutions and supports for this unprecedented period. Their scrutiny of options has led to measured decisions. As with our staff, they too have had to adapt their work practices to ensure that Galway City communities were served diligently.

Gura fada buan sibh ar fad.

We have little doubt that our collective continued endeavours will manifest in the years ahead, as we deliver what will be necessary for Galway, to grow our City to become the regional capital and the economic driver on the west coast of Ireland that we all wish Galway to be. 2022 will undoubtedly bring many challenges, but it will also bring new opportunities for the Council to work with businesses, organisations, and communities to find new ways to protect our citizens and local economy, for the times we are in, and beyond.

Le gach dea-ghuí,

Councillor **Colette Connolly**, Mayor of the City of Galway  
Mr. **Brendan McGrath**, Chief Executive, Galway City Council.

## Galway City

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

Nestled on the shores of the Atlantic at the very edge of Europe, Galway is an area of unparalleled natural beauty, with a ripe land and rich marine environment. Our region stretches from the small green fields and stone walls at the north of the county, east to the rich farmlands of the Shannon River basin, south to the unique karst landscape of the Burren and into the west to the vibrant Galway City, the trout fishing capital of Europe, Lough Corrib, and the hills of Connemara, and along 689 kilometres of wild, rugged Atlantic coast to our renowned off-shore islands. Culturally diverse with a young population, the county is also home to the largest Gaeltacht community in the country. Galwegians are proud of our reputation as a place that people fall in love with.

The population of the City has continued to grow. This growth not only reflects a national and international trend of increased urbanisation but more specifically reflects the attractiveness of Galway as a city to study in, to work in, to visit and to live in. Throughout recent years, from the 1990s through to the last number of years, employment in the city has increased with areas such as biotechnology, medical devices, information technology and peripherals combining with strong commercial, retail, health, education, and public service sectors bolstering employment figures. Galway is a young, vibrant, learning city with pupils and students in primary, secondary, further, and third-level schools and colleges across the City.

Galway is a vibrant, diverse, multicultural city and the opportunity exists to integrate people from various ethnic and national origins in a sustainable intercultural way into the life of the City. The challenge is to build communities, acknowledge diversity and at the same time work together in a peaceful, effective, and cohesive manner. These challenges impact on many aspects of the work of Galway City Council, including the areas of housing, community development and social inclusion.

Over the years, our City's reputation in Ireland and overseas has been enhanced by the presence of our locally-based visual artists, writers, musicians, film makers, actors, producers, and directors. They all contribute to the collective gaiety, creative atmosphere, economic mix, and cultural identity of the City.

The City Council recognises that Galway is a City that is constantly changing and evolving to meet the needs of the current generation, while also respecting the

historical legacy of the past. Working in close association with business, tourism, cultural and community interests, Galway City Council has led the way in infrastructure development, urban generation, service provision enhancements, development of amenities and in creating an environment from which the City can plan into the future.

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

## Galway City Council Elected Members

### Galway City East

Cllr. Alan Cheevers (FF)  
Cllr. Michael Crowe (FF)  
Cllr. Owen Hanley (SD)  
Cllr. Declan McDonnell (NP)  
Cllr. Noel Larkin (NP)  
Cllr. Terry O'Flaherty (NP)

### Galway City Central

Cllr. Eddie Hoare (FG)  
Cllr. Martina O'Connor (GP)  
Cllr. Imelda Byrne (FF)  
Cllr. Mike Cubbard (NP)  
Cllr. Frank Fahy (FG)  
Cllr. Colette Connolly (NP)

### Galway City West

Cllr. Peter Keane (FF)  
Cllr. Donal Lyons (NP)  
Cllr. Niall McNelis (Lab)  
Cllr. Clodagh Higgins (FG)  
Cllr. John Connolly (FF)  
Cllr. Niall Murphy (GP)







## **Covid-19 in Galway City**

The impact of Covid-19 continued throughout 2021 in Galway City, along with the rest of the country. However, despite the initial fear, panic and uncertainty of Covid-19, Galway City Council, along with multiple other agencies, continued its holistic response to the pandemic effectively and professionally, with many dedicated and committed staff members working in a new, unfamiliar, and challenging environment, often remotely. We endeavoured to deliver the same high level of services that were previously reflective of the Council, as well as enhanced services, focusing on our most vulnerable in the City's communities. Due to public health restrictions, a new reality of blended plenary meetings became the norm in the Council, with some members attending in person, and others online.

### **Galway City Council Covid-19 Senior Response Team (SRT)**

In 2020, an internal high-level Covid-19 Senior Response Team under the chair of a Director of Services, and comprising senior staff from Corporate & Communications, Transport, Housing, Finance, Human Resources, and IT was established to coordinate Council's response to the pandemic. This group looked to the impacts of the pandemic internally and externally for Galway City Council. The Chief Executive reiterated throughout the year that Galway City Council's response to Coronavirus Covid-19 would be calm, measured and determined. The two key priorities of the SRT was to ensure the protection of Galway City Council staff and the maintenance of essential services to the people and City of Galway. The SRT continued to meet regularly during 2021 to co-ordinate responses and ensure maintenance of essential services. The Team considered issues arising as they affected staff and the delivery of services and modified and adapted Galway City Council's response to Covid-19 as needed, including the implementation of contingency plans, and modified operational plans.

### **Galway City Covid-19 Community Call Helpline**

The Covid-19 Community Call Helpline, which is being led and coordinated by Galway City Council, continues to provide a dedicated community response helpline to ensure that all vulnerable members of our community are appropriately supported as we move through the response to Covid-19. The Helpline is operational from 9am-5pm, Monday to Friday, by calling Freephone 1800 400 150, or emailing [covidsupport@galwaycity.ie](mailto:covidsupport@galwaycity.ie). Outside normal working hours, including weekends, calls and requests will automatically route to our out-of-hours call service and are dealt with accordingly. A key purpose of the Helpline is to ensure that older people and those who are vulnerable in our community have access to very practical supports, such as groceries, meals on wheels, medication collection and social supports and engagement. The Helpline has dealt with over 1,050 requests to date and the importance of a local response in this regard is essential.

## **Covid-19 supports to Business**

### **Covid-19 Waiver of Commercial Rates**

In order to continue to support both the local government sector and the ratepayers impacted by ongoing Covid-19 restrictions, a commercial rates waiver to support certain business sectors was agreed by Government for the 9-month period from 1<sup>st</sup> January 2021 to 30<sup>th</sup> September 2021. A targeted commercial rates waiver to support certain sectors in the hospitality, tourism and leisure sectors was agreed for the final quarter of 2021. The total commercial rates waiver for the 12 months of 2021 equates to €17.2 million.

### **Covid-19 Small Business Assistance Scheme for COVID**

The Department of Enterprise Trade & Employment launched the Small Business Assistance Scheme for Covid-19 in early 2021, which was intended to target those businesses with operating costs that did not qualify for the Covid Restrictions Support Scheme operated by the Revenue Commissioners. This scheme aimed to help businesses with their fixed costs, for example, rent, utility bills and security. 80 completed applications were received by Galway City Council under this scheme.



## Housing & Social Inclusion

*The objective of the Housing & Social Inclusion section is to accelerate the delivery of quality social and affordable housing in an equitable manner, and in appropriate locations, to develop sustainable balanced communities.*

### Social Housing Support Programme

A range of accommodation options for housing applicants include standard Local Authority housing, the Rental Accommodation Scheme (RAS), Housing Assistance Payment (HAP), Long-term Leasing (LTL), Approved Housing Body housing and Traveller specific accommodation.

### Social Housing Needs Assessment 2021

The purpose of the annual Social Housing Needs Assessment is to capture the total number of households qualified for social housing support, whose need for support was not being met, at a particular date in the calendar year.

Basis of Need	Galway City
Currently Dependent on Rent Supplement	50
Unsuitable – Particular Household Circumstances	55
Homeless, Institution, Emergency Accommodation or Hostel	63
Disability Requirement – Physical	14
Disability Requirement – Sensory	5
Disability Requirement – Mental Health	13
Disability Requirement – Intellectual	10
Overcrowded Accommodation	12
Unfit Accommodation	3
Unsustainable Mortgage	6
Involuntary Sharing	59
<b>Total</b>	<b>290</b>

The annual Summary of Social Housing Assessments (SSHA) was scheduled for 17<sup>th</sup> November 2021 with submission to the Department of Housing, Local Government and Heritage in December 2021. Those already in receipt of social housing support, e.g., households in receipt of Housing Assistance Payment (HAP) or accommodated under the Rental Accommodation Scheme (RAS)/Long-term Leasing Scheme (LTL) and transfer applicants were excluded from the SSHA. 290 applications were re-assessed, with 96 applications closed in total. 54 were closed due to non-response to various forms of contact made by Galway City Council. Other reasons for closure included closure requested by applicant due to changed circumstances, ineligibility, or applicant no longer living in administrative area. The net need for social housing support as at 17<sup>th</sup> November 2021 was 1,276. The table above shows the outcome of those assessed as part of the 2021 Assessment.

436 additional households qualified for housing support in 2021 and were placed on the housing waiting list.

### **Social Housing Allocations**

395 social housing allocations were made to applicants on the waiting list in 2021, comprising 236 Approved Housing Body tenancies and 159 Local Authority tenancies. There were 63 refusals of housing offers in 2021.

### **Choice Based Letting**

Choice Based Letting (CBL) is a method of allocation, whereby approved housing applicants may 'register an interest' in available social housing stock in their preferred area of preference, in accordance with their housing needs. CBL allows households qualified for social housing supports to exercise greater choice and involvement in selecting a new home. It is also a means of reducing refusals of tenancy offers. The Choice Based Letting Scheme went live in April 2021. By year end, 119 properties had been advertised and allocated on CBL, with a total of 3,788 Expressions of Interest received. There were 13 refusals of CBL offers in 2021.

### **Housing Assistance Payment (HAP)**

The HAP Scheme commenced in Galway City Council in 2016 and is part of the social housing options offered to those seeking accommodation. HAP enables Galway City Council to provide housing assistance for households who live in the private rented sector who qualify for social housing support. There are four main cohorts of households eligible for HAP, as follows: new social housing applicants who require social housing support, existing households on the housing waiting list who wish to avail of HAP and long-term rent supplement recipients – these are being transferred to HAP on a phased and agreed basis with the Department of Social Protection and Rent Supplement recipients changing tenancies.

347 HAP tenancies were established in 2021, including the transfer of 27 households on long-term rent supplement over to HAP. Overall, 2,890 households have been accommodated under HAP since its inception in Galway City Council in 2016. The HAP Unit set up approximately 7 HAP tenancies on a weekly basis in 2021.

### **RAS & Leasing**

The number of properties in the private rented sector under the Rental Accommodation Scheme (RAS) was 161 and a further 227 tenancies were supported under RAS in the Voluntary Housing Sector at year end. The number of properties on RAS type Availability Agreements (Short Term Leasing) was 87. A number of landlords under RAS have agreed to stay on the Scheme following allocation of social housing to their RAS tenants. 12 properties were leased under the Long-Term Leasing scheme in 2021. No new properties will be acquired under this scheme in 2022, following the decision of the Department of Housing, Local Government and Heritage to discontinue the scheme.

The private rented sector remains a significant and increasingly important form of tenure in Galway City. The Central Statistics Office report on Tenure and Households in Ireland 2016-2019 found that Galway City has the highest proportion of households who 'rent from a landlord' (this includes Approved Housing Bodies) in the country at 37.1%, compared to the State at 19.2%.

Government published the latest residential tenancies related measure in the form of the new Residential Tenancies (Amendment) (No.2) Bill 2021 (the Bill). The Bill, which was published in November, proposes to introduce significant changes to the regulation of residential tenancies in Ireland. Key changes include capping rent increases at 2% in Rent Pressure Zones (RPZs) and providing for tenancies of unlimited duration.

The Residential Tenancies (No.2) Act 2021 (the 2021 Act), which was enacted in July, replaced the previous 4% per annum cap on rent increases in RPZs. The 2021 Act capped rent reviews at general inflation levels by reference to HICP values (All-Items Harmonised Index of Consumer Prices). The new Bill will effectively cap rent increases in RPZs at the lower of 2% per annum or HICP. This is subject to the overriding restriction on rent not exceeding market rent. The new rent cap rules will apply to rent reviews carried out during a tenancy and to the setting of rents upon the commencement of new tenancies. Enhanced security of tenure protections for tenants are also proposed in the Bill, which will legislate for tenancies of unlimited duration.

### **Homeless Services and Supports**

The Housing section continued to work closely with various agencies in the city in the provision of homeless services throughout 2021. Particular and significant challenges posed by Covid-19 continued to be addressed throughout the year.

Families continued to present for homeless services, which resulted in service providers having to source alternative temporary private emergency homeless accommodation throughout the city. Presentations were as a result of notices to quit in the private rented market, landlords retaining properties for their own use, selling up and leaving the private rented market, increases in rents pushing affordable homes beyond the reach of many, rent caps not matching current market rates, the unavailability of private rented accommodation within the city and landlords not availing of for RAS/LTL schemes. Other factors are family breakdown and complex issues which lead families into homelessness.

Section 10 Homeless Expenditure in 2021 for the West Region amounted to circa €9.5m. At the end of 2021, there were 242 persons availing of homeless services provided for and on behalf of Galway City Council.

### **Homeless Hostels**

Osterley Lodge, which has provision for up to 13 bedrooms (including 2 family rooms), was consistently full throughout 2021. The Fairgreen Hostel, which has a total of 26 bed spaces, was also at full capacity during 2021.

### **Cold Weather Response**

The Homeless Cold Weather Response (CWR) 2021/2022 commenced in early November 2021 to run until April 2022. Operating from the Glen Oaks Lodge, the service provided up to 35 beds for homeless and rough sleepers. Homeless Service providers, COPE Galway and Galway Simon Community continued to engage with clients seeking a long-term solution to their housing needs. Additional supports were provided to rough sleepers, including day services, warm meals, access to laundry facilities and access to a GP and other health professionals who held weekly clinics on site. On average, 30 people were supported during CWR 2021/2022 per week. Harm Minimisation Packs were provided to those homeless persons, who for a number of reasons, did not avail of the service.

### **Homeless Accommodation**

Corrib Haven Family Hub commenced operations in 2019 and is operated by COPE Galway, providing up to 12 family units. The service continued throughout 2021, with a number of families accommodated at the facility during the year.

The modular homes at Westside were completed in May 2020. The Peter McVerry Trust were appointed to manage and operate the service. The services consists of 15 units of accommodation for homeless families, with supports to assist families to move onto social housing supported tenancies. 32 families have been accommodated to date. 18 families have progressed from the Modular Hub into more secure housing solutions, including HAP and to properties acquired by Peter McVerry Trust under CAS/leasing, while a number of other families have returned to extended family accommodation. Peter McVerry Trust acquired 4 properties in the city in 2021.

Galway City Council received approval at Stage 1 for the construction of a Day Centre and Temporary Homeless Accommodation at Seamus Quirke Road, Galway. The Department of Housing, Local Government and Heritage confirmed Stage 1 approval with a recommended budget of €3,548,437. The proposal includes for 6 apartments on the first floor (4 x 1-bed and 2 x 2-bed), and a further 4 apartments on the second floor (4 x 1-bed), giving a total of 10 apartments. All 8 of the 1-bed studio apartments are designed so that they may be adapted to make a 4-bed emergency accommodation dormitory to serve as a Cold Weather Response option if required.

### **Housing First**

Galway City Housing First commenced in June 2019. Housing supports are provided by Galway Simon Community and COPE Galway, with a target of 30 individuals housed and supported over a 3-year period. The aim of the project is to work with the



single cohort who are deemed long-term homeless, and who often present with complex mental health needs.

In addition, Galway City Council continues to work with single homeless people on a housing-led approach, who have a requirement for wraparound supports, but are not identified as having the complex mental health needs, as opposed to those targeted under Housing First. 21 Housing First tenancies were created by the end of 2021. The Implementation Plan for Housing First 2022 – 2026 was launched in late December. The target set over that period for Galway City is 30; this figure incorporates 10 tenancies that were outstanding, as Galway City were delayed in implementing the last plan, so the timeline ran from June 2019 – June 2022.

### HAP Homeless Placefinder

HAP Homeless Placefinder Service was established in 2018. 352 Homeless HAP tenancies have been created since the service was introduced. 85 Homeless HAP tenancies were created in 2021. 36 of these households were families and the remaining 49 were singles/couples.

### Tenancy Sustainment Service

The Galway City Council Tenancy Sustainment service was launched in November 2020. Over much of 2020 and 2021, there were periods where evictions were suspended, due to Covid-19. The number of valid Notices of Termination on file at year end stood at 67, comprising 9 in RAS properties, 36 in HAP and 22 in the Private Rented Sector. There were a further 12, pending validation by Threshold. The Tenancy Sustainment Service has to date, dealt with 228 cases where Notice to Quits were received by tenants with a termination date after 1<sup>st</sup> April 2020. There have been 115 cases where a valid NTQ was served and the outcomes for these cases, following intervention from Tenancy Sustainment and the Housing section, are as follows:

Type	Number
Housing Allocation	43
HAP	39
LTL/RAS	8
Private rent	2
Emergency Accommodation	15
Family/Friends	8
<b>Total</b>	<b>115</b>

### Covid-19 Response

Covid-19 posed a unique threat and challenge to homeless people, and in response, a significant range of necessary and appropriate measures were put in place from March 2020 as part of the Housing section's response.

Throughout 2021, a Covid-19 response remained in place, similar to 2020. A number of families in PEA were moved to own-door self-catering accommodation and

operating procedures were put in place by service providers, in the event of a suspected/confirmed case. Following a procurement process, the Glen Oaks Hotel continued to meet the Covid-19 emergency accommodation response for single homeless persons who had been availing of the service since end of April 2021. The accommodation provision consisted of single bedrooms with ensuite facilities, which was an ongoing requirement during Covid-19, based on public health advice. The facility was managed by Cope Galway on behalf of Galway City Council. The Cold Weather response came into effect on 1<sup>st</sup> November to operate over winter 2021/2022.

In line with HSE guidance on, the accommodation provision for rough sleepers was single bedroom occupancy, with ensuite facilities. The management of homeless services during Covid-19 was extremely challenging. At the end of 2020, a successful vaccination and booster programme was rolled out among the homeless population. With the onset of the Covid-19 Omicron variant, a highly contagious variant, the impact on the homeless population was low, in comparison to the impact on staff in service provision, who are to be commended for keeping facilities operational, despite a considerable number of staff affected.

### **Traveller Accommodation Programme and Supports**

37 housing allocations to Traveller families were made in 2021, comprising local authority, AHB, and Traveller-specific accommodation, including halting sites. In addition, 4 families secured accommodation through Homeless HAP. The Annual Count of Traveller Families and their Accommodation position was submitted to the Department of Housing, Local Government and Heritage, through eReturns. This Annual Traveller census is a snapshot of the number of Traveller families in the local authority area on that date. The number of Traveller families returned was 607; the most notable increase being in families sharing and those in emergency homeless services.

The current Traveller Accommodation Programme was adopted by Galway City Council in July 2019, covering the period from 2019 to 2024. A year 2 progress report was presented to the Local Traveller Accommodation Consultative Committee in September, highlighting progress to date since its adoption, in line with the requirements of the Housing (Traveller Accommodation) Act, 1998. This report also included the Covid-19 Response, as it constituted a significant piece of work from all stakeholders from March 2020.

## TAP Annual Target Analysis

Year 2: The targets below refer to the period from July 2020 to June 2021.

Accommodation Type	2021 Target	Total Achieved
Standard Local Authority (including transfers)	10	17
AHB standard housing	10	14
Extensions to Standard Local Authority	1	0
Group Housing Scheme (LA and AHB)	10 (2 schemes)	0
Culturally-Specific Traveller Accommodation -	20 (3 schemes)	0
Permanent Residential Halting Site	1	2
Rental Accommodation Scheme (RAS)*	1	0
Long-Term Leasing Scheme	1	0
Housing Assistance Payment	20	11 (includes 5 Homeless HAP)
<b>Total</b>	<b>74</b>	<b>44</b>

The target for Year 1 of 50 units of accommodation was exceeded, as 61 supports were provided. However, the target of 74 units of accommodation was not achieved in Year 2, with 44 units of accommodation provided.

### Local Traveller Accommodation Consultative Committee

The LTACC held 4 meetings in 2021. Two subgroups, an Estate Management Subgroup and an Operational Subgroup continued to meet in 2021. Both groups comprise of elected members, officials and Traveller representatives.

## TAP Capital Programme

The table below provides an overview of progress on the capital schemes in TAP 2019 – 2024.

<b>Scheme</b>	<b>Location</b>	<b>Update</b>	<b>Housing Body</b>
8 Culturally Specific Traveller Units	<b>Keeraun</b>	Part 10 planning publication September 2021. Decision anticipated in September 2022. Onsite Q1 2023	GCC: €3,794,980 approved at Stage 1
4 Culturally Specific Traveller Units	<b>Doughiska</b>	CAS/CALF Funding approved. Part 8 publication delayed pending clarity on timeframes for knotweed removal – projected Part 8 publication Q2 2022. Onsite 2023.	Respond: €1,278,376 approved at Stage 1
5 Culturally Specific Traveller Units**	<b>Doughiska</b> (redesign of St. Nicholas Halting Site)	Preliminary proposals are being considered for the redevelopment of the existing halting site and replacement with group / Traveller specific homes. Potential for 5 units (similar to Circular Road) to be included in next TAP for delivery.	GCC
5 Culturally Specific Traveller Units	<b>Circular Road</b> (redesign of existing halting site)	Stage 2 approval received January 2021. Part 8 documents published February 2022. On site Q4 2022. Decanting of site will be required.	GCC/CENA: €1,340,000 approved at Stage 1
3 Culturally Specific Traveller Units	<b>Headford Road</b>	Design developed following significant stakeholder engagement, CWMF Stage 2 application lodged November 2021 with planning publication to follow in Q2 2022. (Part X planning required due to environmental requirements) Onsite Q1 2023.	GCC
8 Culturally Specific Traveller Units	<b>Merlin Lands</b>	Prelim design stage. Stage 1 application pending. Agreement to acquire additional adjacent lands approved subject to legal due diligence	GCC
8 Unit Group Scheme	<b>Fána Glas, Ballybane</b>	No progress. Wider housing proposal for the area being considered. Submission seeking DHLGH funding approval in 2022.	GCC

Initial scoping to prepare a programme of works to upgrade the existing stock of Traveller group housing schemes across the city commenced. Funding provision was secured in the 2022 budget to commence a cycle of such planned works over the next 3 years. Condition surveys will commence in Q1 2022, with the first phase of works following thereafter. Work will be prioritised based on need identified in surveys. Any existing deficiencies will be dealt with, and it will signal a move to a planned maintenance approach to maintenance of Traveller Accommodation.

Works to upgrade heating and hot water systems at the Carrowbrowne Halting site was completed in 2021. This work is part of an overall programme of works that is intended to improve the system efficiency while assisting in reducing operational costs. The existing site in Carrowbrowne consists of a main community building and 20 welfare units (10 semi-detached blocks of 2). Heating is generated in the main plant room in the community building by gas-fired boilers and is then distributed to plant rooms in the Welfare Units. €287,997 was approved by the Department of Housing, Local Government and Heritage.

A contractor was appointed in 2021 to carry out a review of all lifesaving equipment, i.e., smoke, heat and carbon alarms, fire blankets installed in Traveller-specific accommodation including halting sites, and Traveller group housing schemes. The works also included a Safe Electric Periodic Certificate issued for each installation. Works commenced in May 2021 and were completed by year end. Two additional properties were acquired for Traveller families in 2021, a 5-bed property in Renmore and 4-bed property in Clybaun Road.

In addition to funding allocated in the revenue budget for general maintenance and management of Traveller accommodation in the city, €2,425,566 was approved and/or recouped from the Department of Housing Traveller Accommodation Unit, for expenditure incurred in 2021. A number of other claims relating to repair works at Carrowbrowne Community Centre and Fire Safety Works at Halting Sites are also pending.

### **Traveller Covid-19 Response**

A Galway City Covid-19 Traveller Response Forum was established in March 2020. This interagency working group comprised HSE Public Health, HSE Traveller Health Unit, Galway City Council and Galway Traveller Movement. This group met weekly and developed robust collaborative working relationships, in order to effectively support an appropriate response to the needs of Traveller households during Covid-19. Galway City Council and the Traveller Health Unit both put in place mitigation plans as appropriate. Enhanced working relationships between GTM and GCC to problem solve particular cases developed, alongside the provision of €6,000 funding to the GTM from the Covid-19 Community Response fund, to provide wraparound supports for families, where needed.

Targeted interventions were put in place to support families in caravans with no access to facilities, access to emergency accommodation, and specifically 3 housing voids were provided to COPE for families for the purposes of enhancing their access to sanitation. Portaloos were provided to young family formations across all sites, as required. 2 mobile homes were purchased, through Covid-19 funding, to support two households over 65 to cocoon. Expenditure on Traveller supports under Covid measures exceed €180,000 since March 2020.

## Housing Capital Construction and Supply Programme

### Galway Social Housing Taskforce

The Galway Social Housing Taskforce met on four occasions in 2021, with the primary focus at all meetings on Galway City and County Council’s social housing delivery programmes, with particular emphasis on new build housing schemes. At each meeting of the Taskforce, both Galway local authorities provided updates on the status of their build, acquisition and leasing programmes, delivery pipelines and targets set under Housing for All.

Addressing homelessness in Galway is a key component of the Taskforce’s Terms of Reference and this was discussed at each meeting of the Taskforce during the year. The Task Force also considered the planned delivery of Affordable Housing over the coming years. The Taskforce also received presentations from the Land Development Agency and the Housing Agency in addition to detailed updates on Housing for All.

### Housing Delivery Action Plan 2022 - 2026

Housing authorities were requested to prepare Housing Delivery Action Plans in December. The plans set out the proposed details of social and affordable housing delivery over the period 2022-2026, in line with the targets set out under Housing for All. The overall target for delivery across the ‘build’ categories of LA build, Part V, AHB – CALF and CAS build is 1,235 homes.

Year	2022	2023	2024	2025	2026	Total
Build	305	219	224	241	246	1,235

The proposals contained in the Action Plan provide for potential delivery of 1,435 social homes up to 2026. Galway City Council propose to build 477 homes for Affordable Purchase, with a potential additional 204 homes under LA Turnkey Affordable Purchase to be acquired. Expressions of Interest were sought from the owners of sites and developers for Affordable Purchase in November 2021. The total Affordable Build and Purchase delivery anticipated over the period to 2026 is 681 homes.

There is potential for the delivery of 324 Cost Rental homes by AHBs under the Cost Rental Equity Loan Scheme, with the majority of Cost Rental homes coming onstream from 2024. The combined planned and anticipated delivery by Galway City Council

and AHBs under the various affordability measures, including Cost Rental, is 1,005 homes from 2022–2026.

*Right: Ard Cré Phase 2, Ballymoneen Road*

This scheme comprises 78 units of social housing. Completion was achieved in June 2021 with all units occupied.



### **Ballyburke PPP Scheme**

The site in Ballyburke is included in Social Housing Bundle 2 – a national bundle of 8 sites developed through a PPP under the project management of the NDFA. The Ballyburke scheme consists of 74 units and was completed and handed over in two phases in July and August 2021. All units are occupied, management of the estate is the responsibility of Tuath Housing.



*Right: Ballyburke PPP Scheme*

### **Garraí Beag, Ballybane**

This scheme will provide 58 social housing units. The Contractor was appointed in March 2020 and works commenced on site in June 2020 following the lifting of initial Covid-19 restrictions. The project has been subject to significant delay and handover of units is now projected for late 2023.

**Keeraun, Ballymoneen Road:** A Part 10 planning publication was submitted in September with a decision from An Bord Pleanála anticipated in Q2 2022. It is projected that a completed development will be delivered in 2024. There will be an element of Traveller Specific accommodation within the scheme.

*Right: Keeraun Scheme*



**Headford Road:** CWMF Stage 1 approval has been granted for a development on these lands. A Stage 2 funding application was submitted in October, and it is anticipated that the planning application for the scheme will be published in early 2022. The development proposes the inclusion of 3 units of culturally appropriate Traveller specific accommodation.

**An Cliathán, Monivea Road:** A scheme to provide 15 units for older people and families with disability needs has been designed for this site. Works on site projected to commence early January 2022 and completion in Q2 2023.

*Above: An Cliathán Scheme, 3D image*

**Merlin Woods:** DHPLG approval has been secured for a combined affordable/social housing scheme at lands adjacent to Coillte Mhuirlinne estate. Service Sites Funding approval has been secured in respect of this site which will provide sufficient funding to facilitate affordable sale. Part 8 planning was approved at the October 2021 Council Meeting. The Merlin Woods Project is a mixed social and affordable housing project of 103 residential units, 5 commercial units and a Crèche.

**Merchants Road:** This proposal comprises a mix of cultural space on the ground floor residential accommodation on three floors above. Above the ground floor level cultural space, 11 no. social housing units are proposed, to be accessed by stairs and a lift. A combined Stage 1 and 2 proposal for the social housing units was submitted to the DHLGH and approved in November. It is anticipated that appropriate planning notices will be published in early 2022.

**Bóthar an Chóiste:** It is proposed to bring forward a scheme on lands in 2022. To progress a housing development, it will be a requirement to upgrade the access to the lands by carrying out significant improvement works to the L-5041 Bóthar an Chóiste. A detailed design of the road improvement was carried out identifying the extent of additional land required to facilitate the required works. Acquisition through a



Compulsory Purchase Order process will be required to gain control over some of the additional lands needed and notice of same was published in line with statutory requirements in November 2021.

**Turnkey Schemes:** The development of 54 units on the Monivea Road (Radharc na Gréine) was acquired as a turnkey purchase. The scheme was delivered on a phased basis with 22 units completed in 2019 and 28 units completed throughout 2020. The last 4 units were delivered in April 2021. Approval was received to acquire a development of 53 units on the Merlin/Coast Road with delivery of these units to complete in 2 separate phases projected for 2022 and 2023. Works on this scheme, Garraí Caol, commenced in July 2021 and are progressing well.



*Above: Radharc na Gréine*

**Acquisitions and Part V:** 32 house acquisitions were completed in 2021. Of these, 25 were acquired directly by Galway City Council. The remaining units acquired comprised 4 Housing Agency acquisitions, 2 traveller specific acquisitions and 1 Buy & Renew. 23 other properties were inspected by Galway City Council and were not progressed for various reasons as part of the required due diligence process.

Part V activity further increased, and Housing entered discussions regarding several Part Vs for various proposed sites and schemes. Negotiations with Developers have indicated another 100+ Part V units scheduled for delivery 2022-2024 that have planning permission approval. Formal agreements were signed for 19 units in 2021.

**Land Acquisition:** A parcel of land off Clybaun Road, Knocknacarra was acquired. The area of the plot is 1.42 Ha (3.5 acres). A parcel of land off School Road, Castlegar was also acquired. The area of the plot is 1.74 Ha (4.3 acres). In 2018, the Council acquired 5.2 acres of lands at Merlin Lane, and this was supplemented with the

acquisition of the 'Quarry House' lands comprising an area of 0.56 Ha. (1.38 acres). Total expenditure on land acquisition was €5,650,000 and HFA loans were secured. Additional land acquisition in Castlegar, Merlin, Bóthar an Chóiste progressed to be completed in 2022, subject to due diligence.

