

October 2021

Management Report to Council








This Month

• DRCDC Grant Funded Programmes	Page 4
• Tipperary Age Friendly	Page 6
• Healthy Ireland	Page 10
• Sports Partnership	Page 12
• Upcycle Challenge Competition	Page 18
• Landfill Updates	Page 23
• Climate Action and Energy	Page 27
• Irish Water Investment Plan	Page 31
• Irish Water National Water Resource Plan	Page 37
• Housing Delivery	Page 47
• Performance Indicators	Page 56
• CSD Activity	Page 66
• Property Management	Page 69



October dates for your Diary

<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>
				<u>1</u> 14:00 Irish Water WW/Shop – Carrick-on-Suir
<u>4</u>	<u>5</u>	<u>6</u> Irish Water Biannual Workshops	<u>7</u>	<u>8</u> 10:00 CPG Meeting
<u>11</u> 10:30 TCC Plenary Mtg	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>
<u>18</u> 10:30 Thurles MD Mtg	<u>19</u> 11:00 Housing SPC Mtg	<u>20</u> 11:00 Clonmel BD Mtg	<u>21</u> 10:00 Nenagh MD Mtg	<u>22</u>
<u>25</u> 11:00 Tipperary-Cahir-Cashel MD Mtg	<u>26</u>	<u>27</u>	<u>28</u> 14:00 Carrick-on-Suir MD Mtg	<u>29</u>

	Community & Economic Development & Tourism	1-17		Environment & Climate Action	18-30
	Water Services	31-45		Housing	46-55
	Corporate Services & Human Resources	56-69			



**Community and Economic Development Directorate
(Community/LCDC, SPORTS, FAI, SPU Teams)**

<u>New Policy/Strategic Issues;</u>			
Policy Changes/Updates	Date Adopted	Progress in Previous Month	Next Stage
LECP Annual	The LECP 2014-20 has been implemented- bi-annual reviews took place on action delivery. . A Departmental working groups is developing national guidelines for the new LECP process. The LCDC has made a submission to the consultation on same (February 2021). New Guidelines for the LECP development and framework are anticipated in early October		
Migrant Strategy	Process Underway	Consultaiton done, inf graphics being prepared, draft plan underway	
Healthy Communities	Comence Q4 2021		
<u>Directorate Priorities</u>			
Major Current Issues	Progress to date		Next Stage
Scheme of Capital Grants for Community Facilities & Amenities	<p>In the final stages just wrapping up three projects.</p> <p>Next scheme proposing keeping some development levies for playground capiatl maintenance and Also Broadband hubs etc resulting in a smaller fund for Community groups.</p>		<p>Look at decommitted fund which will support shovel ready projects and additionally playgrounds.</p> <p>Develop the next scheme.</p>
Town & Village Renewal Scheme	<p>2018 Progressing well</p> <p>2 projects completed Aglish & Terryglass.</p> <ol style="list-style-type: none"> 1. Puckane practically completed at this point. 2. Thurles regeneration plan completed in the process of drawing down. 3. Nenagh Bamba Square, will be completed in coming weeks. 4. Cloughjordan wood walk trail to be finished by Mid November. 5. Cashel lowergate street expect to be completed by End of Mid November 2021. 6. Carrick heritage centre almost complete just snagging and awaiting a heritage door. Will be completed Mid November. <p>2019 Only early stages 5 Projects</p> <ol style="list-style-type: none"> 1. Lorrha Community Hall(community led) 2. Newcastle Community Hall(Works well under way) 3. Cashel Public Realm Lowergate Square (MD Led) 4. Clogheen improvements to community Building and Chapel Lane.(Is progressing reasonably well) 5. Nenagh Ball Alley Lane(MD Led progressing well plan to be completed in 2021) 		<p>Close out 2018 project and progress the 2019 projects and 2020 projects there has been much delay due to COVID restrictions we will be writing to all promoters seeking revised timelines when restrictions ease.</p>



	<p>2020 Accelerated measures(New Scheme) 13 grants approved with a value of almost €400,000.</p> <p>2020 Main Scheme approved.</p> <ol style="list-style-type: none"> 1. Boherlahan Village Enhancements 2. Kilbarron Village Enhancements 3. Kilsheelan enhancement to the Blueway and app development. 4. Marlfield viewing platform, parking spaces, disabled access fishing point. 5. Loughmore undergrounding of cables etc laying on fibre optic for a broadband Hub. 6. Birdhill village enhancements. 7. Templemore Town Park Enhancements. <p>Wrapping up 2021 Accelerated Measures All will be complete by year End.</p> <p>2021 awaiting Announcement of successful projects.</p> <p>Streetscape Scheme new in 2021</p> <p>Tipperary County Council permitted to Select 6 towns to benefit under a streetscape scheme late in August with a max budget of €320,000. The scheme was advertised seeking expressions of Interest and was approved late September in Total 140 properties will benefit from almost €317,000 per the table below.</p> <table border="1" data-bbox="373 1296 904 1688"> <thead> <tr> <th>Town</th> <th>No. of properties</th> <th>Spend Approved</th> </tr> </thead> <tbody> <tr> <td>Roscrea</td> <td>19</td> <td>€75,100.00</td> </tr> <tr> <td>Rosegreen</td> <td>3</td> <td>€14,499.80</td> </tr> <tr> <td>Cahir</td> <td>15</td> <td>€43,840.00</td> </tr> <tr> <td>Cashel</td> <td>18</td> <td>€53,624.01</td> </tr> <tr> <td>Carrick On Suir</td> <td>45</td> <td>€43,681.00</td> </tr> <tr> <td>Nenagh</td> <td>40</td> <td>€86,209.00</td> </tr> <tr> <td>Total</td> <td>140</td> <td>€316,953.81</td> </tr> </tbody> </table>	Town	No. of properties	Spend Approved	Roscrea	19	€75,100.00	Rosegreen	3	€14,499.80	Cahir	15	€43,840.00	Cashel	18	€53,624.01	Carrick On Suir	45	€43,681.00	Nenagh	40	€86,209.00	Total	140	€316,953.81	
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<p>CLÁR Measure 2 (Playgrounds/Multi-Use Games Areas)</p>	<p>2019</p> <ol style="list-style-type: none"> 1. Ballingarry Playground Completed but challenges getting it ROSPA certified <p>2020</p> <p>No Community measures Approved</p> <p>2021</p> <p>Clonakenny Community Garden successful.</p>	<p>Very little to be done to close out Ballingarry Playground but again held up due to COVID restrictions.</p>																								