**Unsold Affordable Housing:** 76 homes acquired in the period to 2009 and intended for sale under previous Affordable Housing Schemes remain unsold. The Schemes under which they were acquired were discontinued in 2011. These homes have been managed by Clúid and Tuath Housing Associations with all units occupied by tenants from the Council's housing waiting list. Council was notified in December 2021 that approval was received from the Department of Housing to transfer suitable Unsold Affordable Properties (USAs) to permanent social housing stock.

Each local authority with remaining USA units was assigned a proportion of available funding to fund this transfer and 27 units were identified for transfer in Galway City Council including 18 at Sliabh Ban and 9 at An Tornóg to the value of €3,229,807. This funding was used to redeem HFA loans associated with the acquisition of the homes and the units will transfer to social stock. Arrangements with Clúid and Tuath Housing for the transfer of tenancies has commenced. A working group established by the Department of Housing will continue to work towards a long-term solution for the remainder of the unsold affordable units.

### **Delivery of Homes by Approved Housing Bodies (AHB)**

New homes were delivered by AHBs in partnership with Galway City Council in 2021 at a variety of locations across the City. The main streams of funding available are the Capital Assistance Scheme (CAS) and Capital Advance Leasing Facility (CALF).

### Capital Assistance Scheme (CAS)

CAS project proposals were received from several AHB's for the housing needs of applicants under the specific categories (homeless, older people and people with disability). Peter Triest Housing Association progressed their application for 6 units in Ragoon with the tender process completed and Stage 4 approval received with construction to commence in Q1 2022. 11 single unit acquisition applications were completed in 2021 with Approved Housing Bodies Galway Simon, COPE, Peter McVerry Trust, DePaul Housing Association and Galway Mental Health Association and a further 5 units are in the process of being acquired with completion in early 2022. Stage 2 approval has been received by Galway Simon for construction of 10 1-bed units in Newcastle Road. Stage 1 CAS approval has been received for 7 units with Respond on a site located in Doughiska. The table below shows CAS Projects initiated, in progress or completed in 2021.

AHB	Location	Category of Tenant	Construction or Acquisition	No. of Units	Status
Peter Triest Housing Association	Cúl Gharraí, Ragoon	Disability	Construction	6	Stage 4 Approval (to commence in 2022)
Galway Simon Community	Upper Newcastle	Homeless	Construction	10	Stage 2 Approval
DePaul Housing Association	Laurel Park	Disability	Acquisition	1	Completed
Galway Simon Community	Highfield House	Homeless	Acquisition	1	Completed
Peter McVerry Trust	Boireann Bheag	Homeless	Acquisition	1	Completed
Peter McVerry Trust	Túr Uisce	Homeless	Acquisition	1	Completed
COPE Galway	Ard Álainn	Homeless	Acquisition	1	Completed
COPE Galway	Drisín	Homeless	Acquisition	1	Completed
COPE Galway	Beechwood Park	Homeless	Acquisition	1	Completed
Galway Simon Community	Luí na Greine	Homeless	Acquisition	1	Completed
Galway Simon Community	Mulvoy Place	Homeless	Acquisition	1	Completed
Galway Simon Community	Cluain Riocaird	Homeless	Acquisition	1	Completed
Galway Mental Health Association	Durabhán	Disability	Acquisition	1	Completed

### Capital Advance Leasing Facility (CALF)

The Capital Advance Leasing Facility (CALF) involves an AHB securing a minimum of 70% private funding for the acquisition of units for the provision of social housing, with the Department providing up to 30% of the remaining funding requirement as a Capital Advance through the local authority. Expressions of interest have been identified by Approved Housing Bodies for potential acquisition and/or construction of up to 330 units across the city over the coming 3 years which will assist the Council in meeting its overall targets under Housing for All. Galway City Council currently have 323 units on Capital Advance Leasing Facility Payment and Availability Arrangements with the Approved Housing Bodies around the city. The table below shows CALF agreements completed in 2021.

Location	Unit Nos.	AHB	Total Cost of Units	Capital Advanced (%)	Payment & Availability Period	Status of Project
Galway City East	19	Clúid Housing Association	€6,900,000	€1,656,000	30 years	9 Units completed in 2020 – 10 units April 2021
Galway City East	17	Clúid Housing Association	€4,685,000	€1,171,250	30 years	17 units completed in October 2021
Galway City West	64	Clúid Housing Association	€20,519,075	€4,719,387	30 years	23 units completed in August and November 2021 – Balance of 41 units due in Q1 2022
Galway City West	10	Tuath Housing Association	€2,434,818.20	€365,223	25 years	4 units completed in December 2021 – Balance of 6 units due in Q2 2022

## **Housing Maintenance and Upgrade Programme**

### **Returning Vacant Properties**

76 vacant units were returned to use in 2021 including a number of long-term voids, c.40 vacant units of overall stock (excluding long-term voids) were not returned representing a vacancy rate of just over 1.5%. There remain a further c.15 long-term voids for which specific work programmes are planned in 2022. It is the aim that the vacancy rate will be maintained at or below 1.5% on an ongoing basis. Change of tenancy works continued through the changing Covid-19 restrictions in conformity with public health protocols in place. Combined funding of approximately €701,000 was approved in 2021 under the Void Programme, a total of €568,000 was drawn down by year end 2021. This additional funding was beneficial in accelerating the reduction of void numbers to the long-term target of 1.5%.

### **Energy Efficiency Programme**

Phase 1- Energy Efficiency works were completed in 2021 on all remaining Council properties following receipt of €291,000 from the Department of Housing in 2020. Works included cavity wall insulation, attic insulation and ventilation. Heat, smoke and carbon monoxide alarms and window safety restrictors were provided as part of the package although not funded through the Energy Efficiency programme.

The Energy Efficiency Retrofit Programme (EERP) was revised considering the Programme for Government for 2021. This revision requires local authorities to move from the phases 1 & 2 programme to a Deep Retrofit programme of works, thus building on what has been completed over the last few years. A preliminary allocation of €606,998 was determined by the Department of Housing for Galway City Council to retrofit properties to a B2/Cost Optimal standard. A programme of works was submitted by Galway City Council to the Department of Housing in March under this new Energy Efficiency Retrofit Programme.

In 2021, GCC received approval to carry out EERP works on 28 properties, 5 no properties received full retrofit upgrades, with retrofit works commencing on 15 properties due for completion in early 2022 with the balance to be completed in Q2 2022.

### **Planned Maintenance Programme**

A Windows & Door Replacement programme commenced in 2021 and properties were selected for replacement following a review of historical maintenance requests. Works were carried out on a needs basis following a forensic survey of the properties external windows and doors. Due to the long lead-in time for manufacturing, 10 properties received replacements. In addition, orders were placed for 15 properties to be completed in early 2022. This replacement programme is planned to continue over the next 3 years, with an approximate budget of €350k/year.

The Heating System Replacement programme carried out works in various locations across the city in 2021 where 94 no. A-rated Gas Boilers were installed at a cost of €200k. This programme is planned to continue over the next 3 years, with an approximate budget of €350k/year. Under Housing Maintenance, works were completed in various locations across the city where 24 no. high efficiency oil boilers installed, and replacement of 24 no. stoves/back boiler.

### **Housing Maintenance Response**

In parallel with the above programmes, response maintenance and emergency works continued during the period in the Council's housing stock of 2,500 units, subject to Covid restrictions and public health guidance in place.

### **Sliabh Bhán Remedial Scheme**

The remedial works scheme to deal with defects which have manifested in the Sliabh Bhán estate in Ballybane progressed and the tender process to engage a contractor to carry out the works was completed. Works on site commenced in October on Block 4 which is currently vacant and will take approximately 12 weeks to complete. There has been significant engagement with tenants which will continue through to the completion of the project. Bulletins providing an update on all matters relating to the scheme were provided to residents at regular intervals and a liaison officer appointed. The project will involve decanting of existing tenants for a period of 10 to 12 weeks while works to each block are completed in sequence.

## **Post-Tenancy Support Programme and Housing Loans/Rents**

### **Estate Management**

The Council is responsible for the management of over 2,400 tenancies located throughout 170+ estates the city. Proper management of these tenancies and their associated housing estates is a key aim of the Housing Department.

Three Housing Estate Liaison Officers (HELOs) are employed by the Council and provide a high-profile presence on the estates. They are engaged with estate management, anti-social behaviour and tenancy enforcement and work towards ensuring that local authority estates are better places to live. Specific functions include tenancy advice and training, support to residents' associations and investigation of complaints relating to breach of tenancy and/or anti-social behaviour.

Throughout 2021, the Estate Management Team worked in partnership with other departments in Galway City Council and with other groups and agencies in the city, including An Garda Síochána. Community development projects were limited in 2021, due to the Covid restrictions, but the team continued to engage with residents' groups and older and more vulnerable tenants offering support, assistance and advice.

### Anti-Social Behaviour

Anti-social behaviour and breaches of tenancy are dealt with as per Council's Anti-Social Behaviour Policy. In most instances, issues are resolved through verbal warnings, multi-agency co-operation and/or mediation. In cases of serious tenancy breaches, statutory tenancy warnings are issued, followed by legal proceedings for a possession order. Set out hereunder are the figures relating to ASB complaints received and actioned by Galway City Council's Estate Management Unit in 2021:

Action	No.
Number of complaints received	461
Number of complaints resolved	329
Number of formal letters	178
Number of Tenancy Notifications Issued	19
No of Statutory Warnings issued	13
No of Demands for Possession	10
No of repossessions for anti-social behaviour	3

Over 70% of the complaints reported in 2021 were resolved through mediation, meetings and verbal warnings. These types of complaints include one-off complaints such as dogs barking, nuisance parking, ball playing, poorly maintained property (overgrowth/accumulation of rubbish) and minor disputes with neighbours etc.

Over 38% of the reported complaints in 2021 warranted warning letters being issued to the alleged offenders. These warning letters were for more serious incidents such as partying and loud music, family arguments affecting neighbours, intimidation/harassment of neighbours, damage to neighbours' property etc. A very small percentage of all complaints received in 2021 warranted a Tenancy Notification.

The Tenancy Notification is a formal notice issued to the alleged offender in advance of any Statutory Warning under the Housing (Miscellaneous Provisions) Act 2014 being served. Galway City Council is committed to tackling anti-social behaviour and nuisance to create safer and better communities for tenants. Galway City Council recognises that most of its tenants live in, and wish to enjoy, the peaceful occupation of their dwellings and that only a very small number of tenants are involved in anti-social behaviour.

### Control of Horses Byelaws

The Housing Department prepared and published draft byelaws. On March 25<sup>th</sup>, 2021, a notice was published outlining dates for inspection of the draft byelaws and inviting submissions from the public. Notification issued to the relevant stakeholders and the Minister for Agriculture, Food and the Marine. The Draft Byelaws were display for a period of 4 weeks, until April 22<sup>nd</sup>, 2021, and the final date for submission was 29<sup>th</sup> April 2021. An online submission facility was available. Revisions to the Draft Bye Laws were agreed by the Housing SPC and it is anticipated that the Bye Laws will come before Council for adoption in 2022.

### Tenant (Incremental) Purchase Scheme

269 applications have been received by Galway City Council under the Tenant (Incremental) Purchase Scheme 2016. Of these, 124 were deemed eligible to proceed to letter of offer. By year end 2020, 46 properties had been sold by Galway City Council under the Tenant (Incremental) Purchase Scheme 2016. 12 Properties were sold in 2021 with 1 application at the final stage of the process.

### Housing Loans

The Rebuilding Ireland Home Loan (RIHL) is a government backed mortgage scheme available nationwide from all local authorities. Galway City Council offer first-time buyers' mortgages of 90% LTV up to a maximum property value of €320,000 in Galway.

€3,510,000 was allocated for new lending approvals in 2021. The actual loan drawdown may take place in either 2021 or 2022. Loans approved in 2021 remain valid for six months post-approval. 240 applications have been received by Galway City Council under the Rebuilding Ireland Home Loan Scheme. 97 loan applications have been approved to a total value of €17,107,936. 17 of these relate to the Tenant Purchase Scheme, where tenants were approved funding to buy the property, they were renting from Galway City Council. 41 approved loans have been drawn down by the applicants, to a total value of €6,201,686 and 14 loan offers are still valid and may be drawn down.

### Housing Rents and Transfers

Galway City Council continued to manage and maintain the rent accounts of over 2,400 tenancies in the city. Rents were recalculated to reflect changes in household composition or household income, as per the Council's Differential Rent Scheme 2019.

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

161 housing adaptation grants were completed under the Housing Adaptation, Mobility Aids and Housing Aid for Older People grant schemes in 2021. The total expenditure on grant schemes was €1,071,900.

Grant	Total Completed 2021	Total Payments 2021
Housing Adaptation Grant (HAG)	63	€583,441.07
Housing Aid for Older Persons (HOP)	83	€430,145.65
Mobility Aids Grant (MAG)	15	€58,313.74
<b>TOTAL</b>	<b>161</b>	<b>€1,071,900.46</b>

In addition to private grants, adaptation works were completed to a further 21 local authority properties at a total spend of €166,635.



HGD Local Authority Stock	Total Completed 2021	Total Payments 2021
(HGD LA)	21	€166,635.01

The DPG scheme provides funding for extensions and adaptations to existing social housing stock for older people and people with a disability such as grab rails, disabled access ramps, wet rooms, downstairs bedrooms etc. The scheme also provides extensions in cases of overcrowding.

### Building Control and Minimum Standards

The Building Control programme includes for the review and examination of new and existing buildings having regard to the appropriate Building Regulations. The review and examination includes: Fire Safety Certificate Applications, Commencement Notices, Disability Access Certificate applications and Certificate of Compliance on Completion applications issued under the Building Control Management System. Total numbers of notices, certificates and inspections for 2021 are summarised in the table below.

	No.
Number of valid Commencement Notices	176
Number of valid Fire Safety Certificate applications	113
Number of valid Disability Access Certificates	65
Number of Valid Certificate of Compliance on Completion applications	97
Number of Building Control inspections	30

### Private Rented Minimum Standards Inspections

The focus of minimum standards inspections in 2021 was almost entirely on properties receiving payments under the HAP scheme. It is a requirement that all such properties be inspected for compliance within a prescribed time period from the commencement of the tenancy. Inspections of properties in the wider private rented sector are carried out in response to specific complaints. Covid-19 restrictions severely impacted on the ability to conduct physical inspections of rented accommodation. Under relevant Covid restrictions in place, no visitors were allowed in private homes from 1<sup>st</sup> January 2021 until the 19<sup>th</sup> July 2021. Inspectors were reassigned to other housing functions during this time.

	No.
Number of Inspections conducted	145
Number of properties fully compliant with standards	9
Number of Improvement Letters issued	230
Number of Improvement Notices issued	14

### Social Inclusion Programme

The Social Inclusion Officer role encompasses that of Access Officer for Galway City Council. The promotion of access issues across the city is a key function of the role and the co-ordination of the Access for All Group is central. Access for All Galway is a

group comprising of representatives and advocates from across the disability sector in Galway. Monthly meetings are attended by the Social Inclusion Officer who liaises with relevant department within Galway City Council on actions to be progressed.

#Makewayday 2021 took place on Friday 24<sup>th</sup> September 2021. It is a National Public Awareness Campaign that highlights the issues people with disabilities face getting around their local communities. Galway City Council supported the Disability Federation of Ireland in their online campaign which raised awareness highlighting how unexpected obstacles, such as parked cars on footpaths, can have a significant impact on the day of people living with a disability.

The Galway City Strategic Plan for Housing People with a Disability 2021 – 2026 was approved in November by the Housing & Disability Steering Group and Housing SPC. In tandem with same, the new National Housing Strategy for People with a Disability (2022 – 2027) was being developed under the auspices of the Housing Agency. The Galway City Council Plan was devised and agreed by the Housing and Disability Steering Group (HDSG) chaired by Galway City Council. Membership of the HDSG includes Galway City Council, HSE, DFI, IWA, Brothers of Charity, Rehab Care, Peter Triest Housing Association, Co-operative Housing Ireland, COPE Galway, Galway Simon Community, Respond and Tuath, and Lived Experience membership from Disability Federation of Ireland (DFI) and the Independent Living Movement Ireland.



## Transportation & Infrastructure

*The objective of the Transportation & Infrastructure section is to provide, manage and maintain, a safe and effective, roads and transportation network and work in partnership with public transport providers and other agencies in developing integrated and sustainable transportation policies.*

### Scoil Iognáid – School Streets

#### Daily car use down by 14%, as kids walk, scoot and bike on car-free street!

At the end of November 2021, Scoil Iognáid celebrated one year of the School Streets pilot at their school – where daily car use has reduced by 14%, and more children are walking (+11%), scooting (+3%) and cycling (+7%) on a daily basis. Staff report



children arriving to school more ready to learn, with an improved atmosphere and reduced stress at the school gate. Parents and the wider community report a better walking and cycling environment, improved access and community spirit. This project is funded by the National Transport Authority, and delivered with the support of the Green-Schools Travel programme, An Garda Síochána, and the wider school community.

### Cycle Parking

In 2021, the Transport section launched an online map displaying over 1,160 onstreet public cycle parking spaces available in the City. The map will also assist Transport to identify locations where additional cycle parking would be beneficial. Cycle parking provision increased 15% year on year in 2021. The programme to increase cycle parking stock continues, with additional stands being installed through funding from the National Transport Authority. In excess of 150 cycle and scooter parking spots were also provided to schools in 2021.



### Public Lighting

Public lighting for the administrative area of Galway City is provided and maintained by Galway City Council. The approximate total number of public lights under control of Galway City Council is **9,500**. At the end of 2021, the public lighting upgrade programme has reached substantial completion stage, with a small number of non-standard lanterns remaining. This has resulted in a 60% reduction in GCC CO<sub>2</sub> emissions & energy consumption, along with an over 60% reduction in monthly

maintenance costings of the public lighting infrastructure. The upgrade programme has reached substantial completion 8 months ahead of original proposed completion date of December 2022 and is due to be completed €700,000 under the original estimated budget. Galway City Council has been very proactive and shown commitment to achieving better energy and environmental outcomes, by investing in energy efficient LED lighting, and public lighting upgrades.



*Right: New bus shelter in Roscam*

### **Blackrock Walkway lighting**

Along with the public lighting upgrade programme, 20 walkways throughout the City were upgraded to support safer active travel, with funding from the National Transport Authority. These upgrades included installation and upgrade of lighting, and pavement renewal.

### **Bus Shelter Programme**

The provision of accessible public transport is a key priority for Galway City Council and the National Transport Authority. In 2021, Galway City Council continued a programme of upgrading bus stops with shelters and accessible kerbing.

### **Taking in Charge of Estates**

In 2021 Galway City Council took in charge Fionniscce (Part), Manor Avenue (Part) and Breacán, Letteragh Road housing development,



and have progressed the Taking in Charge process for a number of estates throughout the City. Galway City Council continue to liaise with developers and insurance bond holders to implement required standards in order to take in charge these housing estates.

### Park & Ride

The Galway City Council annual Park & Ride Christmas Service resumed in 2021 after a Covid-19-enforced break in 2020. The service operated from Saturday 11<sup>th</sup> of December to the 24<sup>th</sup> of December inclusive, between Galway Racecourse and Galway Coach Station. After a successful competitive tendering process, the contract was awarded to Callinan Coaches of Claregalway. The Park & Ride also operated in conjunction with other sustainable transport promotions, with free parking at Athenry, Oranmore, Craughwell, Ardrahan and Gort train stations commencing on 1<sup>st</sup> December. As expected, Covid-19 had a big impact on numbers this year with a total of 8,355 passenger journeys.



### Galway Bike Week Communities Cycling Together

National Bike Week 2021 took place from Sunday 12<sup>th</sup> to Saturday 18<sup>th</sup> September 2021, funded by the NTA. All Bike Week events complied with the public health advice that was in effect at the time of the running of the events.

A number of successful Bike Week events were held in 2021, including online events by Tri Talking Sport. Other Bike Week events were organised by Shantalla Residents Association, Ard Family Resource Centre, NUI Galway, Coláiste Iognáid, Galway University Hospital, Galway Cycling Campaign, Highfield Park Residents Association and others.

### Safe Routes to School

The Department of Transport and the Department of Education and Skills invited all schools in the country to apply for the 'Safe Routes to School' programme, which is managed by An Taisce Green Schools. Four Galway City schools elected to participate in Call 1. They are:

- **Galway Educate Together NS**, Thomas Hynes Road, Newcastle, Galway
- **Scoil Chaitríona Junior**, Renmore Avenue, Renmore, Co. Galway
- **Scoil Iognáid**, Bóithrín na Sliogán, Gaillimh
- **St. Joseph's Special School**, Thomas Hynes Road, Newcastle, Galway

### Galway City Mobility Dashboard

The Galway City Mobility Dashboard was launched in May 2021. The Mobility Dashboard is an online resource showing trends in travel patterns in Galway City, including real-time journey times; the number of cars moving through the City on a given day, and travel alerts. The dashboard has a number of tools and tabs to visualise information about travel in Galway City, and will be of interest to both the public, and consultants delivering transport, housing or other capital projects in the City. The Dashboard may be accessed through <https://mytrafficcounts.com/public-login>

### Parking Enforcement

During 2021, the Community Wardens continued to comply with Government Guidelines in relation to Covid-19 when parking enforcement continued to be deemed an essential service. During this time, the Wardens concentrated on illegally-parked vehicles, which included illegal parking in loading bays, double yellow lines, footpaths, clearways and disabled bays. The number of fixed penalty notices issued in 2021 was 16,291, in comparison to 15,543 in 2020.

### School Wardens

The School Warden service is provided to a total of 14 primary schools in the City, at a number of designated locations. The service provided assists with the safety of school children while they cross busy thoroughfares, on their route to school. In order to carry out their duties effectively, they require the co-operation of all road users. Galway City Council employed 22 full time school wardens and 1 standby school warden in 2021. The school wardens worked in 2020 in compliance with government guidelines and Covid-19 restrictions.



### Roads Works Programme

Galway City Council continued a programme of maintenance and upkeep of the City road network. Over 12km of local and regional roads have been resurfaced in 2021. By using the Map Road PMS system and carrying out inspections, Galway City Council identified roads which required resurfacing. These roads included the Western Distributor Road roundabouts, Siobhan McKenna Road, Dominick Street, Bohermore, Castletawn Heights, Kingston Road and Riverside Estate, to name a few.

### Siobhán McKenna Road

Footpaths were renewed in multiple locations in 2021. Locations such as Fr. Griffin Road, Forster Street, Olde Malt Lane, Munster Avenue, Fairhill Road Upper, Salthill Village and Monksfield received new footpaths, and repairs were carried out in many other locations.



## Eyre Street Footpaths

The Operations Crews also had a dedicated drainage and gully maintenance crew working across the City to ensure that water ponding and flooding during heavy rainfall events was limited. In addition to maintenance, a number of locations were identified that need further works to clear drain blockages such as tree roots, pipe failure and blocked soak pits. The transportation crews had a very busy year as they carried out works in multiple locations across the City while also being available for out-of-hours calls, severe weather storm events and supervising the outdoor dining initiative during 2021.

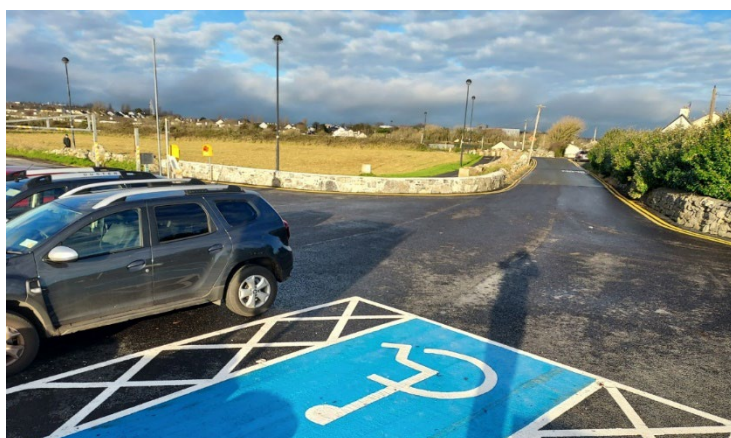
## Outdoor Dining

Temporary Street Furniture licence for the hospitality sector were delivered, to facilitate outdoor dining under existing restrictions relating to Covid-19. By end of 2021, 51 licences had been granted under Section 71 of the Roads Act 1993.

## Safety Improvement Works

### Ballyloughane Beach Junction Realignment

Safety improvement works were carried out at Ballyloughane Beach junction. A proposal was brought forward to implement a design which involved the widening of the junction at the entrance to the beach.



This allowed for safer access for all users. The works involved excavating and removing a section the green area and existing wall at the junction. A new wall was constructed, the existing barrier relocated and the junction itself was resurfaced and relined. *Above: Ballyloughane Beach Junction*

### Galway City Centre Pedestrian Area Rehabilitation

Works commenced on Mainguard Street on 26<sup>th</sup> of October 2021 to facilitate the above.

## Capital Projects

### COVID-19 Critical Projects and Essential Services

In January 2021, additional measures for controlling Covid-19 within Level 5 restrictions were published by the Government. While many sectors were effectively closed or activity substantially reduced, one of the exceptions was “repair, maintenance and construction of critical transport infrastructure”. Critical Infrastructure included all TII and NTA Capital Projects. Thus, Galway City Council progressed a



significant body of transport projects and activities in 2021, in spite of the challenges presented by the impacts of Covid-19. These projects are summarised below.

### **Salmon Weir Pedestrian and Cycle Bridge**

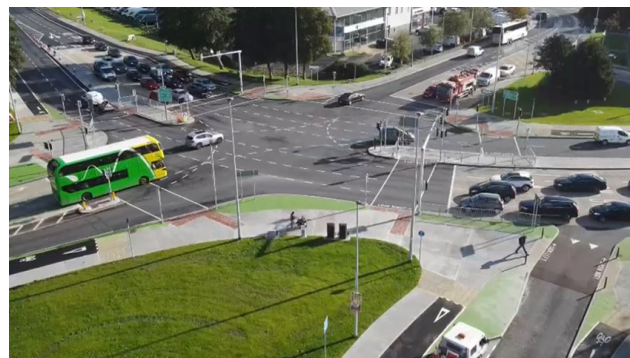
Planning consent was received from An Bord Pleanála on 16<sup>th</sup> August 2021 for the iconic new Salmon Weir Pedestrian and Cycle Bridge.



The new bridge will draw pedestrians and cyclists and facilitate a seamless and natural flow from either side of the river, while creating an iconic focal point for locals and tourists alike to take in the views of the River Corrib, the Salmon Weir, the Cathedral, wildlife, natural and built heritage in the area – providing not only a piece of transport infrastructure, but an architectural and urban amenity space. Following planning consent, the Detailed Design phase continued and concluded in 2021. The tender for construction issued in December 2021, with the preferred contractor to be appointed in Q1 2022. It is anticipated that the bridge will be substantially complete by end of Quarter 1 2023.

### **Kirwan Roundabout**

The main works contract for the Kirwan Roundabout Upgrade was awarded to John Madden & Sons Ltd. on 25<sup>th</sup> January 2021 with TII approval in place. The start date of the works on site was 1<sup>st</sup> February 2021 and the traffic signals were activated on the target date of 19<sup>th</sup> July 2021. The construction of a revised



access from Seán Mulvoy Road serving the Galway Shopping Centre and Galway Hibernians A.F.C. was also completed under this contract. The works were considered to be substantially complete as of 31<sup>st</sup> August 2021. Monitoring of the operation of the signalised junction was carried out in Q3 & Q4 2021 and a number of improvement measures were implemented.

### **Martin Junction Upgrade**

The objective of the Martin Junction upgrade is to provide an enhanced and safer pedestrian and cycling friendly environment, connecting Roscam and Doughiska to Galway Clinic and Ardaun; to support the future development of the Ardaun Local Area Plan; and to provide enhanced public transport facilities at the junction. Following public consultation, a Section 38 process and detailed design was completed in 2021

and a tender process for construction for the Martin Junction was concluded in December 2021. Construction will commence in January 2022, with an 8-month construction programme.

### **BusConnects Galway: Dublin Road and Cross-City Link (University Road to Dublin Road)**

Preliminary design and non-statutory public consultation for the proposed BusConnects Galway: Dublin Road project took place in 2021. The consultation was held fully online, as were all meetings (from October 2020 to January 2021). Following a review of the public consultation submissions, a tender for Concept Development and Options Selection to Statutory Processes was published on e-tenders in December 2021, with the intention of appointing a consultant in Q2 2022. Preliminary design for the Cross-City Link (University Road to Dublin Road) was ongoing throughout 2021, incorporating input from the non-statutory public consultation which took place from October 2020 to February 2021. The non-statutory public consultation was by way of a virtual information room, which remains accessible through [www.busconnectsgalway.ie](http://www.busconnectsgalway.ie). Preparation for CPO and planning consent applications were also ongoing.

### **Galway City Cycle Network**

A number of routes on the east and west of the City progressed through preliminary design and route option selection in 2021, with many also going to public consultation. Where public consultation was undertaken, submissions were assessed by the design teams, and reports and updated drawings were prepared, with a view to progressing to Detailed Design. Routes include:

- Clybaun Road (South) Active Travel Scheme and Ballyloughane Road Active Travel Scheme (public consultation - 28<sup>th</sup> October to 29<sup>th</sup> November 2021).
- Eglinton Canal Active Travel Scheme and Doughiska Road South Cycle Network Scheme (public consultation - 1<sup>st</sup> October to 29<sup>th</sup> October 2021).
- Ballybane Road and Castlepark Road Cycle Network Scheme – progressing to public consultation in 2022.

The preliminary design and preparation of public consultation documentation for the Ballybane and Castlepark Cycle Network Scheme was also progressed to facilitate a non-statutory public consultation in 2022. A Multi-operator Framework for Civil Engineering (Roads) was also developed and issued to tenderers in November 2021, with a closing date of the 13<sup>th</sup> January 2022. The framework was prepared in three lots, to cater for projects of varying scale and value.

### **Pedestrian and Cycle Interventions**

A number of permeability/ pedestrian and cycle upgrades took place throughout 2021. These included:

- Pedestrian crossings at Barna Woods/Barna Road, Henry Street and Bóthar Stiofáin

- Lighting, resurfacing and ancillary works at locations including Woodquay, Cartúr Mór, Knocknacarra Park, Ballinfoile Park, Cabbage Lane Bohermore and Rocky Road Walkway, among others.
- Renewal and repairs to the existing Cycle Lane Network – Rehabilitation of anti-skid surfacing to all junctions, cycle lanes and bus stops between Browne and Deane Roundabouts, including all junction arms. Relining of the route.
- European Mobility Week (16<sup>th</sup>-22<sup>nd</sup> September 2021) – Galway City Council rolled out a range of initiatives to support the people of Galway to ‘Move Sustainably, Stay Healthy’. Initiatives included: a bike maintenance stand pilot in Eyre Square, Blackrock, Westside Library and Lough Atalia; providing scooter and bike parking in 8 schools; footpath renewals in locations including Forster Street, Eyre Street, Fr. Griffin Road, Munster Avenue, and Fairhill Road.
- Footpath rehabilitation at Mary, Market and Abbeygate Streets and Woodquay.

### **Parkmore Area Strategic Transport Framework**

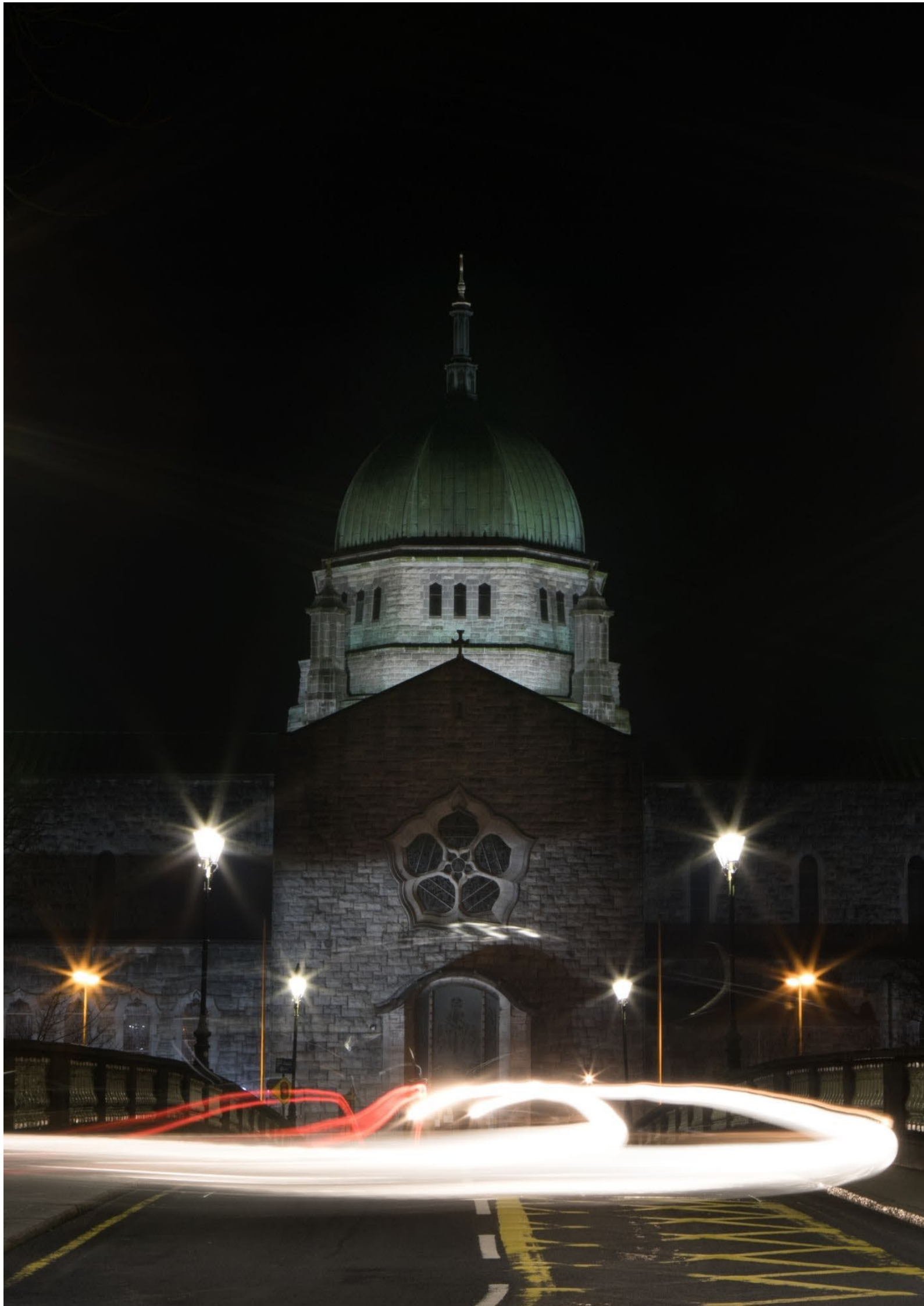
The Parkmore Area Strategic Transport Framework, published by the National Transport Authority, aims to enable the efficient movement of people and goods in the study area, with a focus on enabling the optimal proportion of trips by sustainable modes. A number of short, medium and long-term measures are outlined to support sustainable transport in the Parkmore Area. Work was ongoing on the options selection stage for two of these short-term interventions, including:

- An internal bus route through Parkmore East and West with a signalised junction on Parkmore Road for buses, pedestrians and cyclists only (Bus Gate); and
- A public transport corridor on Parkmore Road between Monivea Road and the Parkmore Road Roundabout. This corridor will provide dedicated facilities for Public transport and improved facilities for pedestrians.

Construction of the bus layby extension on Parkmore was completed in 2021, as was the upgrade of a pedestrian crossing on the Parkmore West Access Road.

### **Salthill Temporary Cycleway**

A proposed design for the Salthill temporary cycleway was developed in Q3 2021, in conjunction with the National Transport Authority, following the Motion passed by Elected Members, and subsequent clarifications, at the Ordinary Council Meeting of 11<sup>th</sup> October 2021. The Transportation section progressed the development of design options and reported to Council on the feasible options in November 2021. Following the presentation, staff commenced the preparation of the Public Consultation documentation and commenced the procurement of third-party design consultancy services and supplies.



## Water Services

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

Galway City Council is operating under a 12-year Service Level Agreement (SLA) with Irish Water and working in partnership with Irish Water to continue to provide water services in the City. The Annual Service Plan between Irish Water & Galway City Council commits both parties to deliver specific objectives and standards of performance against a budget covering headcount, goods and services plus future investment.

The Service Plan outlines the specific objectives and standards of performance that take into account the Overall Performance Assessment (OPA) proposed by the Commission for Regulation of Utilities (CRU) the requirements of the Environmental Protection Agency (EPA) and the objectives of the Irish Water Business Plan. The Service Plan sets out the Performance Targets for the year to reflect the standards required in the delivery of the service by Galway City Council in the context of the available funding, customer service and regulatory requirements and anticipated LA activities in the year.

The Local Authority's performance is measured against Performance Targets relating to the areas of Customer, Compliance, Financial and Learning & Growth. Actual performance is presented and compared against the relevant target in monthly and quarterly reports. This management tool is intended to track the progress of each performance area and ensure that targets are achieved. Galway City Council is one of the top scoring Local Authorities in the country for 2020.

### Operations & Maintenance of Water Supply

The principal service is to provide and maintain in a sustainable manner the Water Supply Network capable of meeting the needs of the domestic, commercial and industrial consumers in Galway City and Environs. This involves the management and operations of the Water Network and adherence to all statutory & regulatory requirements as set out by Irish Water, EPA, CRU & other relevant statutory bodies. Terryland Waterworks continues to produce drinking water to the highest standard and treated 33,260m<sup>3</sup> per day in December 2021, down from 39,642m<sup>3</sup> per day in 2019. The quality of drinking water is monitored and analysed to ensure compliance with all the requirements of the European Communities (Drinking Water) (No.2) Regulations 2014. All drinking water monitoring results are uploaded to the EPA Eden website.

### Operation & Maintenance of Wastewater Services

The principal service is to provide and maintain in a sustainable manner the drainage network capable of meeting the needs of the domestic, commercial and industrial consumers in Galway City and environs and to ensure adequate treatment capacity

for the future needs of the city in partnership with Irish Water. Irish Water has recently invested €2 million to upgrade the existing sewer culverts on William Street, Shop Street, High Street, Cross Street, Augustine Street, Flood Street and Middle Street. The project involved the cleaning, jetting and installation of GRP liners in the existing sewer culverts. This works has reduced sewer flooding in the area, improved operational performance of the network and reduced odours. The works were completed in December 2019.

The Sewer Rehabilitation Programme is continuing addressing problematic sewers in the city. The total length of sewers surveyed in the city to date is approximately 16,200m and the total length of sewers repaired is approximately 7,000m.

The Infiltration Reduction Programme is an Irish Water national programme targeted at investigating areas of known infiltration and subsequently carrying out sewer and manhole rehabilitation works aimed at reducing infiltration.

Galway City Council also secured funding for the purchase of surveying equipment in 2021, which is being used to carry out surveys and mapping of foul and surface water network which is currently unmapped and inputted on to the GIS system.

Refurbishment works has also been completed in 2021 on the Merlin Park No 3 Foul Pumping Station in anticipation of its commissioning in 2022.

The Operation & Maintenance staff continue to respond 24/7 to all blockages on the network.

## **Progress and Implement Irish Water's Capital Investment Plan**

### **New Intake and Transfer Main for Terryland Water Treatment Plant**

The existing raw water intake on the Terryland Channel is vulnerable to low flow conditions in the River Corrib and is sensitive to reed growth, wind strength and wind direction. The existing raw water intake is unable to supply a year-round secure abstraction rate of 55MLD and is susceptible to drought scenarios.

As well as increasing the abstraction rate from the river Corrib, a new raw water intake and associated abstraction main is required downstream of the Quincentenary Bridge to ensure a year round secure abstraction from the River Corrib of the currently permitted 55MLD. With the addition of pumps, the new intake would be able to supply the increased abstraction rate when a new extraction licence is granted. Planning permission was granted for the new intake by Galway City Council on 24<sup>th</sup> January 2020. The new intake and transfer main for Terryland Water Treatment Plant was tendered in 2021. It is anticipated that construction on this will commence in summer 2022, subject to wayleaves being secured.

### **National Water Resources Plan (NWRP)**

The Irish Water National Water Resource Plan (NWRP) is a 25-year strategy to ensure a sustainable, secure and reliable drinking water supply for all. The NWRP will outline how Irish Water intends to maintain the balance between our supply from water sources around the country and demand for drinking water over the short, medium

and long-term. This will allow preparation for the future and ensure the provision of sufficient safe, clean drinking water to facilitate the social and economic growth of our country.

**Phase 1** of the NWRP Framework Plan is complete, and comprises an initial scoping and screening consultation, followed by statutory consultation on the draft Framework Plan, which was subject to Strategic Environmental Assessment and Appropriate Assessment. Irish Water have now published the NWRP Framework Plan, SEA Statement and AA Determination. These reports demonstrate how environmental considerations have shaped and helped in the development of the NWRP Framework Plan.

**Phase 2** NWRP – Regional Water Resources Plans comprises the development of four Regional Water Resources Plans (RWRPs) each of which will be subject to SEA and AA. Each of the four draft RWRPs and associated environmental reports will have their own public consultation phases. Consultation on the Strategic Environmental Assessment (SEA) Scoping Report for the North West, regions will take place during 2022.

### **Leakage Reduction Programme**

Irish Water is currently in the Capital Investment Period 2020 – 2025 and approximately €500 million has been provided to fund the National Leakage Reduction Programme over this 5-year period. Despite the challenges with Covid-19 in 2020, there has been excellent work undertaken by all Water Services staff involved in driving down leakage across the City.

In 2021, as with previous years, leakage reduction has continued to be a key focus for both Irish Water and Galway City Council. There are still significant challenges to be overcome during the year in order to meet our customer's expectations and achieve our leakage targets. The leakage target for Galway City Council in 2021 was to achieve a 1.1 MLD leakage reduction. Actual savings of 3.6 MLD were achieved, which reflects very well on the excellent work undertaken by all water services staff in Galway City Council and Irish Water as well as the positive contribution from the Irish Water Regional Contractor (Farrans). The following works are ongoing throughout the city and county to achieve leakage reduction targets as set out in the Leakage Reduction Programme.

1. Find & Fix Programme – 356 public side leaks repaired
2. Backyard Lead Replacement – 641 services replaced
3. Public Side Lead Replacement – 1,082
4. Customer Side Leakage and the First Fix Programme – 1,042 first fix leaks repaired
5. Watermain Rehabilitation:
  - 1160m of mains rehabilitated in New Mervue.
  - 225m of mains were rehabilitated in Cedarwood Close in Highfield Park.
  - 164 metres of main were laid in Forster Park.
  - 180 m of main were rehabilitated outside the G Hotel
  - 210m of main were replaced at Lenaboy Gardens

## 6. Pressure Management completed at 26 locations

Our dedicated leak detection crew and direct labour repair crews together with our regional contractor will continue with leakage reduction activities throughout the city to achieve leakage reduction targets as set out in the Leakage Reduction Programme.

### **Galway Drainage Area Plan (DAP)**

A consultant has been appointed by Irish Water to this project in Q4 2016. The Irish Water DAP covers hydraulic, environmental, structural, service and operational performance and risk within the Galway City and environs drainage area. Irish Water's DAP Stages are listed and explained below:

- Stage 1:** Desktop Data Collection & Review, Survey & Study Scoping was completed June 2017
- Stage 2:** Surveys and Hydraulic Model Build is due for completion Q4 2021
- Stage 3:** Risk Assessment and Needs Identification for the current, short term and long term is due for completion Q3 2022
- Stage 4:** Strategy, Optioneering and Future Solutions Design

Stage 1 was completed in 2017 and in 2021 the Stage 2 network surveys and model build and verification is nearing completion. The work in Stage 2 will highlight the current weaknesses in the network that are causing issues with regular surcharging and frequent discharges in the City primarily as a result of capacity issues in the network.

Works are being identified on an ongoing basis from the information being gained from the Galway DAP project and this information is continuously feeding into the Asset Management of the wastewater network to best guide investment decisions. Typically, investment is provided via various wastewater network capital maintenance and programmes/projects. The Galway DAP outputs are also being utilised to provide for connection and future development enquiries to the wastewater network.

#### Galway Strategic Drainage Study

A Strategic Drainage Study has been included in the Irish Water Investment Plan 2020-24. This Study has commenced in late 2021 with appointment of Consultants and will assess wastewater treatment needs against growth, development, and environmental pressures. The Study will define capital investment needs to meet these demands as well a strategy for their delivery. The final output will be a Strategic Drainage Study (SDS) Report as well as a Strategic Environmental Assessment Report, this will involve environmental assessment on the strategy and public consultation and integration of feedback into the final SDS Report. It is expected that several projects both above and below ground will emerge from the study.

In tandem with the above, Irish Water and Galway City Council are investigating short term solutions to ensure adequate capacity is available at Mutton Island. These are being pursued through the Galway Drainage Area Plan (DAP) and other Irish Water Programmes that are currently ongoing.



### **Ardaun MUHDS Site**

The draft RSES includes the draft Galway (Metropolitan Area Strategic Plan) identifies Ardaun as a significant site of scale that has the opportunity and capacity to deliver the quantum of housing envisioned in the NPF, subject to the adequate provision of services. It is further noted that Ardaun will accommodate up to 25% of the residential growth anticipated for the city (RSES pg. 71).

In 2021 a contractor was appointed to carry out the detailed design stage for the wastewater infrastructure that will be required to service the site, which is expected to be completed in Q4 2022. Survey and investigation works are also being undertaken. Following on from this and after securing all necessary land, wayleaves and planning consent, a contractor will be procured for the construction stage. Construction is currently programmed to commence in Q4, 2023.

Also in 2021 the Irish Water Regional Contractor Farrans commenced the preliminary design for these water infrastructure required to serve the Ardaun Phase 1 site. It will be carried out in 4 phases with a total length of c.2400m of new watermain. Construction is estimated to commence in Q3 2022 with a finish date in Q1 2024.

Galway City Council will have to provide the surface water drainage infrastructure to service the MUHDS site. Atkins Ireland has carried out a Preliminary Design Report, based on all available information to-date, which has identified the options for Surface Water discharge points at the MUHDS site. The estimated cost of providing surface water discharge points to service the MUHDS site is circa €1.9M, subject to tender prices. Galway City Council intends to fund this critical infrastructure through development contribution levies.

### **Works to Progress Housing Provision in the City**

Works also progressed during 2021 on the design and tender for the upgrading of a pump system in the Briarhill area to cater for increased future water demand. This contract was awarded in late 2021 with works to go to site early 2022.

Diversion of large trunk water mains also took place in the Ragoon area to cater for housing development. Design of other diversions have progressed so as to ensure timely provision of housing developments in the City.

### **Implementation of Irish Water's Transformation Plan under the SLA**

The Water Services section of Galway City Council supports the strategic planning for Irish Waters transformation initiatives in line with the Water Industry Operation Framework (WIOF). We continue to collaborate with Irish Water by participating in Project Development Teams, Workshops, Pilots and other initiatives as required to implement the transformation in an effective and collaborative manner.



## Planning & Development

*The objective of the Planning section is to have in place a system of physical planning capable of meeting sustainable economic, environmental, and social development objectives for Galway City.*

### Development Plan and Policy

In one year, one variation to the Galway City Development Plan (GCDP) 2017-2023 was adopted by the Elected Members. Variation No. 7 was adopted in February 2021 to amend the Land Use Zoning and Specific Objectives Map to extend the line of the existing Specific Objective – Bus Route (GTS (Galway Transport Strategy)) to provide for a link through RA zoned lands from College Road to Lough Atalia Road and to make marginal amendment to Section 3.10 Specific Objectives to provide additional text for clarity that further supports the Galway Transport Strategy projects including Public Transport measures, the City Centre Access Network, the Cross City Link and the Cycle Network.

### Draft City Development Plan 2023-29

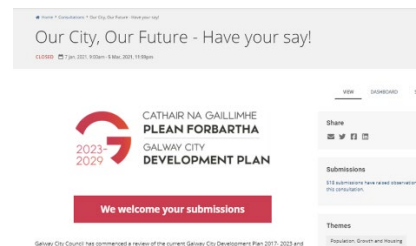
The statutory review of the Galway City Development Plan 2017-2023 and the preparation of the new Galway City Development Plan 2023-2029 commenced in January 2021. The process commenced with the Pre-Draft Development Plan consultation stage. This consultation stage took place over an 8-week period from January to March 2021.

To increase awareness of the plan and to facilitate engagement, a Strategic Issues Paper – *Our City, Our Future – Have your Say* was published setting out the main aspects of the plan process, the plan policy context, and key strategic issues.



An online consultation portal [consult.galwaycity.ie](https://consult.galwaycity.ie) was developed and launched as part this Stage 1 Pre-Draft public consultation. The portal will remain live for the duration of the preparation of the Galway City Development Plan 2023-2029.

The consultation portal facilitates digital engagement across all devices and allows users to view and download all consultation documents, make a submission and search, and view all other submissions made.



Due to public health restrictions regarding in person meetings, consultations with a range of stakeholders were held online. The Development Plan team also participated in several information webinars which were attended by over 400 participants.

A total of 518 written submissions were received at the pre-draft consultation stage. A Chief Executives (CE) Report which included a summary of the submissions received, the opinion of the CE on issues raised and recommendations from the CE on the policies that should be included in the draft development plan to deliver an overall strategy was considered at a series of council meetings held in June 2021. A range of policy recommendations were approved by the Members which informed the drafting of the plan.

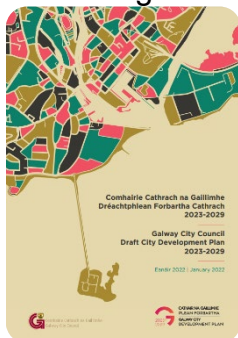
The plan preparation process included the preparation of environmental assessments namely a Strategic Environmental Assessment Environmental Report, a Natura Impact Report, and a Strategic Flood Risk Assessment. These were carried out in conjunction with expert consultants and informed the policy framework.

A Housing Strategy and Housing Need and Demand Assessment was also carried out. This was prepared by expert consultants and incorporated into the draft plan. The Galway Urban Density and Building Heights Study was also undertaken in conjunction with consultants which informed draft plan policy.

The Draft Galway City Development Plan issued to the Elected Members in November. A series of workshops were held in December to facilitate consideration by the Members before approval and public display in early 2022.

### Strategic Projects

Planning staff were engaged in several key strategic projects at steering group level and at direct participatory level. This included the Galway City Flood Relief Scheme; Transport led City Mobility Projects; Strategic Local Authority Housing Projects Climate Adaptation Implementation Group; Sandy Road Project in association with the LDA.



### Public Realm Strategy

On March 12<sup>th</sup> 2021, the Minister for Housing, Local Government and Heritage, announced an allocation of €8.64 million funding under the Urban Regeneration Development Fund (URDF) towards the implementation of the Public Realm Strategy.

Funding was awarded for five specific projects. They form part of a wider strategic development programme for the city to support long-term compact growth. These projects will provide significant new and improved public realm in the city centre. The projects comprise new public spaces at Woodquay and the Galway Cathedral, rejuvenated space at Fishmarket and Eyre Square (North) and new public realm to support sustainable transport use and pedestrianisation of specific city centre streets.





Left and previous page: Draft Galway City Development Plan 2023-2029 (1) Volume 1: Written Statement (2) Volume 2: Maps (3) Volume 3: Draft SEA (4) Volume 3: Draft SFRA (5) Draft NIR+

## Development Management

### Planning Applications

In 2021, a total of 367 valid planning applications were lodged with Galway City Council. A breakdown of these applications is set out as per below. In addition to these, there were 19 planning applications received for the purposes of extending the duration of planning permissions as provided for under the Planning and Development Act 2000 (as amended).

### Valid Planning applications

Type	No.
Domestic Extensions	135
Other Buildings	51
Dwellings	93
Developments not included in the above	77
Applications exempted from Fees	3
Advertisement Structures	2
Plant, Machinery, Storage Tanks	1
Agricultural buildings	1
Outline Permission	4
<b>Total</b>	<b>367</b>

### Outdoor Events Licences

In 2021, only one event, the Christmas Market at Eyre Square requiring an event licence proceeded as planned due to the pandemic. Considering the circumstances then prevailing and to provide certainty to event promoters, the Department issued advice to planning authorities that all licence applications on-hand in respect of events which it was proposed would take place in 2022 could remain live and be rolled over to 2022 without requiring promoters to submit new event licence applications, subject to compliance with the requirements outlined in the advice note issued.

### **Local Authority Development – Part VIII**

There were two Part 8 developments approved by the city council for the east of the city in 2021. A residential development of 103 at Merlin Park and 1 no. Residential unit at Tirellan Heights, Headford Road.

### **Planning Appeals to An Bord Pleanála**

There were 22 decisions/determinations received from An Bord Pleanála in 2021. Of the decisions, 16 were upheld with 6 reversed.

### **Strategic Housing Developments /Large Scale developments**

Following legislation introduced as part of Rebuilding Ireland with a view to speeding up the Planning Application Process and accelerate the delivery of larger housing and student accommodation, the SHD process continued during 2021. Since the process began, eleven applications have been granted in Galway city by An Bord Pleanála. All applications under the SHD process will cease mid-2022 and will be replaced by a new planning process for Large-Scale Residential developments with decision making for Large-Scale Residential Developments (LRD) type applications returning to the local planning authority in the first instance, with the subsequent right of appeal to An Bord Pleanála. This process will apply to all large-scale developments received from the 17<sup>th</sup> of December 2021 that had not commenced the SHD process.

### **Declarations of Exemption**

During 2021, a total of 46 applications for Declarations of Exempted Development were lodged with Galway City Council. Under Section 96 (Housing Strategy) a total of 26 Applications were received in 2021.

### **Planning Enforcement**

Galway City Council continues to adopt a proactive approach to ensure compliance with planning controls and the prevention of unauthorised development. In this regard, the planning authority received 390 complaints that required investigation and inspections by the Planning Enforcement Officers. A total of 125 cases warranted Warning/Enforcement Notices and 8 cases subsequently required referral to the City Councils' Law Agent for legal proceedings.

### **Development Contributions**

A review of the existing contribution scheme was completed during 2021 and the 'Development Contribution Scheme 2021-2027' was adopted by the council and became effective on 1<sup>st</sup> May 2021. Under the scheme the contributions to be paid (except where an exemption or a reduced contribution applies) in respect of the different classes of public infrastructure and €90 per sq. for residential and a rate of €50 per square metre for non-residential. During 2021, the collection of development levies continued to be a priority for the Planning Section. The monies collected will be used to assist in the provision of necessary public infrastructure and community facilities prioritised for the city. A total of c. €3m was collected during 2021.

## Heritage

The Heritage Plan 2016 – 2022 sets out the framework for actions on Heritage for a 5-year period. Galway City Council Heritage Office, in conjunction with the Heritage Council's Grant Scheme, carried out the following projects in 2021:

- Galway's Heritage in Stone Volume 7: Medieval & Post Medieval Funerary Monuments of the Franciscan Graveyard, Abbey Church and related sites
- Ragoon Cemetery Recording Project and Publication
- Annual Heritage Conference
- Annual Field School

Galway City Council, in conjunction with the Department of Housing, Local Government & Heritage, awarded five heritage grants under the Built Heritage Investment Scheme 2021:

- St. Ignatius Church,
- St. Nicholas Church
- 10 Montpelier Terrace
- 62 Lower Salthill
- Francis Cottage, Coolough

1 grant was awarded under the Historic Structures Fund 2021 to Poor Clare's Convent. The Annual Heritage Magazine "Oidhreacht na Gaillimhe – Galway's Heritage 2021" was also published.

A new Heritage plan is due to commence in 2022 and a new heritage forum will be appointed.

Following on from the preparation of the *Castle Conservation & Management Plan* prepared in Planning, the Architect's section, with support from the Heritage section, commissioned the associated conservation enabling and repair works for the three castles. The initial stages were completed in 2020 and are ongoing since. Galway City Council were successful in receiving Community Monuments Fund Grants which supported the provision of a geophysical study, repair and consolidation works to Tirellan Castle and a short film supporting heritage information awareness of the conservation works which were being carried out at these three National Monuments.

## Building Control

The City Council has a role in relation to the enforcement of the Building Control Acts and the Building Regulation. Details of Commencement Notices, Fire Safety Application and Disability Access Certs submitted during 2021 are listed hereunder:

Type	No.
Fire Safety Certificates	104
Disability Access Certificates	66
Commencement Notices	153

### Living Cities Initiative

Parts of Galway City Centre have been designated as a Special Regeneration Area under the Living City Initiative. The Living City initiative focuses on the regeneration of retail and commercial districts and encouraging people to live in the historic urban centres. It offers tax relief for qualifying expenditure incurred on the refurbishment or conversion of certain buildings for residential and commercial use. The deadline for applying the scheme was extended from 4<sup>th</sup> May 2020 to the 31<sup>st</sup> of December 2022. While the tax relief for residential works is dealt with by the City Council, commercial relief is dealt with directly by the Revenue Commissioners

### Vacant Site Levy

The Galway City Vacant Site Register was established in accordance with the Urban Housing and Regeneration Act 2015 in Q1 2019. Based on detailed analysis of residentially zoned lands throughout the city, several potential vacant sites were identified and assessed in accordance with the legislation and prioritised against a range of criteria consistent with proper planning and sustainable development principles set out in the core strategy and development policies and objectives of the City Development Plan. In total six sites were entered onto the register.

In Q2 2021 Demands for Payment of the Vacant Site Levy were issued on 5 no. sites and a revised market valuation notice issued to 1 no. site. To date payment of the levy for 1 no. site has been received by Galway City Council. Appeals against the Demands for Payment of the Vacant Site Levy were made on 3 no. sites to An Bord Pleanála under Section 18 of the Act. To date, ABP has issued decisions confirming entry of 2 no sites to the vacant site register and that the correct levy was applied to both by Galway City Council. A decision on the remaining appeal is outstanding. 1 no. site is under appeal to the Valuation Tribunal and a decision is still pending.

Type	No. / Amount
Value of Sites	€4.55 million
Value of levy	€318,500
Levies paid to date	€28,000
Outstanding Levy	€290,500
Total Appeals	5
Appeals decided	3
Appeals outstanding	2





## Economic Development & Culture

*The objective of the Economic Development & Culture section is to ensure that Galway has a strong economic base which will support a good quality of life for its citizens.*

### Enterprise Space

Galway City Council manages 21 enterprise units at Sandy Road and 13 enterprise units at Westside Enterprise Centre. The units vary in size from 220 sq. ft. to 2500 sq. ft. Galway City Council are also represented on the Board of An Fhiontarlann Teo. An Fhiontarlann Teo manages a further 17 Enterprise units in Westside, varying in size from 400-1000 sq. ft. The criterion used in allocating tenancy for all of the enterprise units is the creation of sustainable employment and the support of Social Enterprise in the City.

### Social Enterprise & Circular Economy Feasibility Study

In 2021 a Feasibility Study on Enterprise Space in Galway City for the provision of Social Enterprises and business's operating in the Circular Economy was completed for Galway City Council. Future Analytics/KPMG were engaged to undertake the research involving consultation and engagement with key stakeholders as part of the process. The key need areas identified were:

1. Suitable Social Enterprises/Circular Economy Space Options
2. Additional key needs of mentoring, training supports, funding and access to various SE/CE business networks/support.

Following on from this a Galway City Council/Stakeholder partnership subgroup was formed in 2021 to work on Social Enterprise. The group aims to try and identify funding, training and sector awareness supports for the sector across the City, and regionally.

### fDi European Cities & Regions of the Future 2020/21 “Best Micro City for fDi Strategy

Galway City maintained its status in the European Cities of the Future 2012/21 awards of fDi Magazine. Following an entry submission made by the City Council's Economic Development Section, the City has received the award for:

1<sup>st</sup> Place - “Best Micro City for fDi Strategy”

The City was also ranked 10<sup>th</sup> for “Best Micro City for Economic Potential”

The European Cities of the Future 2012/21 awards received entries from some 505 locations in total, 319 cities and 148 regions.

### fDi Intelligence European Tech Cities of the Future - 9<sup>th</sup> in Europe in the Innovation & Attractiveness

Following on from the success of being designated as the “Best Micro City for fDi Strategy” in the fDi European Cities & Regions of the Future 2020/21, Galway City, were placed in the top 10 European Cities for Innovation & Attractiveness. This ranking involves factors like local university prestige in engineering and computer science,

registered patents, prominence of research institutions and connectivity, innovation and cybersecurity indices.

fDi Intelligence is a specialist division from the Financial Times providing industry leading insight and analysis on cross border expansion, Greenfield inward investment and foreign direct investment trends. Tech innovation is clearly at the heart of any modern economy and society and this ranking is designed to celebrate the best-in-class of cities excelling in those fields throughout the continent.

Rank	City	Country
1.	London	England
2.	Paris	France
3.	Munich	Germany
4.	Cambridge	England
5.	Helsinki	Finland
6.	Berlin	Germany
7.	Zurich	Switzerland
8.	Rome	Italy
<b>9.</b>	<b>Galway</b>	<b>Ireland</b>
10.	Bristol	England

*“This tremendous achievement for Galway City is a testament to the work of organisations like the City Council in promoting the jurisdiction to international investment and tech start-ups – among others” – fDi Intelligence division of the Financial Times.*

### **AEC (Atlantic Economic Corridor)**

Galway City Council is a partner in the Atlantic Economic Corridor initiative and in 2021 the following initiatives were delivered through this multiagency partnership approach.

#### **Talent tool – [www.westernjobs.ie](http://www.westernjobs.ie)**

Launched in April 2021, it is a free online jobs promotion platform for employers based in the West of Ireland. New roles are continually added (350+ open vacancies at present). For job seekers, WesternJobs.ie provides a one-stop-shop to give them all the information they require about opportunities in the West and the benefits of moving here. It will allow them to stay updated on relevant positions based on their skills and preferences as well as enabling them to connect with employers and agencies across the region.