<p>Outdoor Recreation Infrastructure Scheme</p>	<p>2018 Measure 2 outstanding the river Ara Walkway in Tipp Town, resulted in an An Bord Pleanala application.</p> <p>2019 One measure 3 approved for Blueway & Suir Island works in Cahir, Carrick and Clonmel grant €500k All works scheduled to be completed by end of 2021.</p> <p>One measure 2 garrykennedy replace footbridge and some enhancements to walkway</p> <p>2020 2 measure 2's approved Beara Breifne Way lorrha to Portumna Suir Blueway Cahir Infrastructure Enhancement.</p> <p>2021 to be announced.</p>	<p>Progress delayed due to COVID restrictions.</p>
<p>Rural Development Programme (LEADER)</p>	<p>Current Scheme closed realising almost €8million worth of projects over the 2014-2020 period.</p> <p>It has just been confirmed Tipperary will receive projects funding of just over €2million for April 2021-December 2022. Projects are now being approved under the new scheme.</p>	<p>This scheme covers 2014-2020 leader Programme.</p>

Local Community Development Committee

The LCDC has met eight times in 2021 and continues to provide oversight across a wide range of schemes and programmes including the Community Enhancement Programme, Rural Development Programme, Healthy Ireland, Migrant Integration and SICAP. Three new community representatives nominated by the PPN have joined the Committee to replace representatives who have served their terms.

Social Inclusion Community Activation Programme. (SICAP)

The Programme implementers are on target to meet Key Performance Indicators (KPIs)

in 2021 with NTDC on 93% achievement (37 groups) with Local Community Groups and 100% achievement on supports to Individuals (435). Similarly South Tipperary Development are on 80% achievement for KPI1 – Local Community groups and 57% achievement with Individuals. Over the coming months SICAP will be sending in their case studies and submitting Annual Plans for 2021. An engagement visit with Pobal is also taking place. The SICAP programme has been extended to 2022 and a Mid Programme review of the Programme is to take place.

Local Economic and Community Plan

The Department of Rural and Community Development are developing Guidelines for the subsequent LECP Development Process.



Tipperary LCDC has made a submission to the Guidelines Development Process and engages with the Consultation. Department guidelines are expected early October and this will set out the framework for review and developing the new LECP.

Community Call

The Community and Enterprise section responded to the significant challenges and fears being faced by the older and vulnerable in the community by developing a community call service. The service initially provided a 12 hour per day (8am-8pm), 7 day a week service between April and June after which it was reduced to an 8 hour (9am-5pm) a day service over the 5 days (Monday to Friday) for weekends the public ring the Emergency on call line who have a script guiding their response. The service is still available through the CSD and there have been 16 calls since May.

DRCDC Grant Funded Programmes

Town and Village Renewal

The summary of projects is above. The main change in 2020 that carried in 2021 is the 10% of total project cost as match funding, ordinarily this is 20% but it recognises the impact of COVID and the reduced matched funding enables groups who struggled with fund raising to realise projects and also to invest money into the local economy (counter cyclical spending to reduce the economic impact).

All projects under the 2018 scheme will be complete by year end.

The 2019 Approvals are now progressing there are many challenges such as increased materials costs, challenges with material and skilled labour.

The 2020 Accelerated Measures are due to be closed by year end,

The 2020 main scheme we have one project complete.

The 2021 scheme is to be announced.

Additionally we have nominated 6 towns/Villages under the Streetscape Scheme with a total estimate of €320,000. The towns being Carrick On Suir, Roscrea, Nenagh, Cahir, Cashel and Rosegreen.

ORIS

The 2018 projects are all complete save the River Ara walkway in Tipperary Town this required an application to An Bord Pleanála and one of the conditions of the planning consent was that works on, in or directly adjacent to the river could not be undertaken until the End of Q2 2020. The DRCDC fortunately have granted an extension until the End of October 2021. The project is on target.

2019 Measure 2 we have one measure 2 approved in Garrykennedy to replace a footbridge and other improvements to a walkway.

2019 Measure 3 we had one measure 3 approved in 2019 with a grant value of €500,000. This involves work across 3 districts. Carrick, Clonmel and Tipperary work is progressing well and at this point we expect to meet the project completion by the end of 2021.



In 2020 we received approval of 2 ORIS measure 2's.

The Beara Breifine Lorrha to Portumna improvements and also the Blueway improvements at Cahir.

Clár

The 2019 Scheme we had 3 Community group approvals.

1 playground Ballingarry this has been hampered by Covid 19 in that the successful supplier was based in Northern Ireland and restrictions prohibited travel. It is expected to be completed by February 2020. It is hoped that BREXIT will not adversely affect the delivery of the project but we will continue to discuss with DRCD.

In 2020 all approvals were given to roads led projects (Road Safety measures). There were no community led schemes approved.