#### **No Place Like Home Campaign**

The WDC and Atlantic Economic Corridor partners launched the ‘No Place Like Home’ campaign in 2021 to encourage those that return home or come to visit the region, to relocate in the west. This builds on the launch in 2021 of westernjobs.ie and allows people to signal their intent to take up a role in the west, and allows employers to highlight the many roles at all levels, in all sectors that are currently available. A snapshot of the life that awaits those that move was captured on TG4 in 2021 with the

broadcast of 'Moving West', a six-part series telling the stories of those that have made the move to Mayo, Clare, Galway, Kerry, Leitrim and Sligo.

### **Connected Hubs Scheme**

Over €8.8 million in funding under the Connected Hubs Scheme was made available in 2021 to enable existing hubs and broadband connection points to enhance and add capacity to remote working infrastructure in every region across Ireland. The funding benefited 117 projects nationally and the 2021 allocations for 4 Galway City Hubs were:

1. GMIT Innovation Hubs Galway	€13,688.50
2. Portershed Galway	€75,000.00
3. SCCUL Enterprises CLG Galway	€45,700.00
4. Westside Resource Centre Galway	€38,144.70

### **ConnectedHubs App**

The ConnectedHubs App for Hubs was launched in Apple and Google play store along with a supporting marketing campaign. This App enables users to book Hubs workspaces and meeting spaces across the 170 registered Hubs nationally.

### **Smarter Cities Forum**

Galway City Council is a key member of the All-Ireland Smart Cities Forum, a community of practice focused on the advancement of cities in both the Republic of Ireland and Northern Ireland through the deployment of, and value creation generated by, smart City programmes.

This collaborative initiative, supported by Maynooth University, sees the member cities work together to share insights, support collaborative research and advise stakeholders on collective City priorities. The cross-border initiative includes local authority representation from Cork, Dublin (all four local authorities), Limerick, Galway, Waterford, Belfast, Derry and Newry, who together will explore common challenges related to implementing smart City policies and projects.

Some other AISCf work programme areas are the Nordic-Irish Partnership, German-Austria Partnership, Smart Cities Expo World Congress and Digital Strategy Development.

### **Tourism Strategy**

The Galway City Tourism Strategy 2020 – 2025 continued to be delivered during a difficult tourism year due to the Covid-19 pandemic. The key goal of working closer with the industry was crucial to the many of the successes, including the delivery of an ambitious Outdoor Dining programme, delivery of collaborative marketing campaigns for the City and the delivery of key funding schemes to support the sector through the Covid-19 pandemic. A number of key projects, such as the Galway Brand Development, Blueway Feasibility study, establishment of new water activity tourism hub, construction of the new Galway City Museum and destination town's

infrastructure were all advanced during 2021 and will help attract additional visitors, increased dwell time and spend of visitors and ultimately increase jobs in the sector in the coming years.

### **Tourism Taskforce**

The Tourism Taskforce, with representatives from across the industry, continued to help inform and guide tourism actions and aid the recovery of the sector. Galway City Council, in partnership with the tourism partners and Fáilte Ireland, delivered a national campaign to attract the key staycation market as well as supports to campaigns to assist the sector with recruitment and other key issues highlighted by the taskforce that was affecting the industry.

### **Outdoor Dining**

Through the Outdoor Seating and Accessories fund, Galway City Council supported 152 businesses with grant aid of €485,690. This was enabled by an ambitious project that saw an extended outdoor dining programme delivered across the City with new pedestrian areas created in Woodquay, Galway's Westend, Salthill and Middle Street. These new spaces facilitated businesses reopen and their staff to return to work. Businesses across the City could apply for outdoor dining and was facilitated by a new temporary licencing arrangement in the newly created public realm space.

### **Local Live Performance Scheme**

Galway City Council Tourism Unit secured significant funding in 2021 of €429,000, under the Local Live Performance Scheme from the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media. This scheme supported local artists and venues and helped restart the night-time economy.

### **Urban Animation Fund**

Working with the Parks section of the Council, the Galway City Council Tourism Unit secured funding of €1,030,834 was secured for Galway under the Fáilte Ireland Urban Animation Fund to enhance public realm and urban animation with an ambitious project that will see a major refurbishment of Woodquay Park and improve the linkages with the River Corrib.

### **Platforms for Growth 2 - Facility Centres for Water Sports Activities programme**

Funding of €850,000 was secured by the Galway City Council Tourism Unit following an application to the outdoor water-based activities fund run by Fáilte Ireland in 2021. This will see the development of a leisure sports hub developed at the old waterworks building along the Dyke Road. This will involve the first stage of developing recreational facilities at this location to complement the Corrib Blueway, the Connemara Greenway, Terryland Castle restoration works and Terryland Forest.

### **Great Northwest Blueway**

Galway City Council are working to develop a Blueway from Lough Mask to Galway Bay via Lough Corrib and along the River Corrib (Abhainn na Gaillimhe) and the City Canal Network as proposed in Galway City Council Tourism Strategy. The initiative involves a joint approach between a number of organisations including Mayo County Council, Galway County Council, Fáilte Ireland, NUIG, Waterways Ireland, the Corrib Navigation trust and other Stakeholders.

In 2021 consultants were appointed to undertake a feasibility study into the development requirements and economic potential of a Galway & Mayo Blueway. This feasibility study will provide a road map for the partners to develop this resource in a collaborative manner.

### **Leisureland**

Leisureland received the Gold Award in the National Quality Awards 2021 as it continued to develop and manage the facility into a sustainable complex meeting the needs of the public. Due to Covid-19 government restrictions, Leisureland was closed from 1<sup>st</sup> January until 7<sup>th</sup> June 2021. When it reopened, it had to operate under strict Covid-19 government restriction guidelines. These restrictions affected the commercial operation of the facility as it was restricted in its capacity in all areas of activity including pools, gym and event space.

From 22<sup>nd</sup> October 2021, most restrictions were removed and Leisureland returned to its previous operational systems and modes. All swimming clubs returned to their regular times and capacities and schools started to make a slow return. The swim academy returned and introduced a new online booking system which has been very successful.

Hall bookings also began getting back to previous levels of operation but staff shortages which are affecting the hospitality & tourism sector nationwide was a continuous issue on return to normal business.

Currys Amusements operated and agreed a new license agreement in 2021. They had a successful summer, due to the outdoor element of their operations which allowed them to remain open during restrictions. The ice rink was also booked on licence agreement but was not able to operate due to challenges facing the events sector in relation to insurance.

Throughout this period, Leisureland was in receipt of the (EWSS) employment wages subsidy scheme. The wage subsidy, along with energy saving measures, allowed Leisureland to operate viably in 2021 under very challenging circumstances.

### **Leisureland Energy saving measures 2021**

Leisureland installed two new electronic pool blankets and eight variable speed pumps. These measures had been identified through an energy audit as the highest

return in energy savings for the complex. Leisureland applied and received a grant from SEAI for these energy saving measures.

Leisureland is one of the highest energy consumers within the Council's building portfolio and the staff are working closely with the Environment section of the Council to identify measures to attain further energy savings.

### **Arts & Culture**

The year 2021 was again dominated by the effects of the Covid-19 pandemic to limit access to congregation by groups of people and for direct engagement and participation in cultural and arts events. Despite these restrictions, which moved at times from reasonably permissive to complete lockdown, the arts and culture sector and Galway City Council's Arts & Culture section worked in partnership to devise and deliver programmes through a variety of different methods and media. It must be noted the devastating effect the pandemic had on the working lives and economic circumstances of artists in various media and in particular the almost complete devastation of the live music industry in all genres from classical to traditional, contemporary to commercial. It will take time and a significant level of investment to restore this sector to the 2019 levels of operation.

### **Galway City Museum**

Ongoing meetings continued throughout the year with the Museum Extension Design Team working towards the completion of the design phase and towards the tendering of the construction contract for the significant expansion of museum at Spanish Parade and Fishmarket Square. This included continued engagement with Fáilte Ireland to agree steps and milestones for tendering process, programme and detailed design of building and exhibition and interpretive plan.

The Monument exhibition, which began as part of the ECOC programme, continued on display in the museum in 2021 and the increase of attendance in person allowed for later in the year under a booking system and other protocols proved very popular as did the permanent exhibitions on site.

The museum, in conjunction, with other members of Galway City Council's Creative Ireland Team, continued to deliver Decade of Centenaries commemorations involving a broad range of projects, publications and events marking the centenary of 1921 in Galway. These included War of Independence articles in local publications, online lectures on, for example, the Kilroe Ambush historical figures such as Louis D'Arcy among several others and the preservation of the 'Ballad of Michael Hoade', a piece of the intangible culture of the War of Independence in Galway. Separately, other projects included the revival of the Galway History Festival, which explored locations across the City associated with events and characters from the War of Independence period; digitisation of minute books of Galway Urban District Council meetings of the time and a music commission through Galway Music Residency, of the World Premiere of Rough Beast, a new work by Irish composer Rhona Clarke for string quartet and soprano, performed by Galway's ConTempo Quartet and Aisling Kenny.

The Keepsakes project where Galway City Museum which engaged 15 or so people seeking asylum and refuge in Ireland and residing in Galway continued. The participants explored their stories through the keepsakes that they have brought from their homeland or objects significant to their identity that help them feel at home in Ireland and the subsequent publication was launched during the year.

### Town Hall Theatres

The Town Hall Theatre (incorporating the 400-seat main auditorium and 52-seat Studio Space at Courthouse Square, and the multi-purpose Black Box at Dyke Road with capacity for up to 550 seated and 750 standing) continued to be badly affected by the Covid-19 crisis. Throughout 2021, the theatres went, at times, from being completely closed to allowing up to 50 audience members per performance, to something approaching normality.

The Town Hall Theatre nonetheless sustained a pivotal presence in the cultural and artistic life of the City through a mixture of streaming, in-person and outdoor events while continually adapting to the evolving situation and changing Government restrictions. The Town Hall Theatre also provided invaluable leadership in the sector's response to the pandemic and in the communication of the issues to the public and to Government, and its Director was appointed to the Government's Live Entertainment Working Group which was put in place to assist with the safe and phased reopening of the sector.

Throughout the crisis, the Town Hall Theatre continued to support Galway artists and arts workers through every means at its disposal and encouraged and supported creative development for local artists, producers and companies. An unprecedented programme of commissions, awards, residencies and pioneering outreach, including digital projects, was made possible through funding programmes from the Arts Council, Galway City Council and Creative Ireland and the reimagining and diversification of the Town Hall Theatre's programme of activities included the filming and audio-visual recording of projects by Blue Teapot Theatre Company, Branar, Macnas and theatre artists Little John Nee and Laura Sheeran. Engagement in developmental work with playwright Christian O'Reilly, theatre artist-in-residence James Riordan and musician and composer Anna Mullarkey continued, as did live and streamed concerts by local artistes such as Sean Keane, The Whileaways and NewDad. The theatre launched an innovative Young Curators Programme, designed to give young people a voice in the programming at the venue.

As part of its broad ranging response to the pandemic, the Town Hall Theatre installed its own in-house live streaming equipment, and its ongoing digital transformation included the introduction of a new, cloud-based and digitally integrated ticketing system designed to offer a clear, smooth customer journey and making it easier to book tickets from mobile devices.



2021 was a challenging and difficult year for artists, arts workers and audiences and at times a very frustrating year perhaps best exemplified by the traditional Christmas pantomime by Renmore Pantomime Society entering rehearsals in the autumn and bookings having opened, only for the entire run of the season having to be cancelled because of the re-introduction of pandemic-related restrictions.

### **Galway City Arts Office**

While the drafting of a new Strategic Arts Plan for Galway City had commenced before the pandemic, the process was significantly delayed by restrictions. However, consultation continued remotely and virtually and “New Directions – Strategic Arts Plan 2022-2026” was presented to and adopted by Galway City Council in May. This provides a framework for the operation and development of the Arts Office and sets out a coherent rationale for its interaction and engagement with residents and visitors to the City; partners locally, nationally and internationally and with established and emerging artists and arts organisations in both the professional and community/amateur sectors.

The Arts Office distributed €400,000 in funding to arts organisations in the City after Galway City Council voted to award grants in accordance with Section 12 of the Arts Act, 2003. The Arts Office continued to curate a range of targeted supports under Galway City Council funded programmes to individual artists in direct funding, bursaries and through the Platform 31 programme, and to support local music through the Band Grants. In partnership with the Arts Offices of Mayo and Clare, a research project investigating the access and participation of people with disabilities in the arts was initiated which will be completed in 2022. The 16<sup>th</sup> annual edition of Culture Night took place in September when over 200 artists, arts venues and organisations showcased their work to audiences across the City.

Following the retirement in July of long-standing Arts Officer James Harrold, the vacancy was filled in November when Gary McMahon was appointed to take up the position. The recruitment process commenced to engage an Arts Development Officer, jointly funded by the Arts Council and Galway City Council.

The Arts Office facilitated a series of meetings with key stakeholders such as the Arts Council and with local arts organisations including, for example, Galway Arts Centre, Macnas, Music for Galway and Galway Dance Project, throughout the year. These engagements continued with individual artists and arts organisations as work commenced on the roll-out of the goals, objectives and actions of ‘New Directions – Galway City Council’s Strategic Plan for the Arts 2022 - 2026’.

### **Galway City Council Creative Ireland**

The Creative Ireland Programme in 2021 was very successful and gained significant social media coverage due to the proactive way it was operated despite the

challenging circumstances of Covid-19. A review of progress on the delivery of elements of 'Everybody Matters' – Cultural Sustainability Strategy Framework for Galway 2016 – 2025, which sets out the pivotal role of culture in Galway's past, present and its future was carried out and linkages with the national Creative Ireland work programme were examined. As a result of this review, the Creative Ireland Team will continue to develop programmes and initiatives to proactively address any outstanding actions within the Cultural Strategy. The strategy review informed the Council's Creative Ireland Open Call for 2021 and focused funding support to needs areas identified in the review. Using the information from the Strategy Review, Galway City Council opened a Funding Call in July to support creative projects/programmes to look to the delivery of community and/or public creative Micro-Spaces; creative community projects that focus on engagement of new audiences/communities; European mobility projects and projects that build on Galway's unique bilingual status to strengthen the use of the Irish language in the City. Three projects were funded and delivered under these measures. Galway City Council delivered a range of initiatives in the City through the Creative Ireland Programme for 2021 involving funding secured of €160,161.

### **Creative Ireland Partnership projects 2021**

The following initiatives were delivered in Galway City in partnership with the Galway City Creative Ireland team and external partners in 2021.

- **Blue Teapot Company:** A new inclusive project called **The Fairy Tree** explored in workshops with Director Rod Goodall. Crafting ideas, form, working on puppetry and performance skills, casting characters and delivering a show involved artists with intellectual disabilities at work to children with/without disabilities.
- **Creative Micro Space Project: Direct Provision Centre.** A small micro space in The Eglinton Community Garden was created to build on and develop the engagement that residents from The Eglinton Direct Provision Hostel have with support organisations in a number of areas that have focused on creativity and wellbeing.
- **Creative Space Public Engagement: Nun's Island Creative Space** Working with the NUIG Urban Lab to facilitate public and stakeholder engagement from the Local and Creative Community into the development of the new Creative Hub on Nun's Island and Galway City.
- **Cúirt Outreach Project: Cúirt** worked with Friends of Merlin Woods (FOMW) and That's Life (TL) on projects which built our relationships with communities they work with and increased the provision of literature activity for under-represented groups in the city.
- **Galway City Council Environmental Coffee Cup Campaign:** As part of GCC's reusable coffee cup campaign, a Giant Coffee cup, 4 meters high, was manufactured by Savage Creatives in Galway. The Giant coffee cup promotion is an awareness campaign to encourage consumers to use reusable coffee cups and business owners towards a deposit scheme.

- **Galway City Museum Creative Micro Space:** This involved the development of a new Creative Micro Space in the Museum. This enables the museum to increase community engagement with the facility. The inspiring space looks onto the museum courtyard with the Spanish Arch and medieval city walls.
- **Galway City Museums Virtual Easter Camp:** This workshop introduced children to the subject of Archaeology, using the Monument Exhibition at Galway City Museum as its guide. Workshops were held with children to introduce them to the history and the way of life on the offshore islands and the basics of pop up and paper engineering.
- **Folklore Myths & Legends:** A two-part storytelling and drawing workshop based on mythical creatures. In part one, Galway-born storyteller Niall de Búrca introduced a range of mythical creatures from throughout history and across cultures, before focusing on Irish mythical creatures and telling a story with a Galway slant. In part two, Galway-based artist Róisín Curé led a workshop teaching basic drawing skills so that the participants could draw mythical creatures
- **Galway Libraries** worked with RTÉ's History Show to deliver content on Two Decade of Centenaries talks - **Friends or Foes** on the relationship between Michael Collins and Eamon de Valera by historian Dr. David McCullagh and **'What did you do in the War of Independence, Grandad?'** by Myles Duncan.
- **Galway Science Week:** Talks with Jessamyn Fairfield, physicist and astronomer about the link between the moon and the tides along with Easkey Britton, scientist and surfer about our deep connection to the ocean. The event also heard Caitriona Lynch, swim coach, talk about sea swimming. 2021 Science Week also included an Art competition for primary and secondary school students. In 2021, the theme was Creating Our Future in conjunction with SFI's Science Week theme.
- **Live from Galway** was a celebration of communal music making in a multicultural and diverse setting. A collective music making (professional and community) with people of all backgrounds and welcoming them into our music community. The event in 2021 was the Claddagh School of Music's biggest concert ever featuring the singers of Galway City Children's Choir, Galway City Chamber Choir, Dublin Brass Ensemble and Organist David Grealy.
- **Music Commission:** Galway Music Residency, in association with Contemporary Music Centre, were delighted to present an exclusive performance marking the 1921 Centenary on Saturday 27<sup>th</sup> November at 8pm in the O'Donoghue Theatre, NUIG. The event, which was part of NUIG's Arts in Action series, featured the World Premiere of Rough Beast, a new work by Irish composer Rhona Clarke for string quartet and soprano, performed by Galway's ConTempo Quartet and Aisling Kenny.
- **Spring into Storytime: Libraries Ireland's Spring Into Storytime Festival.** Galway Public Libraries created a visual story in the windows of Ballybane, Westside & St. Augustine St. libraries in Galway City, providing a platform for local visual artists to create an exhibition in a loose, story format that reflects our natural heritage and storytelling heritage in connection with springtime.

- **The Mighty Ocean:** composed by Máirtín O'Connor, involved a musical dialogue between mankind and the environment, touching on the entrancing power of the sea, while questioning the destructive influence of mankind on our endangered oceans was pre-recorded and aired on TG4 on 25<sup>th</sup> April 2021.
- **The Streets are Ours:** A dance/circus participatory project for children aged 8-10. Facilitated by renowned Dutch dance artist and choreographer Erik Kaeil of Arch 8, the children worked with Erik and with Galway-based dance artist Fionnuala Doyle Wade and circus artist Isabella Mello to devise, develop and choreograph an outdoor public performance as part of Baboró International Arts Festival for Children in October 2021.
- **Vox Galvia:** This project involved interviewing older Galwegians or those inner city characters who made Galway what it is. Vox Galvia sat for an hour with a number of individuals and explored their memories. These interviews have been captured on video to be shared with present and future generations.
- **Galway City Museum: War of Independence in Galway 1920-21** involved a publication, which will be made available on the Museum's website in PDF format and also in limited-edition print format, which will be presented to local libraries, community groups and those who helped with the articles.
- **Westside Resource Centre: Community Cinema Space.** This project involved the creation of a Community Pop-up Cinema that can screen films/music/creative events to communities/minority/marginalised groups in Westside that may not otherwise get to experience arts and cultural events.

### Cruinniú na nÓg 2021

Saturday 12<sup>th</sup> June was the annual National Day of Creative Activity for Young People, led by Creative Ireland and was programmed locally by Galway City Council. The theme chosen was Climate Change and many of the local events and activities looked to engage children and young people to creatively engage with the topic. Galway City Council, with the support of Youth Work Ireland Galway, delivered an exciting free programme. The day kicked off with a magical storytelling session from 'Pat the Hat', and Galway Community Circus released 15 minute classes throughout the day. Merlin Woods was the venue for a series of workshops for teens that included a guided walk to learn about the biodiversity in the woods, outdoor mediation, ending with botanical art. Paintclub returned for a second year to present a painting class for all the family featuring the River Corrib titled 'Bee the Change'. The young musicians of the Irish Youth Music Awards Galway Hub presented their original tunes in Éalú: Escape, a live digital concert and Lapree Lala of Southside Moves delivered an Afro-dance class to round off the day.

RTÉ visited Galway on the day, carrying out interviews with some of the young musicians from Tirellan National School and the workshop in Merlin Woods. A full RTÉ report was broadcast on the Six One News on Saturday 12<sup>th</sup>.

While many of the free events took place on Saturday 12<sup>th</sup> of June, four other projects took place during the lead up to the National Day of Creative Activity for Young People,

highlighting the results on the day itself and in an exhibition in the Eyre Square Shopping Centre. Galway City Museum worked with City schools to 'Imagine a Better World'. Students were invited to propose solutions to climate change through drawing, painting or model making. Galway Public Library engaged 5 poets to work with local primary pupils to facilitate a 'Wall of Words' on the topic of climate change. SAUTI Youth Project worked with older students and local artistic director Ríonach Ní Néill to look at how to use your creative voice on the topic of climate action. Youth Work Ireland Westside engaged young people in 'Sew Stylish' looking at fashion, ethical and sustainable style options and sewing a tote bag from recycled materials.

## Community Development

*The objective of the Community Development section is to enable all our communities to achieve their potential and to promote and facilitate equality of access and equality of opportunity across all communities.*

### COVID-19 Community Response Forum

The Galway City Covid-19 Community Response Forum continued to meet for most of 2021 to review and lead the co-ordination of Covid-19 community supports and resilience, and to ensure there was a co-ordinated community response, enabling all the voluntary and statutory agencies to collaborate in support of our communities and particularly our most vulnerable members in those communities. A number of issues and items of concern were addressed for further action; in particular with members of the Covid-19 NGO group. In late October 2021, communication was received from the Department of Housing, Local Government and Heritage (DHLGH) advising local authorities that there was no longer a need to continue the operation of the Forum, noting this issued on the basis and understanding that the Forum can be quickly re-initiated at local authority level should it be required, based on public health advice. The Forum held its last meeting online during October 2021, to review its operation, processes and structures. The independent review that Galway City Council commissioned focused on the experiences of members involved in the Forum, framed around a number of key questions which included their comment on the overall structure and its purpose, their participation and engagement, information sharing, adaptability and flexibility, listening to the voice of the marginalised and vulnerable amongst others. Lessons learned and future actions were also gathered as part of this review, noting that members felt at this point the Forum has run its natural course and is not set to meet again at this stage.

### Galway City COVID-19 Community Call Helpline

The Galway City Covid-19 Community Call Helpline, led and coordinated by Galway City Council, continued throughout 2021, providing a dedicated community response helpline to ensure that all vulnerable members of our community were appropriately supported as we moved through the response to Covid-19. A key purpose of the Helpline is to ensure that older people and those who are vulnerable in our community have access to very practical supports such as groceries, meals on wheels, transportation, medication collection, social support, information amongst others. The Helpline is operational from 9am – 5pm, Monday to Friday by Freephone 1800 400 150 and email to [covidsupport@galwaycity.ie](mailto:covidsupport@galwaycity.ie). Outside of normal working hours, including weekend calls/requests will automatically route to the out-of-hours call service and are dealt with accordingly.

### Community Resilience Fund to Local Authorities (“Keep Well” campaign initiatives)

The Department of Health, through the support of Sláintecare, approved an allocation of funding for specific actions for each local authority under the Community Resilience

Fund. The allocation under this fund for Galway City was €57,948.50, which supported the delivery of initiatives during 2021, under a number of the themes in line with the national Keep Well campaign.

HSE Community Services in Galway joined with Galway City Council to support older people to mind their physical and mental health and wellbeing in early 2021 by producing a 20-page booklet and series of accompanying videos, as part of a range of initiatives under the Keep Well campaign. The booklet provides a range of practical advice, focusing on the key themes of keeping active, staying connected, switching off, eating well and minding your mood. Visit [www.galwaycity.ie/wellbeing/](http://www.galwaycity.ie/wellbeing/) to download the booklet.

### **Volunteers and frontline heroes celebrated at virtual Galway City Mayor's Awards ceremony**

During May 2021, the Mayor of the City of Galway, Cllr. Mike Cubbard, presented and announced the winners of the Galway City Mayors' Awards in a virtual ceremony, livestreamed on Galway City Council's YouTube channel due to COVID-19 restrictions. The annual awards once again formally recognised the outstanding contributions that local volunteers, community groups and voluntary organisations made in supporting the residents of Galway City during the year. To mark the awards, Mayor Cubbard launched the Galway City Community Spirit video – a short video that was commissioned to showcase and highlight the breadth of community spirit and solidarity that was shown over the past year and continues very strongly, making a significant impact on the quality of life for all communities across Galway City.

Almost 100 individuals and groups, who were nominated across the categories, received a certificate from the Mayor in recognition of their voluntary activity in community life in the City. Overall, there were 9 category award winners across a range of categories who were presented with a beautifully handcrafted wooden plaque, made by local Galway wood turners Ambrose & Brid O'Halloran. The recipients in each of the categories were:

- **Arts, Culture, Heritage & Cúrsaí Gaeilge Award: Dr. Chaosheng Zhang** for his beautiful photography over the past 12 months, in capturing Galway at its best and for his kind and generous approach to sharing his creative talent for free with the people of Galway.
- **Residents & Local Areas Award: Martina Murray** for her great example, her endless amount of pride in her community, in particular in keeping Renmore clean and litter-free for over 20 years.
- **Community Service & Social Inclusion (Individual) Award: Mary Joyce – Glynn** for her enormous effort and love of wildlife over several decades with Galway and Claddagh Swan Rescue, going above and beyond in her voluntary contributions caring for our wildlife and local community.
- **Community Service & Social Inclusion (Group) Award: Galway Volunteer Centre – Community Call Shopping Volunteers** for their dedication and

willingness, making a critical difference to the City by ensuring the most vulnerable among us were provided with practical assistance, organising weekly shopping and medication to be delivered safely with great care, friendliness, warmth throughout the Covid-19 pandemic.

- **Older Person Volunteer of the Year Award: Con O'Donovan and Martin Crowley** as a volunteer duo for their lifetime of consistent volunteering with numerous community groups and initiatives within the Mervue area, continuing as stalwart volunteers and supporting so many within their local community during Covid-19.
- **Sports Volunteer of the Year Award: Row to Recovery** for their collective achievement, positive, can-do attitude that takes them out of our comfort zones and helps push the boundaries in a safe, supportive, and empowering environment.
- **Children and Youth Support Award: Galway Childline Listening Volunteer Team** for their outstanding commitment to the Childline service, particularly during Covid-19, giving their time to listen to our young people through the toughest of times, offering a confidential, non-directive and non-judgemental approach free, 24 hours a day, every day.
- **Young Volunteer of the Year Award: Scott Moran and Hannah Moran** as a volunteer duo responding to the 'Community Call' in a proactive way to support and care for their elderly neighbours, reducing a sense of isolation within the local community and keeping themselves busy, with a clear sense of purpose throughout the pandemic.
- **Environmental Sustainability Award: St. Patrick's Primary School** for their extraordinary contribution and commitment towards protecting and enhancing our environment through their 'Connecting Nature with Wellbeing' theme, building on the environmental work that has taken place in the school since 2019, emphasising and showcasing how important the garden is to our health and wellbeing.

### **Community Volunteers Programme**

The guiding principle of the new Community Volunteers Programme is that communities in Ireland are better placed to respond quickly and effectively in times of local and national need, through the creation of a diverse, trained, and flexible Community Volunteers programme. Community Volunteers will provide urgent support in their localities and may stay connected and engaged with their communities by also providing support for community events. As local authorities are at the heart of our communities, we will be a key partner in the programme, which will be managed by the Galway Volunteer Centre. Galway Volunteer Centre will provide a full Volunteer Management service, where they will recruit, interview, train and manage the Galway Community Volunteers directly at each event. The Community Volunteers programme offers a new opportunity for people to connect with and support their neighbours and their wider community in times of challenge and in times of celebration. It provides meaningful short-term and episodic volunteer roles, allowing people to volunteer in a



way that suits their lifestyle. The Department of Rural and Community Development has committed to providing funding towards this new programme, with a base level funding contribution from Galway City Council.



The Community Volunteers Programme

was launched nationally on the 14<sup>th</sup> September 2021 with a local launch held in November by the Mayor of the City of Galway, Councillor Colette Connolly. Galway Volunteer Centre has begun recruiting a large team of people to support City Council and community organisations at relevant community events. Galway Volunteer Centre is one of 10 Volunteer Centres developing the pilot programme that has the ultimate aim of having a national team of volunteers ready to help out in any future or local emergencies, where appropriate. This programme is being led at a national level by Volunteer Ireland.

### **Galway City Local Community Development Committee (LCDC)**

The Galway City LCDC was established for the purposes of developing, coordinating and implementing a coherent and integrated approach to local and community development. The Galway City LCDC has 15 members, drawn from public and private sectors. The membership brings together the skills of people actively working in local development and community development with local authority members, officials and state agencies to implement a joined up, cross-sectional approach to local and community development in Galway City. During 2021, there were some changes in the membership of the LCDC, following the resignation of some members, in addition to the appointment of new members. During 2021, Galway City LCDC held 6 meetings online in line with Covid-19 restrictions. A copy of the Galway City LCDC Annual Report 2021 can be viewed at the following link: [Galway City - Local Community Development Committee \(LCDC\)](#).

### **Social Inclusion and Community Activation Programme (SICAP) 2018-2022**

During July 2021, the Department of Rural and Community Development (DRCD) extended SICAP for an additional year,



meaning the current programme will now run up to 31<sup>st</sup> December 2023. The extra year gave an opportunity to step back and see how SICAP operated to date at a local level, what worked and what perhaps hadn't worked so well. This mid-programme review during 2021 at local level, with input from both the LCDC and Galway City Partnership, agreed the SICAP priorities for the remaining two years of the programme. Part of this process was facilitated by Pobal at the annual engagement meeting, which took place online during October 2021, which specifically focused on what the programme had achieved so far and what the priorities of the programme should be going forward for Galway City. A statement of priorities was agreed by Galway City LCDC for 2022 and 2023 with a focus on Mental Health (including youth), Long-Term Unemployed and Travellers/Roma. In addition, the emerging needs group for 2022 was agreed as Older People. In addition to the target groups to be supported under SICAP as set out in the programme requirements, Galway City LCDC agreed on the inclusion of Older People under the emerging needs target group for 2021. SICAP is funded by the Department of Rural and Community Development with co-funding from the European Social Fund (ESF) as part of the ESF Programme for Employability, Inclusion and Learning 2014-2020.



### SICAP 2021

In early 2021, the LCDC SICAP subgroup completed the annual performance review of SICAP 2020 which was approved at the LCDC meeting in February 2021. The annual performance review was completed in line with a standardised process as set out by Pobal and noted the satisfactory performance of Galway City Partnership on the delivery of SICAP during 2020, in line with the budget of €668,942. The review highlighted the overachievement of key performance indicators (KPIs), a good level of targeting with all target groups and areas of good practice. The review also identified challenges, barriers and needs which still need to be addressed. Among the challenges identified was the impact of Covid-19 on the delivery of SICAP and it was noted how Galway City Partnership had adapted to these challenges to meet and exceed targets as set out.

During 2021, significant support was given to local community groups across the City to enable them to respond to the additional needs they had as a result of Covid-19. SICAP staff supported groups to access and apply for funds to support these needs. The needs of local community groups across the City varied widely. For many, their ability to meet and progress as 'normal' was dependent on their ability to use digital technology and embrace online meetings, for others, where their activity was outdoor related, they were able to continue to meet, albeit with certain restrictions. Galway City Partnership introduced a restart grant scheme under SICAP to assist a number of smaller community and voluntary groups to restart and get back up and running, as

many were not in a position to continue with their vital work supporting their communities during Covid-19. Galway City Council provided match funding towards this initiative, which resulted in 24 community and voluntary groups receiving small scale funding to assist with restart costs, with total funding approved in the amount of €8,000. The Goal 2 SICAP team worked in collaboration at a local level with Galway City Council, COPE Galway and the Peter McVerry Trust to create educational opportunities for homeless families. A pilot 'Pathways Project' emerged from this collaboration. A needs analysis survey was carried out by homeless services and a referral system between the homeless services involved and Galway City Partnership was established. Intensive support was provided through outreach, one-to-one and over Zoom to facilitate the referral process, individuals engaged in the longer term with SICAP through English classes, labour market training and community education.

The focus of the SICAP Case Study for 2021 was on Engagement Strategies with SICAP Target Groups/Communities, with a focus on Older People as the agreed emerging needs group. The case study clearly showed a response to an identified lack of access to and ability to use technology during the Covid-19 restrictions and the collaborative nature of the response. The project, entitled 'Here AM I' consisted of a number of online classes between January and June 2021, using the Acorn smart tablets purchased to support digital needs of older people, in addition to helping to alleviate the social isolation experienced during Covid-19 restrictions. One to one support was provided remotely to participants and in November 2021, in person workshops took place over a six-week period. A total of 12 older people participated in these workshops, where they continued to upskill themselves with these tablets as well as participate in creative and wellbeing workshops. The case study clearly outlined the critical success factors of the process, the outcomes for participants and the target groups benefiting from the action. A video has been commissioned which can be viewed on <https://youtu.be/qfpFddP2ssM>.

### **Internal Audit of SICAP 2019 and 2020**

During 2021, in line with the Internal Audit Plan approved by Galway City Council's Audit Committee, the Internal Audit Unit conducted a SICAP audit for years 2019 and 2020, in line with a scope of work and approach that was agreed in September 2021. The SICAP 2019 and 2020 Internal Audit Report issued as required in line with procedure. This report presents the results of the review with responses received from Galway City Partnership listing agreed actions and timeframes addressing the recommendations made. As part of the follow up during 2022, details of progress with the implementation of the agreed actions and timeframes will be reviewed.

### **COVID-19 Emergency Fund (2<sup>nd</sup> Round)**

During May 2021, Galway City LCDC approved grants totalling €58,029 to 36 local community and voluntary groups in Galway City under the Covid-19 Emergency Fund (2<sup>nd</sup> Round), providing additional funding to help them in their response to Covid-19. The funding approved enabled the adaptation of a range of local services and

operations to fit the new Covid-19 reality in addition to enabling local community and voluntary groups become more involved in the 'Keep Well' campaign, which focused on the themes of staying connected, switching off, being creative and minding your mood. The Covid-19 Emergency Fund is funded by the Department of Rural and Community Development (DRCD) and administered by Galway City LCDC.

### **Community Enhancement Programme (CEP) 2021**

On foot of the success of the 2020 programme, which saw 45 community groups in Galway City share in approximately €165,000 of grant funding, the Department of Rural and Community Development (DRCD) again made provision for this very welcome programme to run again in 2021. The allocation available to Galway City was €132,455, which resulted in 39 projects approved for funding, ranging in support to a number of small-scale and larger projects, all aimed at addressing disadvantage and providing much needed funding to communities across Galway City. All of the projects funded relate to one or more of the key priority areas as identified in the Galway City Local Economic & Community Plan 2015–2021. The Community Enhancement Programme (CEP) is funded by the Department of Rural and Community Development.

### **Community Activities Fund**

A new scheme called The Community Activities Fund was launched during November 2021 by the Minister for Rural and Community Development. This fund is being provided to support community and voluntary groups impacted by Covid-19. This once-off fund is allocated under the Department's Community Enhancement Programme and in order to ensure there is sufficient flexibility to allow funding to be targeted to where it is needed in each area it will be administered locally by the LCDC. The allocation approved for Galway City is €264,910, which is very much welcomed. Galway City LCDC will administer this funding in early 2022. The Community Activities Fund is funded by the Department of Rural and Community Development.

### **Dormant Accounts Fund Social Enterprise Capital Grants Scheme 2021**

During December 2021, the Department of Rural and Community Development (DRCD) formally approved grants totalling €19,806, to a range of Social Enterprises in Galway City under the Social Enterprise Capital Grants Scheme for 2021. The funding approved by the Department ranges in support to a number of small-scale capital projects for repairs and renovations, new equipment and safety upgrades. In total 8 social enterprises were approved funding for a variety of projects that will enhance their service delivery. The Social Enterprise Capital Grants Scheme 2021 is funded by the Department of Rural and Community Development, administered by Galway City LCDC and supports one of the key commitments in the National Social Enterprise Policy for Ireland 2019-2022 – Growing and Strengthening Social Enterprise.

### **Dormant Accounts Fund AMACH! LGBT Galway**

During 2021, the Minister of State at the Department of Rural and Community Development (DRCD) published the Dormant Accounts Action Plan providing funding to address disadvantage right across the country. This includes the provision of funding to support LGBTI community organisations with AMACH LGBT+ Galway benefiting from this funding, totalling €21,650, which is welcomed. This funding has positively impacted on AMACH LGBT+ Galway in several aspects. It included part-funding of the charity's essential overheads, as well as allowing AMACH to undertake some exciting projects. One such project AMACH focused on during 2021 was the Intergenerational 'Buddy Programme' which matched up older members of the LGBTI+ community with younger people. This initiative was highly successful, with shared learning and understanding between generations. The funding also allowed the development of the exciting brand new AMACH podcast, *Queer'Say*. This podcast will focus on highlighting specific topics relevant to the LGBTIQ+ community with plans to release ten episodes for the first 'season' in early 2022, featuring both members of the LGBTIQ+ community and experts. For further information on any of the supports or services, please contact Grace O'Shea by email at: [coordinatoramachgalway@gmail.com](mailto:coordinatoramachgalway@gmail.com)

### **Disability Participation and Awareness Fund 2021**

The Disability Participation and Awareness Fund is a new funding scheme of the Department of Children, Equality, Disability, Integration, and the purpose of the fund is to provide funding for local authorities to support the participation of people with disabilities in local activities, to help remove barriers to community involvement and to support the promotion and implementation of the United Nations Convention on the Rights of People with Disabilities (UNCRPD) in communities. Following an application for funding in November 2021, Galway City Council were approved €100,000 under this fund to carry out a number of projects in collaboration with a number of partners. These projects and initiatives aim to promote the rights of people with disabilities by removing barriers to the participation of people with disabilities in their local communities, raising awareness of the UNCRPD, and increasing accessibility.

### **Galway City Local Economic & Community Plan (LECP) 2020-2021**

The monitoring of actions set out in the LECP has been carried out on an ongoing basis throughout 2021, with methods of monitoring including working group meetings, convened by lead partners with a good level of engagement and support, allowing discussions to take place on the milestones as set out in the implementation plan. In addition ongoing liaison with key partners for both flagship and seed actions, with quarterly reports prepared and presented. Presentations from lead partners at all LCDC meetings took place during 2021, focusing on the collaborative work in implementing actions, in addition to discussion on challenges that needed to be addressed. The LECP Implementation Plan 2020 – 2021 progress reports can be viewed on <https://www.galwaycity.ie/lecp>.

### The next LECP – Development process and Guidelines

In November 2021, the new guidelines on the development of Local Economic and Community Plans were launched by the Minister for Rural and Community Development and Minister for Housing, Local Government and Heritage. The new revised guidelines build on the lessons learned from the current LECP cycle, as well as reflecting the needs of communities as we emerge from the pandemic. The new approach to the process, with a Framework LECP coupled with Implementation Plans covering a shorter period, will ensure LECPs are more agile and allow for emerging needs. The guidelines provide an outline of the process to be carried out in order to develop a fully integrated LECP at a local level. During December 2021, in line with the guidelines and the establishment of a LECP Advisory Steering Group, Galway City LCDC nominated Elaine Harvey and Breda Fox on this, joining Cllr. Níall McNelis and Dominic Whelan as the Economic Development, Community and Cultural Development SPC nominees.

### Galway City Community Network/Public Participation Network

With over 159 members drawn from the community, voluntary and environmental sectors in Galway City, Galway City Community Network is the Public Participation Network in Galway City. The GCCN vision for Galway City is 'Galway, a creative and inclusive city that respects and values its people and communities, their wellbeing and quality of life that will develop a vibrant, sustainable, economy and environment and participative and transparent governance'. For GCCN, the first part of the year was strongly focused on the response to Covid-19, followed by a gradual return to the core GCCN activities. GCCN worked closely and collaboratively with Galway City Council in a number of areas, including supporting the Covid-19 Community Response Forum. GCCN continued to work on the implementation of the Local Economic & Community Plan in collaboration with a range of partners.



GCCN and Galway City Partnership received funding from Galway City Council to support five of the LECP actions and appointed a Coordinator to coordinate these actions. GCCN hosted *Implementing the Public Sector Equality and Human Rights Duty* in Galway City in December 2021. This event outlined how civil society groups and those with lived experience of discrimination, inequality and a denial of human rights are best placed to use their expertise as rights holders to support the implementation of the Public Sector Duty. GCCN was also selected as one of the pilot areas for the Climate Conversation initiative as part of the National Dialogue on Climate Action. A workshop was held with stakeholders and a report was developed with the key recommendations. Reports from this initiative were used by the Department of Environment, Climate and Communications (DECC) to inform their drafting of the Climate Action Plan 2021 and Climate Action Fund.

## Healthy Galway City

Healthy Galway City is an initiative of Galway City LCDC which seeks to create a City where everyone can enjoy physical and mental health and wellbeing to their full potential. Throughout 2021, Healthy Galway City continued to work in partnership with key stakeholders and communities to further implement the actions funded under Round 3 of the Healthy Ireland Fund.

Early in 2021, Pobal, on behalf of the Department of Health, confirmed that the end date for completing delivery of activities under the Healthy Ireland Fund (HIF) Round 3 and Community Mental Health Fund (CMHF) had been extended from 30<sup>th</sup> June 2021 to 31<sup>st</sup> December 2021 to provide additional time for the delivery of approved actions and activities. This end date has been further extended to 31<sup>st</sup> March 2022.

- **Action 1: Healthy Eating in the Community.** The continued Covid-19 restrictions prevented the delivery of in-person Healthy Food Made Easy (HFME) Community Programmes in 2021, however the development and pilot of an online programme in 2020 proved to be very worthwhile. The online HFME programme includes a six-week nutrition education programme to support participants to prepare healthy and nutritious meals for themselves and their families, from the safety of their own home. In addition, Healthy Galway City delivered 'Family Cooking Projects' as part of the safefood Community Food Initiative, in partnership with Galway City Partnership, GRETB and youth organisations throughout the City. A total of 7 online programmes were organised and promoted jointly with Foróige, GRETB and Tusla Family Services.
- **Action 2: Addressing Barriers to Physical Activity.** Following on from the success of the initial project in 2020, a further 2,500 leaflets were distributed to older people cocooning at home or reducing social contact living in Galway City. This was a joint initiative of Healthy Galway City and Healthy Galway County, in partnership with Galway Sports Partnership. Healthy Galway partnered with Galway Sports Partnership, local sports clubs, community organisations, youth projects and resource centres to deliver a wide variety of physical activity programmes in 2021. These included targeted initiatives for women and girls, people with disabilities, people living in direct provision, members of the travelling community and older people. In total, 14 physical activity programmes were completed in 2021. To promote community walking trails, a map of the Eastside Urban Walking Routes (Ballybane/Merlin/Doughiska) was designed, highlighting local landmarks and four trails in the area. The maps will be displayed in two prominent



locations in the area in early 2022. Brochures displaying the walking trails were also made available.

- **Action 3 - Towards a Tobacco Free Galway City.** The Not Around Us (NAU) initiative, delivered in partnership with CYPSC Galway, had a strong start in 2021; Comhairle na nÓg released a fantastic video to promote awareness of the campaign, which was officially launched in April 2021. The NAU initiative helps to denormalise smoking for the next generation as part of a step towards a Tobacco Free Galway. It also aims to create an environment where it is easier for those who smoke to quit and stay quit. To date, 29 organisations have expressed interested in being involved in the NAU initiative. To further promote awareness of the initiative, a NAU bus shelter advertising campaign ran in Galway City & County during October 2021.
- **Action 4 – Community Sexual Health Education Programme.** In 2021, Sexual Health West focused on supporting several key groups facing significant issues regarding their sexual health, with adaptations as a result of Covid-19 restrictions. Sexual Health West consulted with relevant organisations to explore how educational sessions could be delivered using different formats.
- **Action 5 – Towards a Healthy LGBT+ Community.** The Teach Solais Coordinator continued to involve the local LGBT+ Community in the identification and delivery of a wide range of physical activity programmes in 2021, delivered online due to Covid-19 restrictions.

Wellbeing Webinars: The ‘Wellbeing Webinars with Dr. Eddie Murphy’ programme was delivered in conjunction with Healthy Galway County and Galway Sports Partnership in April and May 2021. The sessions covered topics such as ‘Wellbeing in Strange Times’, ‘Parents supporting Teens’, and ‘Mental Fitness with Paul Devaney’. All sessions involved an Irish Sign Language Interpreter to accommodate a wider audience.

The Healthy Galway City website, [healthygalwaycity.ie](https://healthygalwaycity.ie) continues to act as an information hub, signposting people to reliable sources of health and wellbeing information and useful resources.

### **Minister Feighan visits Galway to experience a number of Healthy Galway City initiatives**

The Minister of State with responsibility for Public Health, Well Being and the National Drugs Strategy, Frank Feighan TD, visited Galway City on Friday 10<sup>th</sup> September 2021 to see first-hand the benefits of Healthy Ireland funding for local community and voluntary groups across Galway City. The Minister visited the Ballinfoile Castlegar Community Centre, where he





witnessed a collective showcase of several Healthy Ireland funded projects, covering themes such as keeping active, healthy eating, anti-smoking and age-friendly initiatives, all of which have helped to keep local communities well throughout the pandemic. Some of the projects that the Minister got to hear about during his visit included the 'Natural Roots' and the 'Nature for Health' programmes. These programmes link with local groups such as Friends of Merlin Woods, Friends of Barna Woods and Terryland Forest Park Alliance as well as Galway Traveller Movement.

### **Healthy Age Friendly Homes Programme**

The Healthy Age Friendly Homes Programme is an initiative aimed at enabling older people to continue living in their homes or in a home more suited to their needs, to live with a sense of independence and autonomy, to be a part of their community, and to avoid early or premature admission to long-term residential care. Over the course of the two-year programme, it is anticipated that 4,500 older people will benefit from the support of this programme. During 2021, the Department of Health, Sláintecare and Age Friendly Ireland rolled out the Healthy Age Friendly Homes Programme across 9 sites which include Galway City (and County). A key aspect of this programme is to reduce the admission rate of people entering long-term residential care due, in the main, to their living environment not supporting their health and wellbeing needs. Accommodation that presents challenges to older people remaining mobile, keeping warm and staying safe can be significant factors in decision making on long-term care.

The goal of the Healthy Age Friendly Homes Programme Phase 1 is to support people to live in their own home with dignity and independence, for as long as possible, thus avoiding the premature transition into long-term residential care. The Programme's ambition is to enable people to live longer healthier lives in their own home, being and feeling part of their community, by ensuring they are in a suitable living environment, for accessibility, size, safety, and environment, including warmth.

During 2021, a Local Healthy Age Friendly Homes Coordinator was appointed. A key part of their role is to carry out a needs assessment to establish what supports are required to enable an older person to live in their own home for longer, with a person-centred support plan being developed post assessment. From July 2021 to the end of December 2022, there have been over 110 referrals to the programme from a range of sources, including social workers, physiotherapists, occupational therapists, community and voluntary organisations, local authority staff, public representatives, family and friends, and self-referrals. The coordinator can provide information on adapting the existing home and the relevant grants available to support the older person to make those changes, with a focus on universal design and energy efficiency. The coordinator can also provide the older person with information and access to a range of housing, health and social care supports to help you decide on what you need to enable you to live the life you want to the best of your ability within your community. Over 100 visits and follow up visits have been made to participants across Galway City (and County) and these visits have resulted in the provision of support and

information across a range of areas, particularly housing, energy efficiency, community and voluntary supports, medical/health supports, and technology.

### **Age Friendly Housing and Public Realm Training**

Age Friendly Housing and Public Realm training was delivered to relevant staff in Galway City Council during November 2021. This course, attended by 29 participants, aims to further equip participants with essential knowledge and skills to maximise the age friendliness of their environment, and to ensure effective planning for older people is adequately considered and addressed in housing policy formulation and implementation. This training is currently very relevant given the vision of an Age Friendly Ireland in the Programme for Government 2020 and more significantly the signalled investment in Housing for All.

### **Galway City celebrates Africa Day 2021 virtually**

For the second year in a row, due to ongoing public health restrictions, Galway City Council, in partnership with the Africa Day Team at the Department of Foreign Affairs, celebrated Africa Day 2021 virtually, on both local and national social media channels, including Facebook, Twitter and YouTube. Over the past year in particular, we have all seen a tremendous flourishing in creativity online, as people continue to connect with others and express themselves despite Covid-19. Africa Day is a wonderful opportunity to showcase such creative contributions from the local community groups with which we have engaged over the years as part of the Africa Day celebrations. Given the community-based nature of the celebration, Galway City Council supported a number of local community groups to mark Africa Day by hosting virtual events, aimed at promoting a positive image of Africa; celebrating the vibrant cultural heritage of Africa and the contribution made to society by African communities and people of African descent.

### **Galway City Joint Policing Committee**

Galway City Joint Policing Committee (JPC) aims to develop greater consultation, co-operation and synergy on policing and crime issues between An Garda Síochána, Galway City Council, Community Representatives and Elected Local Representatives. During 2021, the JPC continued to take a strategic approach to its work in addressing local issues collectively and strategically, in what continued to be a challenging year due to ongoing Covid-19 restrictions and the uncertainties they caused. Throughout 2021, the consistent message from An Garda Síochána about the need for a balanced and graduated approach to policing the Covid-19 public health crisis through the use of the 4 Es – engage, explain, encourage and enforce in the context of the dangers posed by the Covid-19 pandemic was very much welcomed.

The Galway City JPC convened online on four occasions during 2021, with additional meetings of the JPC subcommittees taking place online. A number and range of collaborative initiatives were delivered on during 2021, focusing on the safety of all road users in Galway City; enhancing community safety responses with a view to crime

prevention; antisocial behaviour and supporting community engagement models of best practice.

In early 2022, Galway City JPC adopted its Annual Report for 2021 which outlines the work done during 2020 to achieve its objectives, in addition to highlighting areas of collaboration and meetings held during the year. A copy of the report can be viewed at the following link [Galway City - Joint Policing Committee Meetings](#).

### Membership of Galway City LCDC 2021

Statutory Interests (7)		
Sector	Name	Organisation
Local Authority Elected Members	Cllr. Martina O'Connor Cllr. Owen Hanley	Galway City Council
Local Authority Officials	Brendan McGrath C.E Breda Fox	Galway City Council Local Enterprise Office
State Agencies	Regina Higgins Anne O'Neill Sinead Morgan	DEASP HSE GRETB
Non Statutory Interests (8)		
Sector	Name	Organisation
Community & Voluntary	Aoibheann McCann Niall Ó Brolcháin James Coyne Anne Marie Stokes Maria Molloy	GCCN
Trade Union	Elaine Harvey (Chair)	Galway Council of Trade Unions
Employers / Business	Frank Greene	Galway Chamber
Local Development	Declan Brassil	Galway City Partnership



## Climate Change & Environment

*The objective of the Climate Change and Environment section is to protect, enhance and conserve the natural environment of our City, to provide leadership in climate action and to develop and promote high quality recreational, leisure and amenity facilities to improve quality of life.*

### Provision of Waste Management Services and Supports

#### Landfill Operation and Aftercare

Restoration works and monitoring of the Carrowbrowne landfill site continued in accordance with the conditions of the EPA licence with ongoing infrastructure upgrading and renewal as required.

#### Recovery and Recycling Facilities

The Civic Amenity Facility in Liosbaun Industrial Estate continued to operate free of charge to domestic householders.

#### Composting Facility

The use of the composting facility at Carrowbrowne ceased in 2014. The facility is currently being leased.

#### Bulky Goods Collection

Funding of €7,000 was provided through the Anti-Dumping Initiative 2021. 23,945 kg of household bulky waste was collected from Galway City householders.

#### Hazardous Waste Collection

Galway City Council facilitated a Household Hazardous Waste Disposal Event in 2021. 524 users attended the event and 44,908 kg of waste was collected. An online booking system was developed and rolled out.

### Monitoring and Managing Waste Enforcement

#### RMCEI - Recommended Minimum Criteria for Environmental Inspections

Galway City Council submitted its Inspection and Compliance Plan under RMCEI 2021 to the EPA in February 2021. The document sets out the plan for environmental inspections in Galway City for the year across the areas of waste, water, noise and air. In total, 2,725 routine environmental inspections and 1,263 non-routine environmental inspections were carried out in 2021.

#### Multi Agency Enforcement Work

Galway City Council liaise with the Connacht Ulster Waste Enforcement Regional Lead Authority (CUWERLA) in relation to waste enforcement. The CUWERLA have

responsibility for coordinating enforcement action within the Connacht Ulster Region and setting priorities and common objectives for waste enforcement in the Region. In 2021, one roadside checkpoint was carried out by Galway City Council, in conjunction with Galway County Council and An Garda Síochána. A number of joint inspections were carried out with the EPA in relation to WEEE and one inspection was carried out with the National Transfrontier Shipment Office.

### **Community Warden Service to the Environment Department**

The Community Wardens assist in investigating complaints made by the public. Six Section 14 Notices and two Section 55 Notices under the Waste Management Act 1996 as amended were issued in 2021, with one successful prosecution in court.

### **Waste Enforcement**

Galway City Council continued to monitor compliance with and enforce waste regulations under the waste management legislation, in line with the National Waste Enforcement Priorities which included Construction and Demolition Activity; End-of-Life Vehicles (ELV) Directive and the Waste Metal Industry; Waste Collection – Household & Commercial; Multi-Agency Sites of Interest and Tackling Significant Illegal Waste Activity. Activities included:

**Licensing and data validation:** In 2021, Galway City Council monitored and enforced the conditions of waste facility and waste collection permits to ensure compliance, and validated the annual returns of the 15 waste collectors and 3 waste facilities based in the City. A Certificate of Registration was granted in 2021 for the operation of a pay-to-use compactor for household. A new Waste Facility Permit was granted to the Authorised Treatment Facility for end-of-life vehicles based in Liosbaun Industrial Estate.

**Packaging:** 4 retailers in Galway City were self-compliant in 2021. Inspections to ensure that retailers met their recovery and recycling targets were carried out and Certificates of Renewal were issued. One of the retailers has since registered with REPAK and, for 2022, there are 3 self-compliant retailers.

**Car importers:** Galway City Council carried out 20 desk-top inspections on importers of used cars in relation to their compliance with European Union (End-of-Life Vehicle) Regulations 2014, as amended. At year end, all but one car importer was registered with the compliance scheme and Galway City Council commenced enforcement action against the one non-compliant business that had failed to register with ELVES.

**Construction & Demolition Waste:** 21 construction sites were inspected, with 8 requiring follow up. There is one authorised C&D waste facility in Galway City and this was monitored and inspected by Galway City Council in 2021. The Council also

inspected sites of origin and sites of destination for all notified Article 27 applications. 8 inspections were carried out and reports submitted to the EPA.

### **Segregation, Storage and Presentation of Waste Bye Laws 2019**

A register is maintained of households availing of a waste collection service. In 2021, over 600 households in 9 estates in the City were contacted, seeking information on how they dispose of their household waste. The response rate was 70% and 20% of respondents required follow-up. Door-to-door inspections and surveys were also carried out. Work will continue into 2022. The project was included as a case study at the EPA Waste Workshop – Sharing our Experiences in Waste Enforcement in October 2021.

## **Environmental Awareness Programme and Initiatives**

### **Green Schools Programme**

All schools in Galway City are registered for the Green Schools programme, resulting in a number of educational facilities achieving Green Flag status. 19 school visits for assessment were completed in 2021 and 4 Schools successfully renewed their Green Flag status. Due to Covid-19 restrictions and school closures, visits were suspended for considerable periods in 2021.



### **Greening the Laneways**

As part of an exciting and collaborative new project, Galway City Council partnered with local residents to ‘green’ city laneways and transform them into vibrant, playful and nature-friendly spaces for all of the community to enjoy. The premise of the project is for local residents and young people to plant flowers, shrubs and an ‘edible landscape’ and to take over the future planting maintenance. On the 18<sup>th</sup> September 2021, a Community Action Day took place on the Rocky Road laneway in Westside, which was funded under the Anti-Dumping Initiative fund 2021. A short film was also created of the initiative:



<https://www.youtube.com/watch?v=-TLipWPb5B0>.

### **Anti-Dumping Initiative (ADI)**

Galway City Council was allocated €108,200 for five projects in 2021. The projects that received funding included Waste Bye Laws Enforcement Campaign, Love Galway City Clean-up Campaign,

Greening the Laneways, Household Bulky Goods Collection Day and Open Source Investigation Training.

### Co-Operation Ireland (IPB) Pride of Place Competition

This annual all-island initiative, hosted by Co-operation Ireland and sponsored by IPB Insurance, is run in conjunction with local authorities, however, was postponed to 2022.

### Community Clean Up events

**161** community clean ups took place in 2021 in association with An Taisce National Spring Clean. **7** Galway City Clean Coast groups took the lead in community litter cleans ups on beaches and environs in July. **7** environmental workshops took place and engagement with over **160** volunteers. **30** bags of waste were collected. This initiative was funded through the Anti- Dumping initiative 2021. A video showcasing the week is at the following link: [www.galwaycity.ie/love-your-beach-week](http://www.galwaycity.ie/love-your-beach-week).



Right: CuriOcean and 'Pingu' the Orca

Galway City Council won silver in the Best Environmental/Ecological Project Initiative at the All Ireland Community and Council Awards 2021 with the inaugural Love Your Beach 2021.

### Local Authority Prevention Network (LAPN)

Galway City Council recognises the importance of waste prevention and reuse as waste management strategies and actively promote these over other waste treatment options. 2 successful applications in 2021 – the 'Use your Mug' Coffee cup campaign and the Galway's Westend Sustainable Business Initiative.

### Amenity Grants

84 grants were awarded in 2021 to the value of €20,100.

### Anti-Litter Awareness Fund 2021

The fund was utilised for a number of campaigns, including the Clean it up you dirty pup! Dog Fouling Campaign. The initial 5 trial areas included collaborating with volunteers from residents associations, Tidy Towns groups and business and community groups over a 6 week period. From figures collected, the Council ascertained that the overall number of dog fouling incidences in the 5





areas over a 6 week period had dropped by 60%. Information gathered from this engagement meant the Council could target specific areas with noted reductions in dog fouling black spots.

[On previous page: Volunteers at Glenard Park.](#)

### **Picker Pals**

75 primary school classrooms across Galway City and County joined the litter-picking Picker Pals Programme. The programme, run by environmental NGO VOICE (Voice of Irish Concern for the Environment) motivates and equips children with 'Picker Packs' containing everything children need to go litter-picking. A total of 11 Galway City Schools took part in 2021.



### **Tidy Towns National Competition & Galway City Tidy Towns and Garden Competition 2021**

A total of 88 applications were received for the Tidy Towns and Garden Competition 2021.

## **Litter Management Services**

### **Operation of Street Cleaning**

Street cleaning and litter management services continued to operate over a 7 days a week schedule.

### **Litter Management Plan 2018 – 2022**

Under Section 10 of the Litter Pollution Act, 1997, a local authority is obliged to make a Litter Management Plan. The plan sets out the objectives to prevent and control litter, enforcement, along with measures to encourage public awareness of litter in Galway City. Implementation of the Plan continued in 2021.

### **Litter**

Litter fines are issued under the Litter Management Act 1997. In 2021, a total of 100 fines were issued. Total income received €9,280.

### **Derelict Sites**

Galway City Council continued to actively engage with the owners of sites listed on the Derelict Sites Register, as well as other sites being monitored. At year end, a total of 9 properties remain on the Register. Significant demolition works were carried out on 3 high profile sites in 2021; the former Corrib Great Southern Hotel, the former

Connacht Laundry site and the former 'Oasis' site in Salthill. Galway City Council received payment of €406,000 in 2021 from Derelict Sites levies.

## **Water Quality and Safety, Air and Noise Pollution**

### **Water Quality**

Annual water quality ratings are generally calculated using monitoring results over a 4 year period and are assessed against stringent bacterial limits to protect bather health. Following a review of the 2018 - 2021 dataset records of water quality at Ballyloughane beach, the EPA classified the quality of bathing water at this location for 2021 as Good. This was an improvement on previous year's classifications with Ballyloughane Beach achieving a Sufficient Water Quality rating in 2020 and 2018, and a Poor Water Quality rating in 2019 which resulted in bathing being prohibited for the season. The improvement in results can be accredited to corrective works carried out to cross connections in the sewer network catchment.

### **Waterways and Canals**

Ongoing liaison with statutory stakeholders (National Parks & Wildlife Service, Inland Fisheries Ireland & the OPW) with regard to maintenance works on the waterways and canals continued in 2021. A tender process for specialist works to carry out preliminary repairs and water ingress prevention to the Distillery Channel siphon beneath the Eglinton Canal was completed. Minor works on the Claire River was not progressed in 2021 due to the Covid-19 pandemic. All works are subject to appropriate environmental assessment and screening.

### **Air Quality Monitoring**

The deployment of NO<sub>2</sub> diffusion tubes commenced in the first week of January 2021 and the monitoring of these are ongoing. The results of the diffuser tube study for 2018, 2019 and 2020 are available on the EPA website at <https://www.epa.ie/air/quality/diffusiontuberresults>. A new air monitoring unit was installed in Eyre Square, with a further unit proposed to be installed in Briarhill in 2022.

The Minister for the Environment, Climate and Communications, announced a public awareness campaign on the 'ABC' of Cleaner Air this Winter. Thereafter, Galway City Council promoted the campaign via newspaper adverts and social media platforms.