The 2021 Scheme Community measures the successful applicant was Clonakenny Community Garden(near Roscrea).

Community Enhancement Programme.

In May 2021 Tipperary was approved for €149,690 under the CEP.

The scheme closed for application on the 9th of June.

Final drawdown has been extended to the 1st of October.

€50,000 was ring fenced for specific initiatives in the county.

- Migrants and inclusion in our communities, supporting development

of Tipperary Migrant and Integration Strategy

- Training and Post Covid-19 Restart supports for communities in partnership with PPN, STDC & NTDC
- Support to the 5 Garda Youth Diversion and 2 Youth and Family Support Services in Tipperary (staff led youth projects not eligible for TETB Capital funding supports)
- Greener Communities and implementation of Action Plans complimenting workshops and supporting awareness of the SDG's
- Age Friendly thematic project supporting age friendly groups reengage post covid
- Support to the 4 Family Resource and 3 Community Resource Centres to address Food Poverty and provision of play therapy support equipment
- Dementia Awareness Supported Projects supporting community awareness of dementia within Tipperary
- Keep Well – Staying Connected supported projects

The remaining €99,690 was provisionally approved to 116 by the LCDC for grants of between €500 and €902

Social Enterprise Capital Grant

On the 6th of September 2021 a €1 million fund was allocated nationally to the Dormant Accounts Fund **Social Enterprise Capital Grants Scheme 2021**. Tipperary has been allocated €36,696.52. It is expected that grants will be in the range of €2500 to €5000. The scheme will close to on the 6th of October. Applications will be assessed by the LCDC team and long listed for approval by the LCDC and final shortlisting will be carried



out by the Department Rural and Community Development.

The final document drawdown deadline will be the end of February 2022.

Joint Policing Committee

There have been three virtual JPC meeting held over zoom in 2021.

JPC is funding property marking training in 5 locations through out the county. One is taking place in Cappawhite on the 25th of September and another is scheduled for early October on the Newcastle Area. 3 more will be arranged for October or November.

A Feasibility Study for Roscrea CCTV is in place. The system may need planning permission and this is being investigated.

We have received an update for An Garda Síochána in relation to

1. Burgess/Birdhill/Cooleens
2. Littleton
3. Fethard
4. Borrisokane

The council is required to complete the Joint Data Controller Document for the above schemes.

This will form part of the applications for Garda Commissioners Authorisation under Section 38(3)(c) of the Garda Síochána Act 2005.

The JPC will work on completing these agreements as soon as possible.

Tipperary Age Friendly



Tipperary Age Friendly Alliance and Older Peoples Council continue to operate albeit in an online capacity and delivering actions and complimenting actions of the Tipperary Age Friendly Strategy

Roscrea Age Friendly Town

Roscrea Age Friendly Alliance are progressing the development of the Roscrea Age Friendly Strategy. A walkability audit took place on the 1st and 2nd September and the findings will be presented to the Alliance on the 19th October and a pop-up shop to showcase the findings will take place in Roscrea in November.

Positive Ageing Week 2021

Tipperary Age Friendly captured a number of videos which provide information and supports for older people in Tipperary, including health and information. Recent recordings showcase dementia supports, bereavement supports, safeguarding, Carers, Munitir Na Tíre, LGBT+ supports in Tipperary, Digital Connections. These videos can be found on www.tipperarycoco.ie and will be promoted for Positive Ageing Week 2021 September 28th to 1st October.



Tipperary Older Adults Festival

Tipperary Age Friendly will support an Older Adults Festival 1st to 5th of November where we will provide a small grant scheme for older adult groups to engage music or cultural events in their own community as we celebrate reengaging and connecting after Covid within our communities, this grant opportunity will be advertised through Tipperary PPN and also on www.tipperarycoco.ie

Reminiscing in Tipperary - "Back in my Day"

On 1st October, International Older Persons Day Tipperary Age Friendly will launch its Reminiscing Project Volume 1, which showcased stories of people as they grow up in Tipperary, and this was collated by Jimmy Duggan.

Dementia Café Network

A dementia café is a welcoming, once monthly meeting for anyone who is affected by dementia. Within County Tipperary Café currently supporting people living with Dementia and Tipperary Age Friendly are partners is growing this network. At present Nenagh café is working online in partnership with the Ballina/Killaloe café. Roscrea held its first in person café on 24th September and

will hold its café on the last Friday of every month in the courthouse Roscrea. Thurles host their café in the Book Worm on the second Wednesday of every month

TIPPERARY

Dementia Café Network

Atmosphere

Information

Support

Community

To find your nearest Dementia Café in Tipperary with dates and times visit:

www.dementiacafe.ie/cafe-finder
or www.tipperarycoco.ie

Ballina/Killaloe, Clonmel, Nenagh, Thurles, Roscrea

Healthy Homes Tipperary

The Healthy Age Friendly Homes Programme aims to support older people to live in their own home with dignity and independence, for as long as possible, and reduce the number and rate of transfer to long-term residential care. The project is a partnership between Age Friendly Ireland, a shared service centre operating the national age friendly

programme, and Slaintecare, the government ten-year programme for reform of the health care sector. The Healthy Homes Coordinator for Tipperary is Aoife Dunphy. For more information on Healthy Homes see <https://agefriendlyhomes.ie/>



Tipperary Understand Together



Tipperary Age Friendly continue to progress the Healthy Ireland funded Understand Together campaign. A meeting will be held in Nenagh on 11th October to garner interest and participating in making Nenagh and catchment more dementia inclusive. This will be followed with further meeting and pop up shop in Nenagh in November. This campaign will also focus on the towns of Roscrea, Thurles and Clonmel in the coming months.

Healthy Communities

SláinteCare.
Right Care. Right Place. Right Time.



The aim of the Healthy Communities Programme is to identify specific areas in which high risk factors to the health and wellbeing of the population are particularly prevalent, with a view to implementing targeted initiatives to tackle these challenges from within these communities. This will be achieved through partnership with a range of stakeholders and through the provision of dedicated services to build sustainable improvements in the health and wellbeing of those of all ages living in these communities.

To ensure local areas of disadvantage have access to the full enhanced Health and Wellbeing Programme, a core group of services in each area to support vulnerable groups within the community. Tipperary is one of the areas identified for Phase 1 rollout of the Healthy Communities Programme with the area identified in Phase 1 focused on the Clonmel and catchment area. In the coming months Tipperary County Council and Tipperary LCDC will establish an Area Implementation Team to support the Healthy Communities rollout.

Migrant Integration

Tipperary LCDC are in the process of Development a Migrant Integration Strategy.



The consultation and analysis piece of the strategy development is complete. The consultation was through interviews/focus group and by and online.

A very good response was received from all sections of the migrant community including Economic Migrants, those in Direct Provision and Syrian Resettlement

One of the most significant findings in this research was the warm and welcoming reception reported by the vast majority of respondents. This finding was common across respondents from diverse backgrounds both within and outside the EU. Discrimination, xenophobia, and racism reported was minimal.

Respondents were generally very positive towards County Tipperary, although more recent migrants from large urban cities were struggling to adapt to life in small provincial towns. Despite appraising Tipperary positively almost half of migrants are unsure if they will stay in the county for the next ten years.

Limited integration appears to be occurring between immigrants and the native Tipperary population. Migrants largely appear to mix within their own cultural groups.

As part of the Strategy Development, a migrant forum will be developed. The role of the forum will be to give a greater voice to migrants in our county and it is envisaged that through the Public Participation Network, the migrant's forum will be able to take up seats on Local Authority Committees as well as committees and decision-making structures within other agencies.

The next step is to identify key actions to progress migrant integration in the county and meet the key needs as identified. The commitment and lead of a number of different agencies such as the HSE, Transport

Coordination Unit, Local Development Companies as well as Tipperary County Council will be key to implementing actions which will enhance the quality of life on the Migrant living within our communities.

Disability Awareness

Tipperary County Council taking part in Make Way Day on September 24, 2021. This Day is a campaign that brings the Disability and wider community together to consider the needs of people with disabilities in the public spaces we share. More information on the day available here:

<https://www.makewayday.com/>

On the day we will be collaborating with Rehab Care in Clonmel who will be creating awareness of the day across four sites in Clonmel. The Council will also promote an online tool developed where People will be empowered to give their 5K or area a rating from one to five stars depending on the obstacles they come across.

The tool is mobile friendly and is used to draw attention to anything that represents an access problem. This quick and easy exercise is mainly picture-based, and people can use it as often as they like on the day.

Comhairle Na Nóg

Thurles/Templemore (Mental health) –

Designed mental health wellness badges 48 young people completed (see below) these virtual badges will reopen for WMH day on 10th as part of Comhairle awareness event in Templemore Town park.

Had two meeting with Jigsaw Thurles staff and have agreed to help with promotion of the new service including a video and being



hosts at an open evening to show people around the service. Dates agreed, Comhairle have also agreed to help promote the call for YAP members.

Will be involved with Mental health week in Oct with NTMH committee on project similar to last year. (Gratitude Tree project)

Carrick (Equality/Racism) – Hope to do mural in Carrick in conjunction with Bridgewater house in 2022 from 2021 ideas and will await new members and part of the workplan.

Clonmel (links to Decision makers) – made submission to County Development plan following a workshop with Clare Lee, currently adding youth friendly outdoor spaces to the CDP submission and then Ben and Heather will meet planners.

Have completed work with CYPSC, updated questionnaire and video interviews for launch of CYPSC plan. New rep to CYPSC elected for new term.

Nenagh (Equality/LGBTQI*) – had some plans and ideas that didn't happen due to covid so group will now await new members and new themed work from new plan after AGM. LGBTQ* ideas will be kept for future work.

Tipp/Cahir (Equality/Disability) – plans made to work with Ann Bradshaw on a peer training programme for Disability awareness for schools in 2022. Other plans to link with disability groups hadn't happened due to Covid. Plans with Ann won't happen until after AGM21. Subgroup had overview of the work of Tipp town Task force so have agreed now to help them put a youth voice to these plans and promote a youth survey and also help this task force working going forward.

Subgroups meet with Pauline outdoors in parks around the county and had a zoom final meeting in Sept to mark World Democracy day.

Consultations

- Members have been selected for workshop/consultations on Rural Youth Assembly (Eleanor and Heather) and Dail na nÓg consultation Days in October

Linkage

- Heather has been selected for CYSPC going forward, Jack Ryan was elected as our new National executive officer and new chairs were elected last week.
- Awaiting link to jigsaw to be outlined for the future outside of YAP itself.

AGM 2021 – 12th Oct virtually event from 2-6pm – 24 seats to fill for the year ahead. Numbers low until we get new people but some subgroups are still working away on specific bits of work until AGM. Outgoing chairs are doing AGM work.

Public Participation Network (PPN)

Tipperary PPN has a new Coordinator. Ruth Smith formerly community development coordinator at Knockanrawley Resource Centre, based in Tipperary Town, Ruth has been a community worker for 25 years, 22 of those years were with the resource centre.

Tipperary PPN will host Municipal District Meetings over the coming months commencing with Cahir House Hotel on 7th October, Abbey Court Hotel Nenagh on 12th October, Carrig Hotel Carrick on Suir on 21st October, Templemore Arms Hotel on 2nd November and Raheen House Hotel on 9th November. All meetings will run from 6.30 pm to 8.30pm.