### **Noise Action Plan**

Noise pollution incidents were investigated on a case-by-case basis during 2021 and complainants advised as to the procedures to be followed under the Environmental Protection Agency Act. Galway City Council being the designated Action Planning Authority under Article 7 of the European Communities (Environmental Noise) Regulations 2018, SI No 549 of 2018 (the Regulations), made a Noise Action Plan 2019-2023 for sections of major roads in Galway City that experience a volume of

traffic greater than 3 million vehicle passages per year. The plan excludes noise from domestic activities, noise created by neighbours and noise at work places.

### Lough Corrib Navigation Trustees

The Lough Corrib Navigation Trustees are responsible for the maintenance of the Eglinton canal system, associated walkways, tow paths, lock gates and boundary walls, the maintenance of navigation aids and a limited number of piers on the Corrib system. The board met 4 times in 2021, where the agreed work programme was discussed, including the 2022 budget of €350,000.

## Climate Mitigation: Carbon Emissions and Energy Efficiency

### Monitoring and Reporting of Energy Use

Galway City Council continued to work in partnership with the Sustainable Energy Authority of Ireland (SEAI), to monitor and report energy use across the organisation.

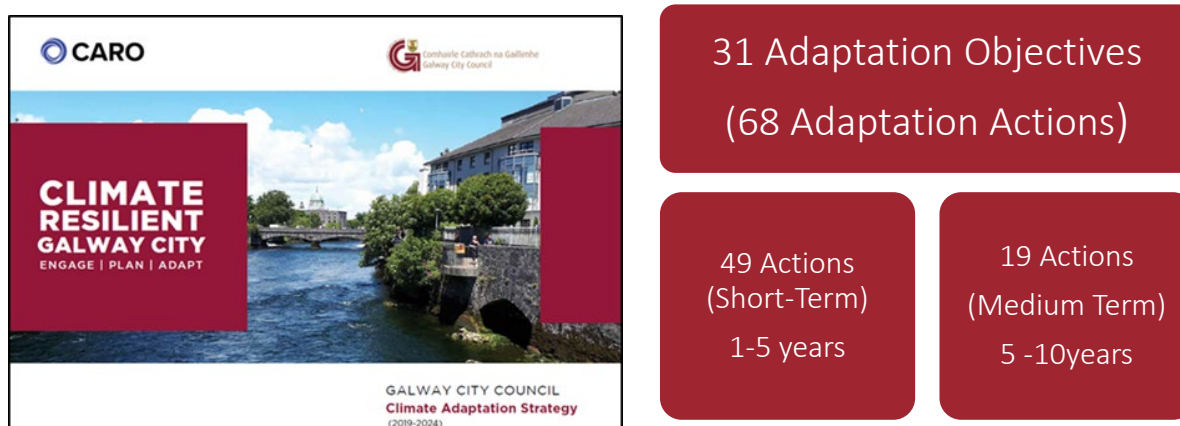
Galway City Council Energy Use (kWh) Total Final Consumption 2021*	
Buildings	6,413,481
Public Lighting	3,868,985
Transport Fuels	2,717,177
Other	298,963
<b>Total</b>	<b>13,298,606</b>
Energy related Greenhouse Gas Emissions tCO <sub>2</sub> eq	3,417

\*Reported Energy Use excludes domestic energy use at social housing stock and the provision of water services, accounted for separately by Irish Water.

### Energy Management and Targets

- An Energy Management Team comprised of lead staff in Galway City Council responsible for significant energy users, e.g. public lighting, buildings and transport fleet was set up in 2021 and met on 5 occasions during the year.
- The Transport & Infrastructure section upgraded approximately 3,700 public lights to LED lights, with estimated annual energy saving of 772,000 kWh (TFC).
- New pool covers and variable speed drives were installed at Leisureland to improve energy efficiency and save energy. These measures were part-funded (30%) by a grant from SEAI.
- A total annual savings of 7,204,875kWh (total primary energy requirement) is estimated to have been achieved due to energy projects delivered by Galway City Council since the base year of 2009.
- The 2020 target for public bodies was for the Energy Performance Indicator to be 33% lower than the 2009 baseline. In 2021, the SEAI published the results on the reduction of the energy performance indicators for public bodies. Galway City Council's energy performance indicator (EnPI) at the end of 2021 was 36.9% lower than the baseline. Galway City Council were deemed to have met and exceeded the 2020 target.

## Climate Adaptation Strategy 2019-2024



A number of actions within The Climate Adaptation Strategy 2019-2024 were implemented in 2021. The Adaptation Strategy sets out 31 objectives for the adaptation of Galway City Council in response to potential impacts from the climate risks of increased rainfall, sea level rise, strong winds, low rainfall and high temperatures, and low temperatures.

A Climate Adaptation Implementation Plan for the period September 2021 to September 2022. The plan comprises of 30 Individual Action Plans prepared by relevant lead departments. The actions cover the areas of Governance, Critical Infrastructure and Buildings, Natural & Cultural Capital, Water Resources and Flood Risk Management and Community Services.

Progress on the implementation of the Strategy is reported to the Climate Action Monitoring Group, a sub-committee of the Climate Change, Environment and Recreational Strategic Policy Committee, comprised of elected members and sectoral representatives nominated from the SPC, together with officials from the Executive. The Group met 4 times during 2021.

Progress on Implementation of Adaption Actions at end of 2021		
Status	No. of Adaption Actions	% completion
Completed	9	13.2%
Ongoing	43	63.2%
Postponed	0	0.0%
Not started	16	23.5%
New	0	0.0%

### Galway City Flood Relief Scheme / CFRAMS

The steering group for the Galway City Flood Relief Scheme met 11 times in 2021. The group consists of representatives from Galway City Council, the Office of Public Works and Arups. A project-specific title and logo ‘Coirib go Cósta – Galway City Flood Relief Scheme’ was developed in early 2021, in an effort to give the scheme an identity that connects with the City and waterways of Galway.

Stage 1 of the scheme (options assessment and development), was progressed throughout 2021. The opening non-statutory Public Engagement Day (PED) for the scheme was conducted in June 2021. All submissions received are being incorporated into the design process for the scheme.

In addition to the PED, a collaborative workshop took place in September and involved significant stakeholders such as IFI, NUIG, NPWS, NTA, Galway County Council, Galway Harbour Authority and Irish Water.

All available data from all possible sources was collected and collated in the first half of 2021. Significant surveying works were carried out throughout 2021. This survey information combined with existing available data will ensure that the most up-to-date hydraulic model will be developed for the scheme.

In November 2021, the Minister of State with responsibility for Office of Public Works, Patrick O'Donovan TD, met with representatives of Galway City Council and the OPW onsite at the locations where the Coirib go C6sta scheme will likely be developed.

### **Casual Trading**

2021 was a challenging year for the St. Nicholas' Market, due to Covid restrictions. A total of 144 annual licences issued in December. Revised layouts have been agreed in the St. Nicholas' Market and this has enabled additional new licences to be issued to first-time traders.

### **Automated Public Conveniences (APCs)**

APCs are provided by Galway City Council at the following locations: Blackrock, Ladies' Beach, Palmer's Rock, Millennium Playground, Eyre Square, and Earl's Island. The Palmer's Rock APC was closed due to it being at end of life and replacement of same will be completed in early 2022.

### **Provision of Dog Services**

The Galway City Dog Pound handled 82 surrendered and stray dogs during 2021. The majority of dogs were reclaimed by the owners or rehomed by Galway City Council and voluntary dog organisations such as MADRA.

### **Fire and Library Services**

Fire and Library services are operated and managed by Galway County Council, as a shared service on behalf of the City Council.



## Recreation & Amenity

*The objective of the Recreation & Amenity section is to develop and promote the provision of high quality recreational, leisure and amenity facilities for all age groups and enhance the quality of life for our citizens and visitors.*



### Amenity and Community Capital Projects

#### Blackrock Diving Tower Rehabilitation Project

Consulting engineers were appointed to carry out the design of the refurbishment and repairs to Blackrock bathing area and tower. Their design brief was developed following initial consultations in 2020 with a stakeholder group, made up of a number of individual users and representatives from groups who frequently use the facility.

#### St Joseph's Ragoon Cemetery Extension Project

Construction works on Phase 1 (earthworks contract) were successfully completed and Stage 2 (memorial garden and landscaping contract) was substantially completed.



#### New Cemetery Site

Monitoring of the ground water wells at the site on the Old Dublin Road Jez-pitch commenced in November and will continue into 2022.

### **Amenity Area Master Plans**

€1,030,834 was awarded to Galway City Council under the Urban Animation Capital Investment Scheme of the Department of Tourism and Fáilte Ireland for the Woodquay Park Project. This project included for a signature lighting installation at Woodquay Park featuring a hand carved steel sphere to reflect the stories and traditions of Galway alongside a traditional Galway Hooker and intimate performance space. This will be progressed in 2022.

### **Sports Capital Projects**

#### **Refurbishment of Tennis Courts**

A contractor was appointed in November for the upgrade of the tennis court facilities at Westside Tennis and included for works in Westside, McGrath Field, Roscam and Crestwood. However due to a number of difficulties, the tender was suspended, however works are to be retendered in 2022.

#### **Ball Walls**

The proposed locations for the Ball Walls are Doughiska Park, Westside Amenity Park, Crestwood Park, and McGrath's Field. The consultant continued with the preparation of designs and Part VIII planning documentation for all sites.

#### **Corrib Park Grass Soccer Pitch**

A consultant was appointed to complete the detailed design drawings and specifications for the installation of a new natural grassed soccer pitch at Corrib Park.

#### **Glen Oaks MUGA Refurbishment**

The remaining site surveys and geotechnical investigations required to inform the detailed design for pitch refurbishment were carried out by Causeway Site Investigation Ltd.

#### **Bohermore All-Weather Pitch Refurbishment**

The proposed Bohermore All-Weather Pitch Refurbishment includes for refurbishment of the pitch surface and localised repairs to the perimeter fencing. Site investigations at the existing pitch were completed and the report received. As it identified very poor sub-soil conditions, the findings were referred for assessment to consultants.

#### **Westside Ball Stop Nets – Gaelic Pitches**

This project involved the installation of new ball stop netting at the training pitch and an extension to the existing ball stop netting at the main pitch. The project was initially tendered for in November 2019 and was retendered again in February 2021, due to design changes. The contract was awarded to Sportsworld Netting Ltd and the installation of the ball stop netting was started and completed in October 2021.



### **Millers Lane Pitches – Fenced Storage Compound**

This project involved the installation of a secure fenced storage compound which is currently been used by Galway Bohemians Soccer Club. The project was tendered for in January 2021 and was awarded to FRS Networks Ltd. The installation of the fenced storage compound was started and completed in June 2021.

### **Millers Lane Pitches – Anti-Vandal Toilet Block and Bin Storage Shed**

This project involved the installation of a disabled access anti-vandal toilet block next to the existing fenced storage compound and a wheelie bin storage shed located inside the fenced storage compound. This was tendered for in October 2021 and was awarded to PD Electrical Limited at end of November 2021. Works are programmed to start onsite in January 2022.

### **Millers Lane Pitches – Spectator Fencing**

This project involved the installation of spectator fencing next to the existing carpark. The project was tendered for in November 2021 and was awarded to JPK Fencing Ltd.

### **Event Permits**

The Recreation & Amenity section process applications for events in the parks and open spaces across the City. Due to continued Covid-19 restrictions, a limited number of events proceeded in 2021, such as charity runs and walks, filming, Galway Potters' Market, Outdoor Film Fleadh, Galway Community Pride Event and the Christmas Market whilst complying with Government guidelines. Over the summer months, exercise classes were also permitted in our parks and beaches.

## **Community Facilities and Projects**

### **Galway City Allotments**

Galway City Council operated two allotment sites in the City – Merlin Woods City Park and Shantalla Community Park. Two rows of non-native spruce trees were felled from either side of the Merlin Woods site, to improve light for the allotment holders and the adjoining woodland. These trees were replaced with a mix of native hedging. Further works took place to enhance security of the allotments, which involved a mesh wrap fixed to the external perimeter of the fence. The main pathways in Shantalla were re-instated, a concrete strip provided in front of the storage sheds and timber edging provided to main paths. A series of dry stone walling & coppicing (to clear growth)

Workshops took place in Merlin Woods in conjunction with Friends of Merlin Woods. The walls date back to 1840 and are considered an important feature of the woodlands history. *Right: Coppicing Workshop, Merlin Woods*



### Community Centres: Renmore, Knocknacarra and Westside

Community Centres reopened in September with a number of restrictions. Covid-19 restrictions remained in place for dressing/changing rooms and showering facilities.

A review of the rates for the community centres was undertaken in early 2021 when a peak and off peak rate was agreed to eliminate special rates for different groups going forward and to streamline the process for the rollout of the online booking system to the other community centres.

The concrete roof on Westside Community Centre was upgraded with new insulation and membranes to increase the U Value and to reduce ponding on the roof.

Works at Southpark Dressing Rooms were undertaken; namely fire safety upgrade works, plumbing upgrades, repair of fascia and soffit and roof repairs, internal and external painting.

### Pitches and Dressing Rooms

51 pitches are located across the City, which provide for the playing of all forms of sporting activities, most of which were licensed to various clubs, schools and colleges for an 11 month period from 1<sup>st</sup> September to 31<sup>st</sup> July. These comprise of Rugby (4), Soccer (23), Gaelic Games (13), All Weather (4), Training (2), Astro Turf / cages (3) and Multi Use (2). Repairs to the playing pitches with sand were carried out as well as the re-sodding of goalmouths, erection of signage and inspection of goal posts.

A fenced storage area was installed at Millar's Lane and a detailed design for the provision of a disability accessible toilet facility for use at the lower and upper pitches at Millar's Lane was completed.

A new ball stop net at training pitch and an extension to the existing ball stop net at the main playing pitch in Westside were installed.

### Parks, Woodlands & Estate Management

Recycling facilities for domestic Christmas trees was provided in January at Hunters Depot and Merlin Woods Depot.

**Merlin Woods:** Path recycling and resurfacing works were completed in August.



**Terryland Park:** Fencing and notice boards were upgraded

A new gravel pathway from Manor Court to Cimín Mór was created and landscaping works were completed with the assistance of Local Improvement Scheme (LIS) funding. New solar lights were also installed.



*Above: New paths in Corrib Park and on the Rocky Road were completed*

Soft landscaping works for a Sensory Garden at Children’s Millennium Park were installed in December. Grant funding in the sum of €8,066 was received towards this development from the Department of Children & Youth Affairs under Capital Grant Funding for Play and Recreation 2021.

New seating was installed in parks as well as a seat and plaque in Children’s Millennium Park to commemorate the deceased from Covid-19

### **Playground Operations and Management**

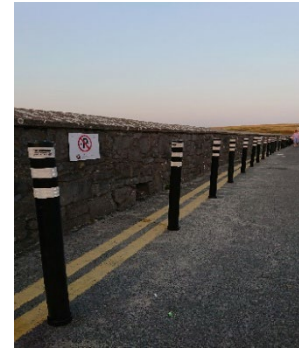
Ongoing maintenance was carried out on a daily basis by our dedicated playground staff. Works included deep cleaning, addition of woodchip, part repairs/replacement, painting, surface maintenance, and inspections to ensure that all equipment meets the standards required for safe use.

The tender for the upgrade of 4 playgrounds, namely a sand pit at Children’s Millennium Park, a zipline at McGraths Field, a ‘we go swing’ at Claude Toft Park and wet pour surface at Coole Park was awarded. Grant funding in the sum of €8,066 was received towards the installation of a ‘We Go Swing’ (wheelchair accessible swing) at Claude Toft Park from the Department of Children & Youth Affairs under Capital Grant Funding for Play and Recreation 2021.

### **Beaches and Water Safety**

Lifeguard services were provided at all the bathing water facilities in the City between June and September in co-operation with Galway County Council. Maintenance works carried out on the beaches included the painting of all structures along the beaches, seaweed removal and beach regrading works/rock armour repair works. Wall top seating was also replaced along the promenade.

A total of 60 ring-buoy locations along the River Corrib and canals were inspected weekly and replaced by the Community Wardens Service as required.



**Silverstrand:** Road markings, signage and wand bollards were provided to alleviate parking/congestion problems at the beach. These measures will be monitored for their effectiveness.

### **Blue Flag/Green Coast Awards**

An Taisce, the National Trust for Ireland, awarded the prestigious Blue Flag and Green Coast Awards to two Galway City beaches, Salthill and Silverstrand in 2021, for a second year. The Blue Flag is operated in Ireland by An Taisce on behalf of the Foundation for Environmental Education (FEE). The Blue Flag is one of the world's most recognised eco-labels. Beaches and marinas that achieve this award must meet criteria relating to water quality, information provision, environmental education, safety and beach management. At beaches, the bathing water must comply with the excellent standard in accordance with the 2006 EU Bathing Water Directive. The Blue Flag for beaches is only valid during the official bathing season and for one season at a time. The Green Coast Award recognises beaches of high environmental quality. The award is for beaches which have excellent water quality, but which are also prized for their natural, unspoilt environment. Green Coast sites must be managed in partnership with the local community to be considered for this award.

### **Cemeteries Operations and Management**

Galway City Council continued to manage and operate two cemeteries in the City, located at Ragoon and Bohermore, which provide all services associated with their operation and maintenance. Similar to 2020, the Cemetery Sunday mass for Bohermore was held in August and for Ragoon in September behind closed doors.

A new machinery shed was constructed and new main entrance gates erected at Ragoon Cemetery. Works to boundary wall and new compound gates have been completed with hedging and trees also planted in the area.

The clean-up of the Old Ragoon Cemetery continued with the assistance of the Community Service team.

Additional road surfacing was completed in Bohermore cemetery. A number of Urn plot spaces were completed also and the headstones were fitted. Planting of a tree lined avenue to the urn plot area was also completed.

### **Bio-Diversity Plan and All-Ireland Pollinator Plan**

Six applications were made under the National Biodiversity Action Plan funding scheme, five of which received funding. These included the treatment of Invasive Alien Species (IAS) identified sites in the City, a Tree Survey at Terryland Forest Park and an IAS Management Programme for Menlo Village. The scheme aimed to provide funding to assist with the implementation of projects that promote actions contained in the National Biodiversity Action Plan 2017-2021.



### **Floral Projects**

Following on from the procurement process in 2020, works were undertaken at a number of sites, including a large open area at An Sean Bhaile on Doughiska Road, at Tirellan Heights off the Headford Road and three locations along the Thomas Hynes Road. This brought the total number of sites under spring/summer bulb planting to 16 in 2021.

### **Greener Green Waste Initiative**

As part of Galway City Council's commitment to the All-Ireland Pollinator Plan, the No Mow Initiative was delivered in the estates across the City. These are areas under a greatly reduced mowing regime. Additional biodiversity signs were erected at these sites. Mulching reduces weeds, moderates soil temperatures, retains moisture and prevents soil compaction. This grass was not collected as part of the process and residents were requested not to collect this grass and bag it as it then becomes a waste. As a waste product transferred out of green areas, it has economic and environmental costs. The Climate Change, Environment, Recreation & Amenity Strategic Policy Committee endorsed the policy approach, and based on this decision Galway City Council permanently ceased the collection of bags of green waste for the reasons outlined above.

### **Healthy Green Spaces Initiative**

The Healthy Green Spaces project is designed to work with groups that are committed to developing a long-term approach to their green areas to encompass environmental issues, climate change and biodiversity. Following the application process, 16 groups have been involved since 2020, ranging from residential estates and charitable organisations to an allotment group. Following the appointment of a Craft Gardener, initiatives were introduced and ongoing consultation took place with all the groups. Plans have been submitted by the relevant groups for examination by the Recreation & Amenity section on how to manage their green areas.

As part of Galway City Council's commitment to the All-Ireland Pollinator Plan, all participating groups in Healthy Green Spaces received an Ornamental Pollinator flower bed. The Ornamental Pollinator beds are areas that have been planted with

wildflower seed (the No Mow areas are not seeded, they are left unmown to allow the native wildflowers to come through naturally).

Right: Tara Grove Estate Ornamental Pollinator bed



### **Japanese Knotweed/Invasive Alien Species Management**

The Recreation & Amenity section managed 23 sites within its treatment plan in 2021 under a second year of the current maintenance contract with two treatments carried out in June and September. The objective of the treatment plan is to control, manage and eradicate any occurrences of IAS as we become aware of them. The threats posed by IAS include biodiversity loss, threat to human health and structural damage. As part of the management of IAS in Menlo Village, a NIS survey was commissioned, as required under The Habitats Directive, as the sites are within an SAC and require special consideration.

### **2021 Green Flag Awards**

Galway City Council welcomed the announcement in November by An Taisce that Quincentennial Park retained its flag for a second year while Children's Millennium Park retained its flag for a third year. Only awarded for exceeding tough environmental standards in green space management, and excellence of visitor attractions – the Green Flag Award for Parks is the mark of a quality park or green space and is recognised throughout the world.

## Corporate Services

*The objective of the Corporate Services section is to provide an effective support service for Elected Members and the public, to promote and protect the corporate interests of Galway City Council and to provide a support service to the organisation generally.*

### Freedom of Information Requests

In 2021, a total of **157** requests were made to Galway City Council under the Freedom of Information Act 2014. When compared with the number of FOI requests received in 2020 (149), there has been a decrease \*\*% in the number of requests received. The table below provides an analysis of the outcome of these requests.

Outcome	Number
Requests Granted	36
Requests Part-Granted	41
Requests Refused	30
Requests Withdrawn	11
Dealt with outside of Fol	16
Requests Transferred	2
Carried forward to 2021	21
<b>Total</b>	<b>157</b>

7 requests were appealed internally.

### Freedom of Information requests received by section

Section	Number
Community & Culture/Enterprise/Economic Development	8
Corporate Services	33 + 1
Environment/Parks	16
Finance	7
Housing	58
HR	1
ICT	0
Planning	11
Transport & Infrastructure	18
Water Services	4
Not allocated to section due to withdrawals, etc.	~
<b>Total</b>	<b>157</b>

### Conferences & Seminars 2021

Below details the conferences and seminars attended by Elected Members in 2021.

Event	No. of Attendees
AILG Module 1	2
Celtic Conferences - The Fair Deal Scheme	1
Celtic Conferences - Health & Safety in the Workplace	1
Celtic Conferences - A Practical Guide to Budget 2022	1
LAMA Autumn Training Seminar	2
AILG Module 2	1

## Special Events hosted by Galway City Council

Galway City Council was honoured to be in a position to facilitate Special Meetings, Civic and Mayoral Receptions, courtesy and other visits in 2021, including:

Ordinary Council Meetings/Special Meetings	
Ordinary Council Meetings generally held on the 2 <sup>nd</sup> Monday of each month, excluding August. Special Meetings may be held from time to time by the Mayor in consultation with the Procedures Committee. 7 such Special Meetings were held in 2021. The Statutory Budget Meeting was held on the 22 <sup>nd</sup> November 2021.	
Mayoral Receptions	
11/06/21	Mr. Owen Ward
15/06/21	Mr. Paddy Connolly & Mr. Joe O'Reilly, Galway Hibernians
Courtesy Visits	
23/07/21	Ambassador of India to Ireland – H.E. Mr. Sandeep Kumar
10/09/21	Ambassador of France to Ireland – H.E. Mr. Vincent Guerend
27/10/21	Ambassador of Korea to Ireland – H.E. Mr. Kihwan Kweon
08/11/21	Ambassador of Switzerland to Ireland – H.E. Mr. Louis-José Touron

## Cúrsaí Gaeilge

The Irish Officer continues to work proactively with all sections in Galway City Council, directing bilingual language practices and employing support mechanisms to facilitate provision of Irish language services to the public by Galway City Council staff.

### Gaeltacht Service Town

Galway City Council entered into partnership with Gaillimh le Gaeilge to secure Gaeltacht Service Town status for Galway City. Statutory status as a Gaeltacht Service Town under the Gaeltacht Act 2012 will give particular recognition to an urban area in which services are provided to a Gaeltacht area adjoining or within its operational environs.

By implementing a language plan in the City, it is expected that the community, voluntary, public, and private sectors will work together in the City to support the provision of services in the Irish language. The aim of the language plan is to enhance the use of the Irish language in the City, as far as it relates to a broad range of activities, including family, community, educational, social, business, and public realms. The language plan was completed in 2019 and has been approved by the Department of Culture, Heritage, and the Gaeltacht. The next stage of the process, recruitment of a dedicated Language Planning Officer, is ongoing.

### Galway City Council 4<sup>th</sup> Language Scheme

Galway City Council's 4<sup>th</sup> Language Scheme has been in place since 9<sup>th</sup> September 2019. The scheme remains for a period of 3 years from this date or until a new scheme has been approved, whichever is the later. It covers a comprehensive range of services available in Irish or bilingually throughout Galway City Council.



### Irish language training

Even though public health restrictions, due to Covid-19, prohibited an in-class format of Irish language classes, classes proceeded online, with participation from staff across all sections of the Council in 2021. Galway City Councillors also participated in classes. Classes were provided by NUIG, and as ever, feedback from classes was very positive.

### Customer Service

The Customer Service Centre comprises the following:

- The Customer Service Reception Desk and Cash Office, which are both located in the main foyer of City Hall and are open to the public 9am to 4pm, Monday to Friday,
- The Customer Service Call Centre which handles all calls to the Galway City Council general enquiries line, traffic queries line and payments lines between the hours of 9am to 5pm, Monday to Friday, and
- Customer Service complaints, Fix Your Street cases and all emails received via [customerservice@galwayCity.ie](mailto:customerservice@galwayCity.ie) & [seirbhisdochustaimeiri@galwayCity.ie](mailto:seirbhisdochustaimeiri@galwayCity.ie)

The Customer Service team worked closely with all sections of the Council to ensure that timely information was available to all customers and that services previously provided from public counters were reviewed and updated to allow for online and written submission of documentation. The Customer Service Team provided additional telephone assistance to both staff and callers, due to the high number of staff working remotely, by re-directing calls to both staff mobiles and rostered staff.

The Customer Service team provided the following sectional support during 2021, including (but not limited to) the following:

- **Traffic Fixed Charge Notices:** 1,670 appeals processed. General phone queries were also handled by the Customer Service Team in relation to Traffic.
- **Parking Permits:** accepted payments, printed and posted 6,649 parking permits including resident, carer and visitor permits.
- **Pay & Display:** handled all phone queries and notifications of machine faults.
- **Environment:** processed 739 orders for Household Bulky Goods collection, 96 orders for Electrical Goods collection, supported 44 Spring Clean Community Groups through both the provision of bags, gloves and litter pickers and by arranging 38 Spring Clean collections of waste. General recycling queries, Burial Ground and Casual Trading queries and payments. The Customer Service Team also assisted the Waste Enforcement Team by handling phone queries for the Waste Bye-Laws project and also assisted all callers who did not have access to online services by registering their details on the online registration system.
- **Housing:** provision of application forms, general housing queries and facilitation of meetings. The Customer Service Team also handled the majority of telephone queries in relation to the launch of Choice Based Letting (CBL), advising callers in

relation to the scheme and also by assisting callers with unlocking of their accounts and resetting of passwords.

- **Recreation & Amenity:** queries in relation to facility updates, payments for allotments, community centres and sports facilities, provision of keys for public changing rooms.
- **Water Services:** reporting of water outages, leaks, etc.
- **Finance:** phone and email queries in relation to the new Small Business Assistance Scheme for Covid (SBASC) and Rates waivers / appeals.
- **Corporate Services:** Register of Electors queries, general office support including post duties and porter duties.
- **Fix your Street cases:** processed cases in relation to illegal dumping, faulty street lighting, potholes, blocked drains/gullies, etc.
- **General:** Customer Services continued to operate a drop-off and collection point at the Customer Service desk for deliveries and correspondence for all sections where original documentation had to be submitted.

### Call Centre

81,871 calls were received by Galway City Council's main line in 2021. With the exception of the Housing and Planning Sections, the Customer Service Call Centre supports all other telephone calls received on the main telephone number for Galway City Council (091-536400), between the hours of 9am and 5pm, Monday to Friday, and also processes all reports received from the out-of-hours emergency call centre which operates outside normal office working hours. In 2021, the Call Centre received **50,869** telephone calls. Of the 50,869 calls received:

- The average speed to answer was 13.25 seconds
- The average telephone call handling time was 1 minutes 44 seconds
- The average caller abandon rate was 3.25%.
- 1,032 emergency calls were received by the out-of-hours call centre

### Cash Office and telephone payments

The Customer Service team operates the cash office with the support of the Finance Section. This includes the receipt of money from both the public Cash Office and also postal payments. The Customer Service team processed 5,128 receipts at the Cash Office and 9,995 telephone payments in 2021. The main receipts processed at the Cash Office and via the Call Centre were:

- Housing Rents and Loans
- Traffic Fines (Fixed Charge Notices)
- Parking Permits
- Commercial Rates
- Planning Fees
- Homeless Service payments
- Environment fees, including Bulky Goods collection, Litter Fines, Casual Trading licences

- Recreation & Amenity fees, including Community Centre fees, allotments and Pitch Licences
- Roads fees, including Taking in Charge, Road Opening/Closure Licences, Skip licences

### **Customer Service emails**

The Customer Service email address is a central point of access to information for both staff and customers. Staff submit regular updates via this email address in relation to grants, licence/permit renewals, roads closures, daily water works programmes, campaigns, events, etc., to ensure that the Customer Service team are made aware of all events and services and are therefore better informed to handle customer queries. This also included notifications in relation to service restrictions and facility updates in 2021. The Customer Service email addresses were an essential service to the public, with many services being revised to include the submission of documentation via these email addresses, rather than at public counters.

### **Facilities**

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

The Facilities section is responsible for the maintenance of all systems in Galway City Council Office buildings and the Sandy Road Depot. These systems include intruder alarms, fire alarms, heating, ventilation, air conditioning units, canteen equipment, emergency lighting, task lighting, office space provision, and all mechanical and electrical installations.

### **Protected Disclosures 2021**

No Protected Disclosures were received in 2021, as defined in the Protected Disclosures Act, 2014.

### **Safety, Health, and Welfare at Work**

The Health and Safety Unit, in conjunction with Senior Management at Galway City Council, continued to co-ordinate the Safety Management System to ensure that our arrangements discharge the requirements of the Safety, Health and Welfare at Work Act 2005, associated legislative requirements, and corporate obligations in the activities of the organisation. The Health and Safety Unit has continued its ongoing review of the Galway City Council Safety Statement and Safety Management Manual throughout 2021, and its annual review and update of the Ancillary Safety Statements at each of its directorates and business areas.

## Covid-19

2021, proved to be yet another difficult and challenging year in the second year of the global Covid-19 pandemic. The Galway City Council Safety Statement and SMS Manual was updated and modified in accordance with the public health advices issued during the year. Our managers, staff and contractors had to familiarise themselves with the new ways of working, and the additional responsibilities these practices imposed upon every aspect of our work, in order to prevent the spread of the virus. To further assist staff and management to work safely during the Covid-19 pandemic; the Health and Safety Unit developed a number of Covid-19 Standard Operating Guidance Documents for operational issues.

The Galway City Council Covid-19 risk assessments for operational issues were also further updated and revised, to ensure that works could be completed safely and to prevent the spread of the virus.

The GCC Covid-19 Safety Induction Programme was also updated and modified in accordance with the Public Health advices issued during the year.

Changes to our health and safety documentation throughout 2021 were communicated to employees via our regular consultation meetings with our Covid-19 Worker Representatives, Safety Representatives and Management. Changes were also communicated using the Toolbox Talk – Internal Staff Safety Briefing programmes.