Healthy Ireland



Tipperary LCDC and Tipperary CYPSC are currently administering a joint application for Round 3 Healthy Ireland funding which has 12 actions over two years with a particular emphasis on Community Mental Health. This round of funding has been extended until December 2021. Funding of €374,100 has been received. Within this there is an opportunity for local, community and voluntary groups to apply for funding up to €5,000 with €30,000 being available to administer in this fund. Application process was held in September with actions to be now extended to October 2021.

Minster Frank Feighan visited Clonmel to see two projects in action:

1. Wibly Wobbly Bike Programme at Willison Pre School, Monastery Road, Roscrea: and
2. Dementia Understand together in communities Roscrea Courthouse, Gaol Road, Roscrea:

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Pride of Place

The Pride of Place of Place competition is being judged in Tipperary on September 28th and 29th. The groups competing are:

Ballyporeen Community Council, Tipperary Down Syndrome, Ballysloe Community Council, Lorrha SCEAL (Social Enterprise)- Due to the council restrictions, the judging will take place in the Municipal District and Civic Offices.

Play and Recreation & Playgrounds

Work is to be carried out in Templemore and Newcastle with support from Capital playground grant from DCEDIY, no annual ROSPA is carried out due to no company having insurance cover to carry out them. Continual inspections are carried out by MD staff while IPB, Department try to come to a resolution.

Suicide Prevention & Mental Health

Commitees and groups are working on mental health awareness across the county. This year in addition to STAN (South Tipperary Area Network) and North Tipperary Mental Health Committee, there is a all county group with the objective of providing greater



coordination across the county. Tipperary Mental Health Week will be launched by Cathaoirleach Marie Murphy in the Source Thurles On Friday October 1st. A full range of events and supports will be offered to celebrate World Mental Health Day on October 10th

Children and Young People Services Committee

The main purpose of the Children and Young People’s Services Committee is to improve inter-agency cooperation and collaboration for better outcomes for children and young people with working groups established and in operation for each of the 5 outcomes.

A video has been shot with the assistance of Heather Doyle and Ben Gallagher, Comhairle na nÓg, Pauline Strappe, YWIT, Michelle Kelly, WSTCYS, Barbara Gunn, Tipperary Childcare Committee, and Lorraine Duane, TETB, Ruairi O’Caislean, Tusla, and Pat Slattery, Chair CYPSC, Tipperary County Council.

This explains the role of the CYPSC and showcases the three CYPSC actions Child & Youth Participation Guide; Disabilities services report and the new CYPSC web-site <https://www.tipperarychildrenandyoungpeoplelesservices.ie>

Jigsaw



The Jigsaw, early intervention mental health service for youth has opened Thurles. The project commenced accepting referrals on 26th

July on-line and by phone. Face-to-face contact commenced from 30th August.

Services are available both face to face and online. Jigsaw is a free, early intervention, primary care service offering mental health support for young people with a qualified mental health professional. An update has been sought on the future outreach centres for Nenagh and Clonmel from Manager Michele Putti.

Contact Jigsaw Tipperary on 0504 60023 or email at tipperary@jigsaw.ie See www.jigsaw.ie for more information and referral process.

Sports Partnership

Tipperary Sports Partnership is currently implementing its 2021 Operational Plan and successfully secured over €510,000 for sports and physical activities in the County to date. It continues to be a difficult time for the delivery of activities due to the Covid-19 pandemic, however, TSP continued to facilitate activities with many programmes delivered online and virtually. As Return to Sport continues, TSP has commenced the roll out of many of its face to face programmes in line with current guidelines.

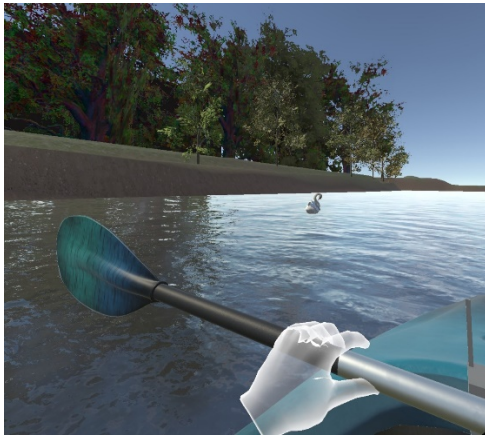
TSP continues to work closely with Tipperary County Council on the ‘In This Together’ and ‘Keep Well’ campaigns.

Tipperary Sports Partnership awarded 52 Sport Clubs funding through its Coaching, Development & Return to Sport Funding Scheme. Over €59,000 has been allocated.

In partnership with LIT a new Special Purpose Award in Club Administration

'Running Sport Clubs' is currently been advertised.

7 Safeguarding 1 and 1 Safeguarding 2 workshops have been delivered to date, 100 sport volunteers received training. Further courses are planned for the Autumn.



Work is continuing on the 'Innovation Project – Suir V' in partnership with LIT, Canoeing Ireland and Clonmel Canoe Cub to develop a canoeing Virtual Experience on the Suir Blueway. Prototype has been developed and is currently been tested with groups.



The 12th Tipperary Women's Mini Marathon took place on the weekend of the 25th & 26th September virtually. During the summer, a

Swimming Midlife programme for women was delivered in Ballina Outdoor pool.



A Couch to 3k 6-week Podcast is available to be downloaded on www.tipperarysports.ie. In August as part of Pride Week a walk was held with Tipperary LGBT. TSP also promoted Heritage Walks in the County with Tipp Fm.

Currently, TSP is working with FAI in supporting a Kick Fit Soccer Programme for women & Back to the Pitch along with Walking Football for men.

The Wobbly Wobbly Balance Bike Programme has recommenced in 18 Preschool settings with 375 toddlers taking part. Cycle Right Programme was also supported with TCC, to date 470 received bike skills training. Bikeweek took place 12th to 18th September with numerous events supported throughout the County to encourage cycling.



A variety of activities are being supported for youths with YWIT during the Summer. In Carrick a Summer programme was supported for residents in Bridgewater House.

Orienteering was promoted including the promotion of the newly mapped areas in the County along with other outdoor activities such as walking and cycling. Orienteering Training was provided for Primary, Secondary and Disability Services.

Support was also provided to Down Syndrome Tipperary to facilitate a programme for 38 young people, this programme is currently running. A programme was also supported with MS Ireland where a 10-week Summer programme was delivered virtually, a new Autumn programme is currently been planned.



An Outdoor Sports Development Officer has been appointed to develop activity in the outdoors. As part of the Outdoor Community Sports Hub in Clonmel the following was delivered - Schools Paddles Up Canoeing Programme was rolled out with 6 Secondary Schools with 224 students paddling on the Suir Blueway. During the Summer, 2 Teen Explorer camps with 24 teenagers, 6 Kids Kayaking Camps with 71 participants paddling. 2 Adult Taster Sessions, 1 for women only were delivered which were both followed on by 6-week kayaking programmes and 24 participants received Level 2 Skills Awards. A session for Special Olympics was also held in September with 12 young people from Scoil Anghasa in Cashel.



A Learn to Row programme was supported, 32 young took part. The delivery of the Sli

Nadur Outdoor Education programme has commenced in 2 Primary Schools.

TSP, TCC and the Canon Hayes Recreation Centre are currently commencing work on the development of a new Community Sports Hub in Tipperary Town. A Sports Hub Co-ordinator has been appointed. To date, equipment has been purchased, support for the design of the centre and social tennis and activator walking programmes were delivered. Further activities are been planned. The Hub was officially opened in June.



FAI

Club Development

The **FAI Club Mark** is an award based on best practice in the governance, management, and administration of a football club. Clubs start their journey at Entry Level and can progress on to become a 1-star club. Each step challenges the club to implement policies and procedures in line with best practice.

The aim of the FAI Club Mark:

- Establish minimum operating criteria for football clubs

- Provide clubs with a road map to good governance, management, and administration
- Support clubs on their journey
- Reward clubs for achieving and maintaining high standards
- Provide recognition to clubs for their commitment and achievements
- Increase club's capacity to operate effectively and grow football in communities throughout Ireland.

Lough Derg FC, Cahir Park, Two Mile Borris/St Kevin's, Holycross, Killavilla and Carrick United have all received the FAI Club Mark.

Lough Derg FC also have achieved the FAI Club One Star Award which is the first in Tipperary.



After consultation with clubs through emails & calls the following clubs have all applied and are currently in the process, Newport Town AFC, Peake Villa, Moneygall FC, Killavilla United AFC, Tipperary Town FC, Galbally United, Killenaule/Moyglass.

Zoom calls were also arranged with clubs to give some more information around the advantages of the Club Mark and outline the

steps in the process and how we as Development Officers can assist.

Throughout the process we are in constant communication with clubs via calls/emails & video calls

Coaching sessions completed with Clonmel Celtic FC, Cahir Park AFC, Tipperary Town FC, Slievenamon Celtic FC with further sessions planned with the remainder of the clubs.

Planning meetings took place with the NTSFL and the FAI Football for All department to develop an ASD section of the NTSFL. The league has identified potential clubs to work with in the development of the ASD section, follow up meetings to be arranged to assist the development of this section.

Women's/Girls Football

Girls Football continues to grow with almost 25 clubs throughout the county having girl's football within their club structures.

Meeting with Tipperary Women's League to discuss plans and structures for 2021.

The Kickfit programme is a 6–8-week football fitness programme for women over the age of 18 which will give women the opportunity to keep fit by playing football.

The first 6-week Kickfit Programme commenced in August in Birdhill FC alongside in the club's junior girl's academy training, with a total of 22 participants taking part in term 1, several participants have expressed interest in getting involved at

Birdhill FC as both administrators and coaches.



The participants ranged from age 26-53years old

The Birdhill FC group will travel to Dublin in September to take part in a Kickfit blitz with Dublin & Carlow Kickfit groups.

Birdhill FC will continue the KICKFIT programme as a club led programme.

Social Inclusion

Weekly Football For All sessions in Clonmel Town FC with Rehab Care Clonmel, Bridgewater Clonmel & Journeyman Program Carrick on Suir.

Ballymackey FC and Killavilla United FC will both start new football for all clubs with ongoing support from the FAI Football for all section.

Meetings were held with both clubs' committees and as a follow up a Disability awareness workshop will be held by the FAI in September for members from Ballymackey and Killavilla united.



Ongoing support will be provided to both clubs in setting up of the FFA Club sections. The sessions will run weekly with a time and date to be confirmed but the aim is to begin the sessions weekly in Early October.

Sessions began in St Annes Special School in Roscrea in September for a block of 6 weeks. Participants from the school sessions have been informed about the new FFA clubs being set up in Ballymackey and Killavilla United.

Walking Football:

8 week programmes currently running in Cashel & Thurles with local Men's Shed groups.

Mental health football recovery group:

An 8 week low intensity football programme began with a group from St Marys adult mental health group. The group runs on Monday mornings from 11am – 12pm in Peake villa's Astro pitch.

Intercultural

Sessions in Borrisokane FC began in September with members of the Borrisokane Direct Provision centre. The sessions will run on a Monday evening from 6-7pm in Borrisokane FC until the end of October. Borrisokane FC will facilitate registration of participants of the sessions into the clubs' teams for the season providing sustainable long-term football for the participants in Borrisokane FC.