All existing Health and Safety provisions continued to apply during this time.

## Proactive Safety Monitoring

The Health and Safety Unit, in conjunction with Senior Management, continued to coordinate the implementation of the Annual Programme of Inspections for 2021. The following Safety Inspections were completed in 2021:

- Safety Inspections completed by Line Managers and Supervisors (254)
- Safety Inspections completed by the Health and Safety Officers (36)

## Reactive Safety Monitoring

Despite the challenges presented by the impact of Covid-19 on the resources of the organisation, Galway City Council continued to provide services to the citizens of Galway City in a safe and effective manner. The accident and incident rate compared very favourably when compared to the 2020 period.

Incident	Number
Reportable Accidents	2
Dangerous Occurrences	0
Covid-19 Outbreak	0
Injury – Not Reportable	1
Injury – No Absence	2
Service Strike	1
Near Miss	9
Road Traffic Accident	3
Vehicle Incident (3 <sup>rd</sup> Party)	4
Vehicle Incident (1 <sup>st</sup> Party)	17

The Health and Safety Unit continued to issue regular monthly Accident and Incident Summary reports and advices to Senior Management and Heads of Departments to prevent recurrence of loss events, and to report Incident Statistics to the Local Government Management Agency.

### **Emergency Preparedness**

The Health and Safety Unit, in conjunction with Fire Wardens and Senior Management, completed Fire and Emergency Evacuation Drills at the following workplaces:

- City Hall
- Grammar School Building (Annex to City Hall),
- Finance offices, Eyre Square
- Black Box Theatre
- Town Hall Theatre
- Galway City Museum

The Health and Safety Unit continued to revise and update the Emergency Procedures to be used when dealing with First Aid treatments, and suspected/confirmed Covid-19 cases, in accordance with the Public Health advices issued during the year.

The Health and Safety Unit continued to carry out regular (Weekly) Inspection of First Aid Boxes and AED Defibrillators at City Hall, Grammar School, Eyre Square offices and Sandy Road Depot buildings, to ensure that it was ready and immediately available for use when needed.

The Health and Safety Unit continued to carry out regular (Weekly) Inspection of Fire Extinguisher equipment at City Hall, Eyre Square offices and Grammar School buildings.

### **Health and Safety Training**

The Health and Safety Unit continued its efforts in delivering mandatory and desirable Health and Safety Training courses in an effective manner, whilst respecting the public health advices and guidelines.

### **Safety Consultation**

The Health and Safety Unit continued to meet and consult with the Covid-19 Worker Representatives and Safety Representatives to address any concerns raised in relation to our operations or the Safety Management System.

The Health and Safety Unit continued to provide health and safety updates to the Senior Management Team at the Safety Monitoring Committee (SMC) meetings, which were hosted online.

## Human Resources

*The objective of the Human Resources section is to ensure adequate staff resources to meet organisational objectives and to encourage and assist our staff in developing their full potential as valued employees of Galway City Council.*

### Workforce 2021

Galway City Council's Management Team comprises the Chief Executive, three Directors of Services and a Head of Finance.

Chief Executive			
Director of Services	Acting Director of Services	Acting Director of Services	Head of Finance
Transportation, Planning, Physical Development & HR	Housing, Change Environment, Recreation and Amenity	Climate & Support Services	Economic Development, Community & Culture, Water Services & Support Services

The headcount in the organisation as at 31<sup>st</sup> December 2021 was 554, consisting of indoor and outdoor employees who carry out managerial, administrative, technical, craft and other roles.

### Recruitment

In 2021, despite the challenges posed by COVID-19 and the competitive environment where there were extensive recruitment drives for talent across the public and private sectors, the Human Resources section continued to recruit suitably qualified staff, who were effectively deployed to fulfil organisational requirements. The Recruitment section managed 26 competitions in 2021, with 67 staff taking up employment; 40 permanent staff and 27 temporary/contract/seasonal staff.

### Retirement/Service Awards 2021

As a result of public health restrictions due to the Covid-19 pandemic, it was not possible to hold the Service and Retirement Awards in the traditional manner. A postal message was organised to ensure that the occasion was acknowledged in 2021. Both the Mayor of the City of Galway, Cllr. Collette Connolly, and Galway City Council Chief Executive, Mr. Brendan McGrath, provided a very fitting message to staff who had both retired and attained 20 years of service in 2021. This was accompanied by Galway City Council's Certificate of Award and a token of appreciation. Award recipients being acknowledged in the Christmas Staff Newsletter received very positive feedback.

### Retirees on the Honours List

Joe Ruddy	Transportation
Tom Glynn	Housing & Social Inclusion
James Harrold	Arts Officer
Brid Healy	Housing & Social Inclusion
Michael McDonagh	Housing & Social Inclusion
Malachy Glynn	Housing & Social Inclusion
Pádraic O'Donoghue	Recreation & Amenity
Martin Joyce	Housing & Social Inclusion

### Service Award Recipients for 2021

Mary O'Leary	Environment & Climate Change
Sinead Johnstone	Housing & Social Inclusion
Darragh Costello	Recreation & Amenity
Cora O'Kelly	Recreation & Amenity
Frank McDonagh	Recreation & Amenity
Helen Brennan	Town Hall Theatre
Stephen Manogue	Recreation & Amenity
Helen Coleman	Planning
Gavin O'Connor	Housing & Social Inclusion
Ruth McHugh	Finance
Angela Breslin	Community & Corporate Services
Andrew Flaherty	Environment & Climate Change
Keith Wynne	Transportation
Shane McGrath	Transportation
Martha Gibsey	Human Resources
Thomas Ward	Environment & Climate Change
Claudia McDonagh	Community & Corporate Services
Monica Treacy	Community & Corporate Services
John Paul Stiffe	Environment & Climate Change
David Daly	Transportation
Tommy Healy	Water Services
Thomas Lydon	Environment & Climate Change
Sharon Spellman	Transportation
Karen O'Donnell	Finance

Owing to the pandemic, there was a need to adopt an innovative and resourceful approach to staff welfare initiatives in 2021. The annual Pensioners' Party could not take place in the traditional sense, but it was again considered important to mark the occasion. Both the Mayor of the City of Galway, Cllr. Collette Connolly, and Galway City Council Chief Executive, extended warm Christmas greetings to all our pensioners through correspondence, together with a specially designed and printed Christmas card. A special Mass in Galway Cathedral was arranged that could be attended in person, or viewed live online through the Cathedral webcam. The Mass also acknowledged and remembered all Galway City Council staff and pensioners that had passed away in the previous year. The Mass was attended in good numbers despite the pandemic. Once again, there was positive feedback to Staff Welfare from the organisation's pensioners who expressed their thanks for the Council's wishes.

## Staff Welfare

One of the aims of the Human Resources section is to maintain and implement appropriate staff welfare policies and procedures, and to work with staff and line managers on a case by case basis, to deal with staff welfare issues as they arise. 2021 continued to see a high level of engagement and collaboration with staff and line managers alike, particularly in terms of the need for assistance, guidance and support in returning staff safely to the workplace.

Owing to the ongoing pandemic throughout 2021, the Staff Welfare Unit was central in dealing with Covid-19 related matters in the context of public health advice and Department of Public Expenditure and Reform guidance for staff. The Staff Welfare Unit has been an important point of contact for staff during 2021 in assisting and supporting staff, with the issue of up to date guidance on a case by case basis and in conjunction with Line Managers. The Employee Assistance Programme (EAP), provided by Laya Healthcare, was also a resource which was enhanced to cater for issues arising from the pandemic.

There was regular engagement with all staff to advise of updated EAP supports that were available. These supports addressed such areas as remote working, arranging home work stations, dealing with stress and anxiety, and various forms of online exercise classes available on a daily basis.

Staff Welfare processed a high volume of Work/Life Balance Scheme applications such as Parental Leave and Shorter Working Year, alongside the modal shift with the Cycle to Work Scheme and Commuter Tickets to assist staff in an ever-changing work environment.

## Training

The Human Resources section provides a variety of training and development opportunities to assist staff in developing their potential as valued employees.

The following training and development courses were provided in 2021:

- Public Spending Code
- Risk Management
- Dignity at Work
- Equality, Diversity & Inclusion
- Minute Taking for Meetings
- Climate Action Training
- Retirement and Life Planning
- I.P.A. Certificate in Local Government Studies 2020/2021
- CIPD Certificate in Human Resource Management
- CIPD Diploma in Human Resource Management
- Advanced Diploma in Accounting & Business



## **Performance Management and Development System – PMDS Superannuation**

The Superannuation section in Galway City Council provided guidance and support on a continuous basis to current and retired staff and also worked collaboratively with MyPay on superannuation services throughout 2021. MyPay Superannuation is Galway City Council's shared service pension provider. The Superannuation section continues to inform all staff in relation to changes/developments in public sector pensions following notification from the Department of Public Expenditure and Reform.

## Information Communications Technology

*The ICT section of Galway City Council provides ICT user support and access to technology and systems, enabling Galway City Council staff to deliver high quality services to the public.*

Throughout 2021, the Covid-19 crisis continued to drive the rapid introduction of innovative technologies and an unprecedented level of digital transformation within the organisation along with the continued support of staff working remotely. Staffing changes this year meant that some strategic projects had to be carried forward to 2022.

### Key ICT Achievements in 2021

The Draft Digital Strategy for Galway City was approved by the Senior Management Team and sent forward to the Council for adoption.

Galway City Council infrastructure comprises 50 servers across 4 locations within the City. There are a total of 13 sites with connectivity to the network core at City Hall. The section provides ICT services to approximately 450 end users.

A total of 5,726 requests were logged to the service desk for ICT support, making 2021 the busiest year for the section to date. The breakdown of tickets per team are as follows:

Team Name	No. of Tickets logged
Networks & Infrastructure	3899
Systems	564
GIS	323
ICT General	300
Web	187
Cybersecurity Incident Investigation	13
External Network support	9
Unassigned	1

### Networks & Infrastructure

The Networks team provide general technical support for devices, software, printers, telephony, network connectivity, mobile phones as well as granting access to data, maintaining security, servers, storage, backups, email and also manage several third parties supplying specialist technology services, including email filtering & security, network support & maintenance, managed backups and server management.

The provision of technology solutions requires a continuous effort to ensure the security of the organisation's data that begins at the network perimeter and ends with the individual end user. In March 2021, the organisation experienced a cyber threat which did not manifest itself in a breach of data. While this is testament to the resilience

of the core network infrastructure and the responsiveness of the team in averting the attack, it serves as a reminder that such attacks are imminent and inevitable.

The continued support and bolstering of the network infrastructure included measures to reinforce cybersecurity protection such as port hardening on switches (meaning only a recognised device can be plugged in to any network port), geolocation (the ability to identify the country of origin of network traffic) on VPN firewalls and mail delivery, which enables the blocking of traffic from countries with whom Galway City Council does not conduct business. It also included:

- Improvement of mail filtering features from Galway City Council's internet service provider, additional malware filtering on firewalls and increased functionality on anti-virus software.
- Introduction of load balancing on VPN firewalls to improve connectivity and resilience.
- Upgrade of network infrastructure in remote sites at Sandy Road and Bohermore cemetery.
- Upgrade of network infrastructure in City Hall.
- Upgrade of the phone system and the call centre server in City Hall.
- Addition of Ragoon Cemetery to the Galway City Council fibre network and provision of equipment to allow staff there to connect to the core network.
- Installation of further Wi-Fi access points in City Hall.
- Procurement of additional servers and storage space to facilitate systems/GIS upgrades and replication of critical servers.
- Ongoing management and administration of mobile phones for all Galway City Council staff
- Continued provision of high-level network access, services, support, and resources to all Galway City Council staff to facilitate them in completing their daily duties and to enable them to provide required information to the customer.
- Continued rollout of remote working equipment, collaboration tools and video conferencing solutions as required.

The process of consolidating users' primary workstations to a single device began in Q4. This means that each staff member will work from a single mobile-ready device, reducing total cost of ownership (including device procurement, licensing, peripherals, and technical support) and increasing the mobility of the workforce to facilitate future work arrangements.

### Web Development

The web developer is responsible for the maintenance, upkeep and support of Galway City Council websites and digital assets. The digital transformation of services was continued throughout 2021.

- A new online booking system for Leisureland swimming classes was designed and rolled out, replacing the previous paper-based system. This system provides full: secure (Stripe) payment with scheduling and notification of refunds.

- Online solutions for multiple services were developed: application forms, grant/funding submissions, public consultations, and competitions. Some examples include Covid-19 Emergency Funding, Rates Waivers, Waste Collection Self-Declaration, Community Enhancement Programme, Arts Grants, Sports Grants, Amenity Grants, Bye-laws consultation, Active Travel & Schools, Tidy Gardens Competition, Various Photo Competitions, Community Keep Well Initiative, Internal Staff Training Booking Solution, Internal Disability Census and more.
- Provided solution and training for rapid collation of data/responses from online forms/systems once deadlines have passed.
- Major security upgrades to underlying software for main Galway City Council websites and online form portals.
- Expanded internal daily Covid-19 log for ease of future audit.
- Assisted in development of remote interview process & virtual staff inductions.
- Rolled out ReciteMe accessibility solution for [www.galwayCity.ie](http://www.galwayCity.ie) .
- Templated and expanded Covid-19 self-declaration solution.
- Extended Covid-19 Community Call CRM system and automated government report requirements.
- Developed new file repositories as solution for unwieldy Housing and other large public display files.
- Provided rapid response and support to HSE ransomware, Log4j vulnerability and other cyber threats.
- Upgrades and redevelopment of various mobile systems for Galway City Council staff, including housing inspections, landlord self-inspections and ring buoy inspections.
- Expanded bulk SMS system for staff communications & customer service.
- Provided support and assistance around web configurations & security for multiple systems, e.g., CBL, GIS.
- Supported and adapted Galway City Councillors' Extranet.
- Constant maintenance, development, extension and training around main Galway City website and myriad subsites and systems.

### **Applications & Systems**

The Systems team are tasked with ensuring the stability and operational efficiency of the numerous databases and enterprise systems which underpin the day-to-day functions of the organisation, along with assisting departments with the introduction of digital solutions. With support for the database platform SQL 2012 ending in 2022, it was necessary to upgrade all database servers. The SQL 2016 environment was built, and all relevant systems were migrated to this platform along with reporting services. Additionally:

- Core HR system was upgraded to v28 which included a Secure File Transfer interface to Agresso, the financial management system.

- The iHouse system was upgraded to v3.7 and the bulk creation of RAS tenancies was piloted and the team also
- worked with the LGMA in a sprint release of the DEASP API for iHouse
- As part of the iHouse data cleansing, the ICT sub-group developed an email automation process of PIR statuses, which had also been rolled out successfully in other LAs.
- Supported the implementation of the Choice-Based Letting System and integration
- Supported the implementation of Litter Fines application and integration with the financial management system
- Supported the implementation of the Hazardous Waste Disposal Event application and integration with financial management system
- Developed a solution with GIS for Eircodes refresh of data and integration with traffic permits system, and cross-checking with iHouse and Agresso systems
- Developed Vodafone mobile activity web application
- Ongoing support and updates to Covid-19 Government Restart Grant and Restart Grant Plus system to support local businesses
- Rollout of SupportDesk to Human Resources Section
- Updated Document viewer to provide searchable documents and a document thumbnail preview for improved navigation.
- Updated Papervision Document Management system to improve load, search and response times
- Added functionality to the Traffic Warden app to allow client-side resizing of images prior to upload to server to reduce image transfer misses, data usage and space requirements.
- Migrated XYComply and Traffic Wardens' app to MS 2016 server in DMZ
- Implemented image redaction functionality in Diamond Park

### **Geographic Information Systems**

- The GIS function plays an important role in the Local Authority through the provision of digital mapping systems and services. Despite staffing challenges, the following was achieved in 2021:
- Ongoing management of all GIS software licenses and upgrades for Autodesk and Mapinfo. Regular reviews were held to determine best use of licences and value for money.
- Rolled out a new cloud-based system for Galway City Council on ArcGIS online (AGOL) and added data to the [Planning Viewer](#) for the public to access both Part 8 planning applications and Strategic Housing Developments. In conjunction, the Digitiser functionality of AGOL was enabled to allow planning technicians capture those geographic features and attributes representing Part 8 planning applications and Strategic Housing Development locations.
- Migrated all ArcGIS online (AGOL) data from a US hosted server to the European Union (EU) server to keep Galway City Council data protected by GDPR and to ensure greater security and protection of data.

- Assisted a 3<sup>rd</sup> party, IMGs, on a new Property Management System implementation. This replaces the old Property Interests Register (PIR) system. GIS services included ensuring the Application/Database servers met system requirements, overseeing data migration plans and sign-off from Corporate Services.
- Created a [digital map](#) for the Draft Galway City Development Plan 2023 – 2029. GIS services included capturing all spatial data for the Plan, supporting queries from the Planning Section, and sourcing/updating underlying 3<sup>rd</sup> party datasets. These included Ordnance Survey Ireland (OSi) basemaps & vector mapping, as well as ARUP's Galway City Ring Road (GCRR) dataset.
- On a quarterly basis, provided a secure ArcGIS Spatial Mapping System to the Environment & Parks section to support the Waste Byelaws Mapping Project to Eircodes.
- Upgraded all users of Autodesk products to version 2021.
- Rolled out ArcGIS Software to GIS users to enable them to generate their own maps.
- Implemented internal GIS quality improvements by migrating weekly scheduled tasks to a FME server replacing the Windows Task Scheduler. These tasks automatically update the planning points and sites daily.
- Paper-based inspections were replaced with digital forms as part of ArcGIS Survey123, for example, Housing & Playground inspections.
- Developed a Web Mapping Application to assist the Parks section with Lough Corrib Navigation, graves digitising and provided support with data cleansing.
- Enabled users in the Environment section to manage their own digital maps of climate change data, including flooding data.
- Setup a workspace for Transport & Infrastructure section on the Mapinfo system to capture data for the Noise Mapping Project, adding a roads layer and additional datasets.

## Finance

*The objective of the Finance section is to maximise resources available for infrastructural and service provision and ensure, the efficient and effective use of these resources, the achievement of a balanced budget and the highest standards of accountability and financial probity.*

### Financial Review

Annual Financial Statement for the Year ended 31<sup>st</sup> December 2021.

#### Introduction

This Annual Financial Statement (AFS) sets out the financial results of Galway City Council's activities for the year 2021 (Statement of Comprehensive Income (Income and Expenditure Account)) and reflects the Council's financial position as at 31<sup>st</sup> December 2021 (Statement of Financial Position (Balance Sheet)). The Income & Expenditure Account has been prepared on an accruals basis for expenditure and income. However, some items of income are, by their nature, accounted for on a receipts basis and cannot be accrued and these include pay and display parking income, planning fees and NPPR income. All major debtors are reflected in the Balance Sheet with provision made for doubtful debts. The Capital Account records accrued expenditure and a mix of accrued income and receipts.

#### Statutory & Other Audits

The AFS is subject to statutory annual audit by the Local Government Audit Service in order to provide an independent opinion on whether it reflects a fair representation of the financial position as at the year end. In addition, and in accordance with Section 120 (1) (C) of the Local Government Act 2000, a Statutory Audit Report is prepared by the appointed Local Government Auditor. Galway City Council is also subject to audit in relation to EU Funding, Government Funding, tax compliance and Value for Money Audits.

#### Review of Financial Performance & Explanation of Significant Variances

The Income and Expenditure account for the year ended 31<sup>st</sup> December 2021 generated a surplus of €67,765 for 2021 despite the impact of Covid-19. This is due to the financial supports from Government in relation to rates waivers and the additional costs associated with Covid-19 activity throughout 2021, along with the quick reaction from the Council to suspend certain discretionary expenditure. It reported total income of €113,812,363 and total expenditure (including net transfers to reserves) of €113,744,598. The cumulative credit revenue balance at the year-end is €2,576,993, compared to a balance of €2,509,228 at 31<sup>st</sup> December 2020, thereby further strengthening the financial position of the City Council.

Galway City Council was allocated funding from Local Property Tax receipts for 2021 in the amount of €6.5 million, with €4.2 million allocated to general revenue expenditure and the balance of €2.3 million ring-fenced for housing provision and

services. The following table sets out a summary of our revenue collection performance for 2021 with comparatives for 2020 and 2019:

Category	2021	2020	2019
Rates	67%	61%*	83%
Rents	80%	79%	80%
Housing Loans	88%	86%	86%

\*To alleviate the impact of Covid-19 on eligible businesses during 2020/2021, the Government announced a rates waiver scheme. This had the effect of reducing the % collected in 2020/21.

### Capital Account & Capital Debt

Capital expenditure in 2021 amounted to €51.4 million, while capital income amounted to €51.5 million. The net income and transfers to reserves resulted in a cumulative surplus of €52.5 million. This surplus has increased by €7.5 million from 2020 and again allows us to fund the delivery of the significant future capital projects planned for Galway City, including the recent successful Urban Regeneration Development Fund application. Expenditure in the 2021 capital account was incurred on the construction, acquisition and refurbishment of housing stock, the advancement of funding to Voluntary Housing Bodies, funding of Sports Capital projects, the European Capital of Culture project, Housing Adaptation Grants, improvements to the road network, ongoing works for the Museum Extension, works on the Ragoon Cemetery extension and the development of a new cemetery. The balance due by the City Council on long-term loans at 31<sup>st</sup> December 2021 is €54 million, compared to €49.9 million at 31<sup>st</sup> December 2020. During 2021 - €1 million was issued in Mortgage Loans under the Rebuilding Ireland loan scheme.

### Fixed Assets

Fixed Assets are included under the headings of Land, Parks, Housing, Buildings, Plant & Machinery, Computers & Equipment, Heritage and Roads and Infrastructure Equipment at a total value of €1,218 million. The value of fixed assets has increased by €47 million since 2020, primarily as a result of the construction and acquisition of housing units.

## Debt Management Unit Report

### Covid-19 Commercial Rates

The Government announced Level 5 restrictions, including the closure of non-essential businesses, from close of business on 31<sup>st</sup> December until March 5<sup>th</sup> 2021. In order to reflect these restrictions and to continue the supports available for ratepayers, and in recognition of the impact of the ongoing trajectory of Covid-19, a waiver of commercial rates was granted to specified businesses in the first quarter of 2021. The 2021 rates waiver had modified criteria and accordingly, was a separate, standalone waiver scheme from the criteria set out in Commercial Rates Waiver 2020. This waiver was then extended for Q2 and Q3 of 2021, with the terms and conditions relating to eligibility and administration of the extended waiver remaining the same.



The value of the waiver was the equivalent value of 75% of the annual rate bill for 2021. Approximately, 50% of our rates customers were deemed eligible for the waiver from January to September 2021 in accordance with the criteria and a 9 month credit was applied to these accounts.

On 12<sup>th</sup> October 2021, a targeted commercial rates waiver to support certain sectors was agreed by Government for the final quarter of 2021, in order to continue to support both the local government sector and the ratepayers impacted. There was no overlap between the targeted Q4 2021 rates waiver scheme and the 9 month rates waiver scheme detailed in Circulars Fin 01, 05 and 14 of 2021 for Q1 to Q3 2021. The value of the waiver was equivalent to 25% of the annual rate bill for 2021. The broad categories of businesses the Q4 waiver applied to are as follows:

- Hospitality including restaurants and cafes
- Leisure
- Miscellaneous entertainment
- Certain tourism related categories, and
- Airports

All vacant properties were exempted from 2021 Commercial Rates Waiver Schemes (all vacant property as is ordinarily understood for rates were excluded from the waiver, without exception). There was no provision in the Q4 targeted rates waiver scheme to appeal and demonstrate financial impact of COVID-19 or related restrictions.

The total waiver for 2021 equates to € 17.2 million.

### **Covid-19 Small Business Assistance Scheme for Covid (SBASC) for Small Businesses**

The Department of Enterprise Trade & Employment launched in early 2021 the Small Business Assistance Scheme for COVID (SBASC), which was intended to target those businesses with operating costs that did not qualify for the Covid Restrictions Support Scheme (CRSS) operated by the Revenue Commissioners. This scheme aimed to help businesses with their fixed costs, for example, rent, utility bills and security.

Phase 1 of the scheme covered the period 1<sup>st</sup> January 2021 to 30<sup>th</sup> June 2021. Each eligible applicant received a payment of €4,000. The closing date for applications for Phase 1 of SBASC was April 21<sup>st</sup> 2021. Phase 2 of the Small Business Assistance Scheme for Covid (SBASC) was open for applications to 21<sup>st</sup> July 2021. Phase 2 had modified criteria and also had expanded to include businesses working from non-rateable premises. 63 applications to the value of €240,000 were approved under this scheme with 79 completed applications received.

<b>SBASC Grant Scheme Statistics</b>		
	<b>Number</b>	<b>Value</b>
Applications Paid	63	€240,000.00
Applications Rejected	16	N/A
Total	79	

### **Covid-19 Mortgage Payment Break for local authority borrowers**

Further mortgage payment breaks were offered in 2021 to housing loanees who experienced a reduction in income, arising from the Covid-19 emergency and who were unable to make repayments on their home loan. A maximum of 4 mortgage payment breaks in total could be taken during 2020 and 2021, provided that all mortgage payment breaks were completed in full by 31<sup>st</sup> March 2022 and the combined duration was to a maximum of 12 months in total. Each mortgage payment break was of 3 months duration.

The mortgage payment break was also open to Galway City Council borrowers who were currently in arrears and further impacted by Covid-19. In this case, borrowers were required to engage with Galway City Council in relation to their arrears and comply with relevant conditions already set.

A mortgage payment break means that the borrower will not make mortgage payments on their loan for a 3 month period up to a maximum of 12 months in total. Additional interest did not accrue on the borrower's account during the period of the payment break, ensuring no increased cost for the loanee, and ensuring it did not impact the loanees' credit rating. A total of 13 loanees have availed of at least one 3 month mortgage payment break in 2021.

## Statement of Comprehensive Income (Income & Expenditure Account Statement) for year ending 31<sup>st</sup> December 2021

The Income and Expenditure Account Statement brings together all the revenue related income and expenditure.

It shows the surplus/(deficit) for the year. Transfers to/from reserves are shown separately and not allocated by service division.

Note 16 allocates transfers by service division in the same format as Table A of the adopted Local Authority budget.

### Expenditure by Division

		Gross Expenditure	Income	Net Expenditure	Net Expenditure
		2021	2021	2021	2020
	Notes	€	€	€	€
Housing & Building		31,255,087	28,239,064	3,496,470	2,675,097
Roads Transportation & Safety		14,338,015	8,870,580	5,821,006	5,305,808
Water Services		3,311,292	3,698,381	(387,089)	(323,476)
Development Management		7,890,842	3,417,676	4,826,723	3,927,101
Environmental Services		12,260,034	1,259,128	11,128,323	9,480,531
Recreation & Amenity		13,641,136	4,382,481	9,394,658	10,468,994
Agriculture, Education, Health & Welfare		159,331	53,166	109,390	175,522
Miscellaneous Services		22,639,515	21,946,599	738,696	236,861
<b>Total Expenditure/Income</b>	15	<b>105,495,252</b>	<b>71,867,076</b>		
<b>Net cost of Divisions to be funded from Rates &amp; Local Property Tax</b>				<b>33,628,177</b>	<b>31,946,438</b>
Rates				37,682,745	37,843,680
Local Property Tax				4,262,543	4,242,653
<b>Surplus/(Deficit) for Year before Transfers</b>	16			<b>8,317,111</b>	<b>10,139,896</b>
<b>Transfers from/(to) Reserves</b>	14			<b>(8,249,346)</b>	<b>(9,974,370)</b>
<b>Overall Surplus/(Deficit) for Year</b>				<b>67,765</b>	<b>165,526</b>
<b>General Reserve @ 1<sup>st</sup> January 2021</b>				2,509,228	2,343,702
<b>General Reserve @ 31<sup>st</sup> December 2021</b>				<b>2,576,993</b>	<b>2,509,228</b>

## Statement of Financial Position (Balance Sheet) at 31<sup>st</sup> December 2021

	Notes	2021	2020
		€	€
<b>Fixed Assets</b>	1		
Operational		688,967,446	642,395,763
Infrastructural		497,968,553	497,968,553
Community		606,353	606,353
Non-Operational		29,967,257	29,967,257
		<b>1,217,509,609</b>	<b>1,170,937,925</b>
<b>Work in Progress and Preliminary Expenses</b>	2	9,904,410	22,472,615
<b>Long Term Debtors</b>	3	56,402,885	44,375,726
<b>Current Assets</b>			
Stocks	4	323,257	376,871
Trade Debtors & Prepayments	5	19,115,394	27,863,331
Bank Investments		62,588,608	38,149,665
Cash at Bank		1,326,881	307,828
Cash in Transit		148,239	213,230
		<b>83,502,380</b>	<b>66,910,924</b>
<b>Current Liabilities (Amounts falling due within one year)</b>			
Bank Overdraft		-	-
Creditors & Accruals	6	26,061,775	18,160,746
Finance Leases		-	-
		<b>26,061,775</b>	<b>18,160,746</b>
<b>Net Current Assets / (Liabilities)</b>		<b>48,750,178</b>	<b>48,750,178</b>
<b>Creditors (Amounts falling due after more than one year)</b>			
Loans Payable	7	51,417,617	47,299,362
Finance Leases		-	-
Refundable deposits	8	3,274,467	2,881,183
Other		36,052,003	22,162,558
		<b>90,744,087</b>	<b>72,343,102</b>
<b>Net Assets</b>		<b>1,250,513,422</b>	<b>1,214,193,342</b>
<b>Represented by</b>			
Capitalisation Account	9	1,217,509,609	1,170,937,926
Income WIP	2	8,152,031	20,601,237
General Revenue Reserve		2,576,993	2,509,228

Other Specific Reserves		-	-
Other Balances	10	22,274,788	20,144,951
<b>Total Reserves</b>		<b>1,250,513,422</b>	<b>1,214,193,342</b>

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

### Corporate Policy Group (CPG)

The Corporate Policy Group consists of the Mayor and Chair of each of the Strategic Policy Committees. This Group acts as a type of Cabinet and provides a forum where policy positions affecting the whole City may be agreed for submission to the full City Council. The Mayor represents the Corporate Policy Group at meetings of Galway City Council. All members sit from January to December 2021, unless specified.

Corporate Policy Group Membership		
Membership	Issues Addressed	
<b>Chair</b>		
Cllr. Mike Cubbard Mayor of the City of Galway January to June 2021	<ul style="list-style-type: none"> <li>• Final Draft of Corporate Plan 2019-2024</li> <li>• Cappagh Park LSSIF Feasibility Options</li> <li>• Marketing and Promotion Fund 2020</li> <li>• Covid-19 Pandemic</li> <li>• Budget Strategy Report</li> <li>• Arts Grants</li> <li>• Restart Business Grants</li> <li>• Budget 2021 Report</li> <li>• Standing Orders/Holding of Meetings</li> <li>• Sports Club Grant criteria</li> <li>• Economic Development, Enterprise Support &amp; Culture</li> <li>• Planning</li> <li>• Housing</li> <li>• Transportation</li> <li>• Environment, Recreation &amp; Amenity</li> </ul>	
Cllr. Colette Connolly Mayor of the City of Galway June to December 2021		
<b>Strategic Policy Committee Chairs</b>		
Economic Development, Enterprise Support & Culture/Economic, Community & Cultural Development		Cllr. Niall McNelis
Planning		Cllr. Peter Keane
Housing/Housing & Social Inclusion		Cllr. Donal Lyons
Transportation		Cllr. Eddie Hoare
Environment, Recreation & Amenity/Climate Change, Environment, Recreation & Amenity	Cllr. Martina O'Connor	
Number of meetings held in 2020: <b>8</b>		

## Strategic Policy Committees (SPCs)

Strategic Policy Committees consider matters connected with the formulation, development, monitoring, and review of policy for Galway City Council. The membership of SPCs is made up of Galway City Council Elected Members and external representatives from local sectoral interests.