FAI School Skills Showcase:

FAI '*School Skills Showcase*' is an interactive soccer challenge that was open to all primary schools in Tipperary to take part. The School Skill Showcase challenge is an engaging fun activity for the full class to participate while promoting physical activity, creative thinking and teamwork in a class setting.

Classes were invited to complete one of the three soccer challenges or work together in groups to produce their own unique School Skills Showcase challenge. A session template was sent to all schools with a blank template for students to create their own session

Environment & Climate Action Directorate

Policy Changes & Updates

A meeting of the Environment and Climate Action Strategic Policy Committee took place on the 27th of September. A presentation of the Draft Burial Ground Bye-Laws was given by Ruairi Boland, Senior Executive Engineer. It was agreed by the members to refer the draft bye laws to the Plenary Council meeting and then to the public consultation phase.

Public Awareness Initiatives

Upcycle Challenge Competition



Cathaoirleach Cllr Marie Murphy presenting the winning entry to the Brett Family

The Environment and Climate Action Section extended a challenge to the people of Tipperary over the Summer, to get people thinking about reusing and recycling items to reduce waste and to inspire individuals and communities to get creative and innovative with materials that would otherwise be discarded as waste.

Forty one applications were received, which included upcycled furniture, the repair of a preloved record player and sewing machine, items made from horse shoes, repaired old bicycles, garden furniture made

from buckets and copper cylinders, bags from old clothes, upcycling old hardback books into gifts or keepsakes, reusing old socks as kitchen pot scrubbers, using old railway sleepers to make a fire mantel, upcycling various parts of a piano to make household items and making bags and dresses from flour sacks.

The Brett Family from Ballycahill were the overall winners, with a vibrant new henhouse made from unwanted pallets. Their hens had recently hatched two new chicks and with their expanding flock of hens, a larger hen house was needed. Rather than buy a new coop, the four children opted to design and build their own using various upcycled items found around the farmyard. Materials used included timber pallets, expanding metal, tree branches and timber cut-offs. When constructed, it was painted with used car engine oil and left-over paints. The hens and chicks have now re-located and are enjoying their new upcycled home.



Margaret Matuszewsha from Cashel designed a new garden bench. Two old chairs received a makeover and for her efforts, she won second prize. The upcycled garden bench is now a proud feature in Margaret's front garden.



In third place was Pat Bracken, who was given an old Raleigh bike from a friend doing a clear-out of his shed during Covid-19. Pat decided to bring the bike back to its former glory and now uses it to cycle in and out to work and around Thurles.

Jane O'Connor from Borrisleigh, our fourth runner up, decided to setup a business making cushions and doing clothes alterations and turned her spare room into a workshop. A footstool was needed and rather than buying a new one, Jane decided to make a footstool from an old plastic beer crate, which she covered with recycled fabric.



In 5th place were Timmy and Anne Ryan from Nenagh. Timmy has always had a flair for repairing items. His wife Anne suggested that they make a birdbox for their garden. An old tin bucket and saucepan lid were upcycled to make a colourful birdbox. This is proudly displayed in their garden.



Upcycled Fabric Material Project



Clare and John O'Regan, Upholstery Services, Tipperary Town donated 9 bags of fabric material which they no longer required to members of the South Tipperary ICA Federation Committee. In the coming months, members will be busy making various pieces to make cushions, and bedspreads from the unwanted material.



Anne Marie Clifford, Annette Hesketh, Environment Section, Ann Lonergan, Federation President, Ann Maria Farrell, Maureen Fahey, June O'Dwyer, Regional President South West, and Jacinta Sweeney, representing the South Tipperary Federation Committee ICA.

National Reuse Month

October is national re-use month and **MyWaste.ie** is inviting the public and all organisations to hold and attend community-based workshops on managing food waste and upcycling everything from fashion to furniture. The aim is to bring people beyond the idea of “reduce, reuse and recycle” to a more conscious prevention of waste in the first place. For this and more information on October Ireland’s National Reuse Month, please visit Tipperary County Council’s or **MyWaste.ie** websites.

Food Waste Workshop

A free Reduce your Food Waste Workshop will take place on Wednesday the 6th October at 10am sponsored by the Environment and Climate Action Section. This session will cover everything from meal planning, recipe swaps, preserving and growing your own vegetables. It will also look at food storage, what best before dates to ignore and jazzing up leftovers for a tasty packed lunch. From composting to preserving, it will all be covered in a 2 hour zoom session.



Keep Tipp Tidy Campaign



With increased numbers visiting our scenic spots during the summer months, a campaign “**When out and about Keep Tipp Tidy**” was undertaken in association with a number of Tidy Town committees. This campaign was targeting to remind visitors to remove their litter after visiting the countryside. The section provided Hi Vis jackets and canvas bags with the campaign logo to a number of Tidy Town committees, who agreed to distribute bags and raise awareness about litter prevention in their

own areas.

Energy Week

The EU Sustainable Energy Week takes place from the 25th - 29th of October under the theme “**Towards 2030, Reshaping the European Energy System**”. A number of events and activities are planned to

include a Schools Energy Saving Tips and a Tree Competition. In association with Tipp FM, the section has organised talks on Retrofitting your home, SEAI grants and energy saving tips.

Dogs

5,606 licences were purchased to date. At our kennelling facilities, 115 impounded, 16 rehomed, 61 to rescue, 21 reclaimed and 4 euthanized.

Horses

34 horse queries were reported, which resulted in 29 horse pickups.