Housing & Social Inclusion		
Membership	Organisation	Issues Addressed
Cllr. D. Lyons (Chair) Cllr. D. McDonnell Cllr. T. O'Flaherty Cllr. M. Cubbard Cllr. M. O'Connor Cllr. F. Fahy Cllr. A. Cheevers	Elected Members	<ul style="list-style-type: none"> <li>• Housing Delivery Action Plan and Capital Programme</li> <li>• Traveller Accommodation Programme</li> <li>• Homeless and Housing First</li> <li>• Affordable Housing Scheme / Land Acquisition Programme</li> <li>• Energy Efficiency Programme / Retrofit</li> <li>• Choice Based Letting</li> <li>• Control of Horses Byelaws</li> <li>• Draft Housing Strategy for People with a Disability 2021 - 2026</li> </ul>
Ms. Bridget Kelly	GCCN	
Ms. Karen Golden	GCCN	
Mr. Mark Lohan	ICTU	
Mr. Walter King	Construction Sector	
Number of meetings held in 2021: <b>4</b>		

Planning		
Membership	Organisation	Issues Addressed
Cllr. P. Keane (Chair) Cllr. M. Crowe Cllr. O Hanley Cllr. N. McNelis Cllr. I. Byrne Cllr. F. Fahy Cllr. C. Higgins Cllr. N. Larkin	Elected Members	<ul style="list-style-type: none"> <li>• Draft Development Plan 2023-2029</li> <li>• Draft Galway County Council Development Plan</li> <li>• Short-term letting</li> <li>• Three Castles Project</li> <li>• Preparation for new Heritage Plan</li> <li>• URDF</li> <li>• New legislation updates</li> </ul>
Mr. Derrick Hambleton	GCCN	
Mr. Brendan Mulligan	GCCN	
Ms. Marian Spelman	ICTU	
Ms. Patricia Staunton	Business Sector	
Number of meetings held in 2021: <b>4</b>		

Economic, Community & Cultural Development		
Membership	Organisation	Issues Addressed
Cllr. N. McNelis (Chair) Cllr. D. Lyons Cllr. E. Hoare Cllr. N. Larkin Cllr. J. Connolly Cllr. C. Higgins Cllr. M. Crowe Cllr. D. Mc Donnell Cllr. N Larkin	Elected Members	<ul style="list-style-type: none"> <li>Oversee the implementation of the economic elements of the Galway City Local Economic &amp; Community Plan 2015–2021 and ongoing monitoring with the Advisory Steering Group on action plan.</li> <li>Finalisation and Adoption of 'Galway to 2025' – Joint Tourism Strategy for Galway.</li> <li>Review the Economic Sustainability Strategy including work of Local Enterprise Office.</li> <li>Engage in the development of the Regional Spatial and Economy Strategy.</li> <li>Ongoing review of the Economic and Cultural Development Unit Annual Service Delivery Plan 2021.</li> <li>Development and implementation of marketing initiatives for Galway Tourism.</li> <li>Progress the Atlantic Economic Corridor initiative in partnership with the Department of Rural and Community Development.</li> <li>Review of the Galway City Culture and Creativity Plan 2018 – 2022 and implementation of key actions for 2019 in line with 'Everybody Matters – A Cultural Sustainability Strategy Framework for Galway' &amp; Galway City Arts Plan.</li> <li>Monitoring of Galway City Museum Strategic Plan.</li> <li>Review of Strategic Development of Leisureland Complex.</li> <li>Supporting Social Enterprise in Galway City/Social Enterprise Development Fund.</li> <li>Developing the Green Economy in Galway City.</li> </ul>
Ms. Geri Slevin	ICTU	
Mr. Dominick Whelan	GCCN	
Mr. Dave Hickey	Galway Chamber	
Ms. Fiona Neary	GCCN	
Number of meetings held in 2021: 4		

Transportation		
Membership	Organisation	Issues Addressed
Cllr. F. Fahy (Chair) Cllr. A. Cheevers Cllr. C. Higgins Cllr. M. Cubbard Cllr. C. Connolly Cllr. P. Keane Cllr. N. Larkin Cllr. N. Murphy	Elected Members	<ul style="list-style-type: none"> <li>School Streets, School Zones.</li> <li>Parklets – support outdoor summer recreational activities.</li> <li>Fleet electrification and E-charge strategy.</li> <li>Public lighting retrofit to low energy LED and asset upgrade.</li> <li>Special speed limits and traffic calming.</li> <li>Updates on GTS Projects.</li> <li>Street/car parking E-charging strategy.</li> <li>Speed limits.</li> <li>City centre pedestrian area rehabilitation.</li> </ul>
Mr. Pat Hardiman	ICTU	
Mr. Paul O'Donnell	GCCN	
Mr. Shane Foran	GCCN	
Ms. Elaine Brick	Business Sector	
Number of meetings held in 2021: 4		



## Climate Action, Environment, Recreation & Amenity

Membership	Organisation	Issues Addressed
Cllr. M. O'Connor (Chair) Cllr. D. McDonnell Cllr. D. Lyons Cllr. T. O'Flaherty Cllr. C. Connolly Cllr. O. Hanley Cllr. J. Connolly Cllr N. Murphy	Elected Members	<b>Recreation and Amenity</b> <ul style="list-style-type: none"> <li>• Biodiversity Strategy &amp; All-Ireland Pollinator Plan Implementation</li> <li>• Tree Management Policy and Audit</li> <li>• Parks, Open Spaces &amp; Beaches Bye laws</li> <li>• R&amp;A significant Capital Projects</li> <li>• R&amp;A Needs Study</li> <li>• Development of Master Plans – Terryland Forest Park and Merlin Park</li> <li>• Provision of Cemetery Services</li> </ul> <b>Environment</b> <ul style="list-style-type: none"> <li>• Litter Management Plan</li> <li>• Waste Management</li> <li>• Control of Dogs Policy</li> <li>• Derelict Sites</li> <li>• Water Quality</li> <li>• Climate Mitigation</li> <li>• Climate Adaptation Strategy</li> <li>• Energy Management</li> <li>• Coastal Protection and Flood Management</li> <li>• Climate Change &amp; Sustainability Strategy</li> </ul>
Mr. Brendan Smyth	GCCN	
Ms. Caroline Stanley	GCCN	
Ms. Eleanor Hough	GCCN	
Mr. Colm Ryan	Business Sector	
Number of meetings held in 2021: <b>5</b>		

## Performance Indicators: 01/01/21 - 31/12/21

Topic	Indicator	Value	Comment
<b>Housing H1</b>	<b>A.</b> No. of dwellings in ownership of LA at 1/1/21	2,306	
	<b>B.</b> No. of dwellings added to LA-owned stock during 2021 (whether constructed or acquired)	118	78 units at Ard Cré, 4 units at Radharc na Gréine; 9 acquisitions in 2021. Please note 2 further units acquired in 2021 are not included, as acquired for Traveller Specific Accommodation. 27 unsold affordable units previously leased now returned as social housing stock.
	<b>C.</b> No. of LA-owned dwellings sold in 2021	12	Sold under the Tenant Purchase Scheme
	<b>D.</b> No. of LA-owned dwellings demolished in 2021	0	
	<b>E.</b> No. of dwellings in ownership of LA at 31/12/21	2,412	
	<b>F.</b> No. of LA-owned dwellings planned for demolition under D/HLGH approved scheme at 31/12/21	3	McHale House Loop Road House Linden Lodge House
<b>Housing H2</b>	<b>A.</b> % of total number of LA owned dwellings vacant on 31/12/21	2.78%	
	No. of dwellings within their overall stock that were not tenanted on 31/12/21	67	
<b>Housing H4</b>	<b>A.</b> Expenditure during 2021 on maintenance of LA housing compiled from 01/01/21 to 31/12/21, divided by no. of dwellings in LA stock at 31/12/21, i.e., H1E less H1F indicator figure	€1,146.11	
	Expenditure on maintenance of LA stock compiled from 01/01/21 to 31/12/21, including planned maintenance & expenditure that qualified for grants, such as SEAI grants for energy efficient retro-fitting works but excluding expenditure on vacant properties & expenditure under approved major refurbishment schemes (i.e. approved Regeneration or under the Remedial Works Schemes).	€2,760,969	Revenue Report 202113 total spend including COT & wages 3,958,940 + Capital spend C116001 – 193,365 less 623,207 (COT cost), less 768,129 (H200 COT wage cost)

<b>Housing H3</b>	<b>A.</b> The time taken from the date of vacation of a dwelling to date in 2021 when dwelling is re-tenanted, averaged across all dwellings re-let during 2021	44.10 weeks	
	<b>B.</b> The cost expended on getting dwellings re-tenanted in 2021, averaged across all dwellings re-let in 2021	€19,596.28	
	No. of dwellings that were re-tenanted on any date in 2021 (but excluding all those that had been vacant due to an estate-wide refurbishment scheme)	71	COT let in 2021
	No. of weeks from date of vacation to date dwelling is re-tenanted	3,131 weeks	Dates from COT Register 2021 – AF (Total no. of weeks to return & let all 71 COT in 2021)
	Total expenditure on works necessary to enable re-letting of dwellings	€1,391,336	Includes codes, R188113, from 2021 Revenue Report, + H200 wages element from R108007 to 009.
<b>Housing H5</b>	<b>A.</b> Total no. of registered tenancies in LA area at end June 2021	This data will be supplied by the RTB	
	<b>B.</b> No. of rented dwellings inspected in 2021	This data will be supplied by the DHLGH	
	<b>C.</b> % of inspected dwellings in 2021 not compliant with Standards Regulations		
	<b>D.</b> No. of dwellings deemed compliant in 2021 (including those originally deemed non-compliant)		
	<b>E.</b> No. of inspections (including reinspections) undertaken by LA in 2021		
<b>Housing H6</b>	<b>A.</b> No. of adult individuals in emergency accommodation that are long-term (i.e. 6 months or more within previous year) homeless as % of the total number of homeless adult individuals in emergency accommodation at end 2021	66.51%	
	No. of adult individuals classified as homeless & in emergency accommodation on night of 31/12/21 as recorded on PASS system	209	
	No. out of those individuals who, on 31/12/21, had been in emergency accommodation for 6 months continuously, or for 6 months cumulatively within the previous 12 months	139	

**Roads  
R1**

<b>A. (a)</b> % regional road kms that received PSCI rating in 24 month period prior to 31/12/21	98%
<b>A. (b)</b> % local primary road kms that received PSCI rating in 24 month period prior to 31/12/21	99%
<b>A. (c)</b> % local secondary road kms that received PSCI rating in 24 month period prior to 31/12/21	96%
<b>A. (d)</b> % local tertiary road kms that received PSCI rating in 60 month period prior to 31/12/21	97%
<b>B. (a.1)</b> % total regional road kms with PSCI rating of 1-4 at 31/12/21	3.52%
<b>B. (a.2)</b> % total regional road kms with PSCI rating of 5-6 at 31/12/21	22.16%
<b>B. (a.3)</b> % total regional road kms with PSCI rating of 7-8 at 31/12/21	44.33%
<b>B. (a.4)</b> % total regional road kms with PSCI rating of 9-10 at 31/12/21	29.68%
<b>B. (b.1)</b> % total local primary road kms with PSCI rating of 1-4 at 31/12/21	18.77%
<b>B. (b.2)</b> % total local primary road kms with PSCI rating of 5-6 at 31/12/21	40.91%
<b>B. (b.3)</b> % total local primary road kms with PSCI rating of 7-8 at 31/12/21	23.68%
<b>B. (b.4)</b> % total local primary road kms with PSCI rating of 9-10 at 31/12/21	16.55%
<b>B. (c.1)</b> % total local secondary road kms with PSCI rating of 1-4 at 31/12/21	6.78%
<b>B. (c.2)</b> % total local secondary road kms with PSCI rating of 5-6 at 31/12/21	48.28%
<b>B. (c.3)</b> % total local secondary road kms with PSCI rating of 7-8 at 31/12/21	25.63%
<b>B. (c.4)</b> % total local secondary road kms with PSCI rating of 9-10 at 31/12/21	19.11%
<b>B. (d.1)</b> % total local tertiary road kms with PSCI rating of 1-4 at 31/12/21	4.44%
<b>B. (d.2)</b> % total local tertiary road kms with PSCI rating of 5-6 at 31/12/21	32.32%
<b>B. (d.3)</b> % total local tertiary road kms with PSCI rating of 7-8 at 31/12/21	48.36%

	<b>B. (d.4)</b> % total local tertiary road kms with PSCI rating of 9-10 at 31/12/21	13.36%	
<b>Roads R2</b>	<b>A.1</b> Kms of regional road strengthened during 2021	0.2 km	
	<b>A.2</b> Amount expended on regional roads strengthening work during 2021	€132,612	
	<b>A.3</b> Average unit cost of regional road strengthening works per square metre (€/m <sup>2</sup> )	€131.72	
	<b>B.1</b> Kms of regional road resealed during 2021	0km	
	<b>B.2</b> Amount expended on regional road resealing works during 2021	€0	
	<b>B.3</b> Average unit cost of regional road resealing works per square metre (€/m <sup>2</sup> )	€0	
	<b>C.1</b> Kms of local road strengthened during 2021	3 km	
	<b>C.2</b> Amount expended on local road strengthening works during 2021	€1,423,066.00	
	<b>C.3</b> Average unit cost of local road strengthening works per square metre (€/m <sup>2</sup> )	€53.82	
	<b>D.1</b> Kms of local road resealed during 2021	0.0 km	
	<b>D.2</b> Amount expended on local road resealing work during 2021	€0.00	
	<b>D.3</b> Average unit cost of local road resealing works per square metre (€/m <sup>2</sup> )	€0.00	
<b>Motor Tax R3</b>	<b>A.</b> % of motor tax transactions which were dealt with online (i.e. transaction processed & tax disc is issued) in 2021	The Motor Tax Office is operated through Galway County Council as a shared service.	
<b>Water W1</b>	% of drinking water in private schemes in compliance with statutory requirements	This data will be supplied by the EPA.	
<b>Water W2</b>	No. of registered schemes monitored by each LA as % of total schemes registered	0	
	No. of registered schemes monitored in 2021	0	

	Total no. of registered schemes in 2021	0	
<b>Waste E1</b>	<b>A.</b> No. of households situated in an area covered by a licensed operator providing a 3 bin service at 31/12/21	This data will be supplied by the NWCPO.	
	<b>B.</b> % of households within LA that the number at A represents (based on agglomerations of more than 500)		
<b>Environmental Pollution E2</b>	<b>A.</b> Total no. of pollution cases in respect of which a complaint was made during 2021	1297	
	<b>A.</b> No. of pollution cases closed from 01/01/21 to 31/12/21	1271	
	<b>A.</b> Total no. of pollution cases on hand at 31/12/21	54	
	Opening number of pollution cases carried forward from year end 2020	28	
<b>Litter Pollution E3</b>	<b>A1.</b> % of area within LA that when surveyed in 2021 was unpolluted or litter free	This data will be supplied by Tobin Consulting Engineers.	
	<b>A2.</b> % of area within LA that when surveyed in 2021 was slightly polluted		
	<b>A3.</b> % of area within LA that when surveyed in 2021 was moderately polluted		
	<b>A4.</b> % of area within LA that when surveyed in 2021 was significantly polluted		
	<b>A5.</b> % of area within LA that when surveyed in 2021 was grossly polluted		
<b>Green Status E4</b>	<b>Flag A.</b> % of schools that have been awarded/renewed Green Flag status in 2 years to 31/12/21	This data will be supplied by An Taisce.	
	Schools that attained Green Flag for the first time in 2021		
	Schools that renewed Green Flag in 2021		
	Schools that held Green Flag from 2020 & do not require renewal until 2022		

<b>Energy Efficiency E5</b>	<b>A.</b> Cumulative % of energy savings achieved by 31/12/21 relative to baseline year (2009)	This data will be supplied by the SEAI.	
<b>Public Lighting E6</b>	<b>A.</b> Total billable wattage of public lighting system	This data will be supplied by the RMO.	
	<b>B.</b> Average billable wattage of public lighting system		
	<b>C.</b> % of total system that LED lights represent		
	No. of LED lights in public lighting system		
	No. of non-LED lights (e.g., SOX-SON) in public lighting system		
<b>Climate Change E7</b>	Does LA have a designated (FTE) climate action officer?	This data will be will be supplied by the LGMA.	
	Does LA have a climate action team?		
<b>Planning P1</b>	<b>A.</b> Buildings inspected as % of new buildings notified to LA	45.03%	
	Total no. of new buildings notified to LA, i.e. buildings where valid Commencement Notice was served in period 1/1/21 to 31/12/21 by builder or developer on LA	191	
	No. of new buildings notified to LA in 2021 that were the subject of at least one onsite inspection during 2021 undertaken by LA	86	
<b>Planning P2</b>	<b>A.</b> No. of LA planning decisions which were the subject of appeal to ABP that were determined by Board on any date in 2021	34	
	<b>B.</b> % of determinations at A which confirmed (either with or without variation of plan) decision made by LA	76.47%	
	No. of determinations confirming LA decision (either with or without variation)	26	
<b>Planning P3</b>	<b>A.</b> Total no. of planning cases referred to or initiated by LA in period 1/1/21 to 31/12/21 that were investigated	196	

	<b>B.</b> Total no. of investigated cases closed during 2021	85	
	<b>C.</b> % of cases at B dismissed as trivial, minor or without foundation or closed because statute barred or an exempted development	85.88%	
	<b>D.</b> % of cases at B resolved to LA satisfaction through negotiations	0%	
	<b>E.</b> % of cases at B closed due to enforcement proceedings	14.12%	
	<b>F.</b> Total no. of planning cases investigated as at 31/12/21	215	
	No. of cases at B dismissed as trivial, minor or without foundation or closed because statute barred or an exempted development	73	
	No. of cases at B resolved to LA satisfaction through negotiations	0	
	No. of cases at B closed due to enforcement proceedings	12	
<b>Planning P4</b>	<b>A.</b> 2021 AFS Programme D data divided by population of LA area per 2016 Census	As of 06/05/22, AFS 2021 is not yet finalised and has not been presented to Council, therefore figures unavailable at this time.	
	AFS Programme D data consisting of: D01: Forward Planning D02: Development Management D03: Enforcement (inclusive of relevant Programme D proportion of central management charge) for 2021		
<b>Planning P5</b>	<b>A.</b> % of applications for fire safety certificates received in 2021 decided (granted or refused) within 2 months of receipt	53.70%	
	<b>B.</b> % of applications for fire safety certificates received in 2021 decided (granted or refused) within an extended period agreed with applicant	46.30%	
	Total no. of applications for fire safety certificates received in 2021 not withdrawn by the applicant	54	
	No. of applications for fire safety certificates received in 2021 decided (granted or refused) within 2 months of date of receipt of application	29	
	No. of applications for fire safety certificates received in 2021 decided (granted or refused) within an agreed extended time period	25	



<b>Fire Service F1</b>	<b>A.</b> AFS Programme E expenditure data for 2021 divided by population of LA area per 2016 Census figures for population served by fire authority as per Risk Based Approach Phase One reports	The Fire Service is operated through Galway County Council as a shared service.
	AFS Programme E expenditure data consisting of: E11 – Operation of Fire Service & E12 – Fire Prevention for 2021	
<b>Fire Service F2</b>	<b>A.</b> Average time taken, in mins, to mobilise fire brigades in Full-Time Stations in respect of fire	The Fire Service is operated through Galway County Council as a shared service.
	<b>B.</b> Average time taken, in mins, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of fire	
	<b>C.</b> Average time taken, in mins, to mobilise fire brigades in Full-Time Stations in respect of all other (non-fire) emergency incidents	
	<b>D.</b> Average time taken, in mins, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other (non-fire) emergency incidents	
<b>Fire Service F3</b>	<b>A.</b> % of cases in respect of fire in which 1 <sup>st</sup> attendance at scene is within 10 mins	The Fire Service is operated through Galway County Council as a shared service.
	<b>B.</b> % of cases in respect of fire in which 1 <sup>st</sup> attendance at scene is after 10 mins but within 20 mins	
	<b>C.</b> % of cases in respect of fire in which 1 <sup>st</sup> attendance at scene is after 20 mins	
	<b>D.</b> % of cases in respect of all other emergency incidents in which 1 <sup>st</sup> attendance at scene is within 10 mins	
	<b>E.</b> % of cases in respect of all other emergency incidents in which 1 <sup>st</sup> attendance at scene is after 10 mins but within 20 mins	
	<b>F.</b> % of cases in respect of all other emergency incidents in which 1 <sup>st</sup> attendance at scene is after 20 mins	
	Total no. of call-outs in respect of fires from 1/1/21 to 31/12/21	
	Number of these fire cases where 1 <sup>st</sup> fire tender attendance at scene is within 10 mins	

	Number of these fire cases in which first fire tender attendance at scene is after 10 mins but within 20 mins	
	Number of these fire cases in which first fire tender attendance at scene is after 20 mins	
	Total number of call-outs in respect of all other emergency incidents (i.e. not including fire) from 1/1/21 to 31/12/21	
	Number of these non-fire cases in which 1 <sup>st</sup> fire tender attendance at scene is within 10 mins	
	Number of these non-fire cases in which first 1 <sup>st</sup> tender attendance at scene is after 10 mins but within 20 mins	
	Number of these non-fire cases in which 1 <sup>st</sup> fire tender attendance at scene is after 20 mins	
<b>Library Service L1</b>	<b>A.</b> No. of visits to libraries per head of population for LA area per 2016 Census	The Library Service is operated through Galway County Council as a shared service
	<b>B.</b> No. of items issued to library borrowers in year	
	<b>C.</b> Library active members per head of population	
	<b>D.</b> Number of registered library members in year	
	Number of visits to its libraries from 1/1/21 to 31/12/21	
<b>Library Service L2</b>	<b>A.</b> AFS Programme F data for 2021 divided by population of LA area per 2016 Census	The Library Service is operated through Galway County Council as a shared service.
	<b>B.</b> Annual per capita expenditure on collections over 1/01/21 to 31/12/21 period	
	<b>A.</b> AFS Programme F data consisting of F02: Operation of Library & Archival Service (inclusive of relevant proportion of the central management charge for Programme F) for 2021	
	<b>B.</b> Annual expenditure on new stock acquired by library in year	
<b>Youth Community &amp;</b>	<b>A.</b> % of local schools involved in local Youth Council/Comhairle na nÓg scheme	100%

Y1	Total no. of 2 <sup>nd</sup> level schools in LA area at 31/12/21	10	
	No. of 2 <sup>nd</sup> level schools in LA area from which representatives attended local Comhairle na nÓg AGM held in 2021	10	
Youth Community Y2	<b>A.</b> No. of organisations included in County Register at 31/12/21 & proportion of those organisations that opted to be part of Social Inclusion College within PPN	29.19	
	Total no. of organisations included in County Register (maintained in accordance with section 128 of LG Act 2001) for LA area as at 31/12/21	161	
	Total no. of those organisations that registered for 1 <sup>st</sup> time in 2021	3	
	No. of organisations that opted to join Social Inclusion Electoral College on whatever date they registered for PPN	47	
Corporate C1	<b>A.</b> Wholetime equivalent staffing number as at 31/12/21	518.92	
Corporate C2	<b>A.</b> % of paid working days lost to sickness absence through medically certified leave in 2021	2.22%	
	<b>B.</b> % of paid working days lost to sickness absence through self-certified leave in 2021	0.14%	
	Total no. of working days lost to sickness absence through medically certified leave in 2021	3,744.5 days	Figure differs from DPER Return as staff on TRR rate of pay omitted in error from DPER Return & also incorrect calculations entered based on shift pattern.
	Total no. of working days lost to sickness absence through self-certified leave in 2021	168 days	
	No. of unpaid working days lost to sickness absence included within total of self-certified sick leave days in 2021	0 days	
	No. of unpaid working days lost to sickness absence included within total of medically certified sick leave days in 2021	1,134 days	

	If any staff are on long-term sick leave (i.e. continuous period of more than 4 weeks), include text note of the no. of staff on long-term sick leave	39 staff	32 staff on paid certified sick leave 7 staff on unpaid certified sick leave
<b>Corporate C4</b>	<b>A.</b> All ICT expenditure from 1/1/21 to 31/12/21, divided by WTE no.	€4,394.88	
	Total ICT expenditure in 2021	€2,280,590.53	
<b>Corporate C5</b>	<b>A.</b> All ICT expenditure calculated in C4 as proportion of Revenue expenditure	2.13	
	Total Revenue expenditure from 1/1/21 to 31/12/21 before transfers to/from reserves	106,995,252	
<b>Corporate C3</b>	<b>A.</b> Per capita total page views of LA's websites in 2021	12.46	
	<b>B.</b> Per capita total no. of followers at end 2021 of LA's social media accounts	0.44	
	Cumulative total page views of all websites operated by LA from 1/1/21 to 31/12/21 obtained from page tagging onsite web analytics service or equivalent	980,153	
	Total no. of social media users who, at 31/12/21, were following LA on any social media sites	34,491	
	No. of social media accounts operated by the LA	4	
	Indicate if there was a change to the cookie policies on LA sites & date this came into effect	No change to cookie policy in 2021	
<b>Finance M1</b>	<b>A.</b> Cumulative surplus/deficit balance at 31/12/17 in Revenue Account from Income & Expenditure Account Statement of AFS	€1,654,560	Data for 2017-2020 to be provided by the LGMA.
	<b>B.</b> Cumulative surplus/deficit balance at 31/12/18 in Revenue Account from Income & Expenditure Account Statement of AFS	€2,120,944	
	<b>C.</b> Cumulative surplus/deficit balance at 31/12/19 in Revenue Account from Income & Expenditure Account Statement of AFS	€2,343,703	
	<b>D.</b> Cumulative surplus/deficit balance at 31/12/20 in Revenue Account from Income & Expenditure Account Statement of AFS		

	<b>E.</b> Cumulative surplus/deficit balance at 31/12/21 in Revenue Account from Income & Expenditure Account Statement of AFS	€67,765	
	<b>F.</b> Cumulative surplus or deficit at 31/12/21 as % of Total Income in 2021 from Income & Expenditure Account Statement of AFS		
	<b>G.</b> Revenue expenditure per capita in 2021		
	<b>H.</b> Revenue expenditure per capita in 2021, excluding significant out of county /shared service expenditure		
	2021 Total Income figure from Income & Expenditure Account Statement of AFS	€113,812,363	
	2021 Total Expenditure figure from Income & Expenditure Account Statement of AFS	€106,995,252	
	2021 Revenue expenditure excluding county/shared service expenditure for service providers of HAP, MyPay, DRHE & Dublin Fire Services	€99,293,868	
<b>Finance M2</b>	<b>A. (a)</b> Collection level of Rates in Appendix 7 of AFS for 2017	78%	Data for 2017-2020 to be provided by the LGMA.
	<b>A. (b)</b> Collection level of Rent & Annuities in Appendix 7 of AFS for 2017	80%	
	<b>A. (c)</b> Collection level of Housing Loans in Appendix 7 of AFS for 2017	82%	
	<b>B. (a)</b> Collection level of Rates in Appendix 7 of AFS for 2018	81%	
	<b>B. (b)</b> Collection level of Rent & Annuities in Appendix 7 of AFS for 2018	79%	
	<b>B. (c)</b> Collection level of Housing Loans in Appendix 7 of AFS for 2018	84%	
	<b>C. (a)</b> Collection level of Rates in Appendix 7 of AFS for 2019	83%	
	<b>C. (b)</b> Collection level of Rent & Annuities in Appendix 7 of AFS for 2019	80%	
	<b>C. (c)</b> Collection level of Housing Loans in Appendix 7 of AFS for 2019	86%	
	<b>D. (a)</b> Collection level of Rates in Appendix 7 of AFS for 2020		
	<b>D. (b)</b> Collection level of Rent & Annuities in Appendix 7 of AFS for 2020		
	<b>D. (c)</b> Collection level of Housing Loans in Appendix 7 of AFS for 2020		
	<b>E. (a)</b> Collection level of Rates in Appendix 7 of AFS for 2021	67%	
	<b>E. (b)</b> Collection level of Rent & Annuities in Appendix 7 of AFS for 2021	80%	

	<b>E. (c)</b> Collection level of Housing Loans in Appendix 7 of AFS for 2021	88%	
<b>Finance M3</b>	<b>A.</b> Per capita total cost of settled claims for 2021	€10.34	Data to be provided by IPB Insurance
	IPB Insurance: Number of notified claims for 2021	63	
	IPB Insurance: Number of settled claims for 2021	32	
	IPB Insurance: Total cost of settled claims for 2021	€813,595.63	
	Total cost of claims settled under excess for 2021		
	Self-insured: Number of notified claims for 2021		
	Self-insured: Number of settled claims for 2021		
	Self-insured: Total cost of settled claims for 2021		
<b>Finance M4</b>	<b>A.</b> Overall central management charge as a % of total expenditure on revenue account	11.7%	
	<b>B.</b> Total payroll costs as a % of revenue expenditure	25.86%	
	Overall central management charge from LA FMS & defined in Annual Budget	€12,517,255	
	Total payroll costs from Appendix 1 of AFS for 2021 (including Salaries, Wages & Pensions)	€27,664,975	
<b>Economic Development J1</b>	<b>A.</b> No. of jobs created with assistance from the LEO during 1/1/21 to 31/12/21 per 100,000 of population	188.1324	This data will be obtained from Enterprise Ireland Figures for Galway City & County
	The no. of jobs created with assistance from the LEO during 1/1/21 to 31/12/21	148	
<b>Economic Development J2</b>	<b>A.</b> No. of trading online voucher applications approved by LEO in 2021 per 100,000 of population	390.2476	This data will be obtained from Enterprise Ireland Figures for Galway City & County
	<b>B.</b> No. of trading online vouchers drawn down in 2021 per 100,000 of population	255.5041	
	No. of trading online voucher applications approved by LEO in 2021	307	

	No. of those trading online vouchers drawn down in 2021	201	
<b>Economic Development J3</b>	<b>A.</b> No. of participants who received mentoring during 1/1/21 to 31/12/21 per 100,000 of population	1,066	This data will be obtained from Enterprise Ireland Figures for Galway City & County
	No. of participants who received mentoring during 1/1/21 to 31/12/21	852	
<b>Economic Development J4</b>	<b>A.</b> Does LA have a current tourism strategy?	Yes	
	<b>B.</b> Does LA have a designated Tourism Officer?	Yes	
<b>Economic Development J5</b>	Spend on local economic development by LA in 2021 per head of population	€242.23	
	Spend on local economic development by LA in 2021	€19,055,606.85	