Abattoirs

Bovine	Ovine	Porcine	Caprine	Turkeys	Chickens	Deer	Rabbits	Abattoir Visits
1050	3927	53	21	9339	655	378	655	595

Infrastructure

Civic Amenity Sites

98,500 customers visited the Civic Amenities sites:

Waller's-Lot	22,100
Carrigeen Clonmel	23,200
Nenagh	22,000
Roscrea	20,000
Donohill	11,200

Recycling of Duvets and Pillows:

Staff at the Civic Amenity Sites are working on a project which will enable duvets and pillows to be recycled into insulation and prevent these products being sent to landfills.

Mattress Amnesty:

A Mattress Amnesty, funded under the Anti Dumping Initiative, allowed members of the public to dispose of unwanted mattresses free of charge at our CAS sites on designated days in September. A total of 1,689 mattresses were brought to the sites (Waller's-Lot 381, Carrigeen 365, Roscrea 332, Donohill 326 and Nenagh 285 Units). The CAS offer a mattress disposal facility to the public all year round and charge the following disposal costs €18 for a single mattress and €20 for a double mattress.



Derelict Sites

The section continues to engage with property owners to render properties non derelict. To date, works were completed on 15 properties. Section 8 notices under the Derelict Site Act were served on 7 properties.

Landfills



First truck offloading at Ballaghveny

MD	Update
Tipperary Cashel Cahir	Donohill
	The monitoring of the landfill in compliance with its waste licence conditions is ongoing.
Nenagh	Ballaghveny
	The intensive groundwater monitoring programme commenced in 2019 and was completed in September. The monitoring of the landfill in compliance with its waste licence conditions is ongoing. Ballaghveny landfill enabling works were completed in September. The Landfill reopened for waste acceptance on the 20th September. Up to 49,000 t/a may be accepted at the landfill and contracts for the acceptance of non-hazardous soil and stone and ash waste have been completed.
	Historic Landfills
Tipperary Cashel Cahir	Landfill remediation detailed design and ecological surveys are ongoing in preparation of the application to An Bord Pleanála for development consent.



Tipperary Cashel Cahir	Tier 2 & Tier 3 Environmental Risk Assessments (ERA) at two historic closed landfill sites at Dundrum and Knocklofty were completed. The preparation of applications for Certificate of Authorisation to the EPA is ongoing.
Thurles	Tier 2 & Tier 3 Environmental Risk Assessments (ERA) at two historic closed landfill sites at Brittas road and Monanearla were completed. The preparation of applications for Certificate of Authorisation to the EPA is ongoing.
Carrick-On-Suir	Consultant appointed to carry out the landfill remediation design and ecological surveys are to be completed in preparation of NIS for submission to the EPA and ABP.

Burial Grounds

Burial Ground	Progress update
Ballina (Boher)	Landowner Land Acquisition conditions are substantially completed. The pricing document was completed by the consultants.
Fethard	Part 8 Planning Documents were completed for submission. Landowner Land Acquisition details currently being finalised.
Cahir	The Cahir Parish committee is progressing the development of the burial ground and the section will provide technical assistance where required.
Cloughprior	The National Monuments Section was consulted on the development of the Burial Ground Extension. The Geophysical Survey was submitted to National Monuments Section for comment.
Carrick on Suir	Discussions with the landowner are ongoing, prior to commencing the full Hydro-geological twelve-month assessment of the site.
Shanrahan	Ancillary works to be reviewed in consultation with the adjoining landowner as Burial Ground developed on lower site.
Kilmore	The Boundary Wall to commence subject to agreement with landowner and availability of Contractor.
Tipperary Town	The section has provided funding to Tipperary MD towards civil works to upgrade the entrance and provide for additional parking spaces.
Thurles (St Patricks)	Thurles MD is undertaking surfacing of the access road and widening of existing road and corners in lower section Burial Ground.
Borrisoleigh	Works to remove the overgrowth around the boundaries was tendered out.
Clonmel St. Patricks	Clonmel BD is upgrading the entrance to St Patrick's Burial Ground and public Car Park.
Nenagh Lisbunny	The installation of a surface water drainage network to commence shortly.



Waste Management and Enforcement

Glass, Cans & Textile Recycling

2722 tonnes of glass and 102 tonnes of cans were collected up to end of August 2021 and 303 tonnes of textiles were collected from 80 locations.

Waste Management & Enforcement

Waste Facility Permits:

5 Reviews received – 1 granted – 3 under consideration – 1 Further Information Request sent
2 Technical Amendments Received – 2 Granted.

Certificates of Registration

4 new application received – 1 Under Consideration – 3 Granted

Annual Returns – Waste Collection Permits & Waste Facility Permits

133 Permit Holders in Tipperary are required to submit an Annual Return, breakdown as follows:

100 Returns Validated by TCC and complete.

9 Currently being assessed.

9 Rejected awaiting response from Permit Holder.

10 Not started by permit holder.

5 in Progress by Permit Holder.

Roads Depots Certificates of Registration

Thurles MD Area office agreed to pilot the Roads Depots authorisations to store and recycle road planings and broken concrete. The District staff will work with the Section to identify the sites and activities to be authorised. Site visits will commence in the coming weeks

Household Waste Inspections

# of Households Surveyed	58
# of Households with a Refuse Service	50
% Compliance	86%



Anti-Dumping Initiative 2021

12 applications were submitted in accordance with the application criteria. Nine projects were approved with funding of €98,000 committed by the Dept of Environment, Climate & Communications. The projects are as follows:

- Mattress Amnesty Countywide Concluded
- Bikes for Africa Countywide Completed
- 2 Illegal Dumping Projects cover Tipp/Cashel MD Completed
- 2 Illegal Dumping Projects for Nenagh MD Completed
- 2 Illegal Dumping Projects Thurles MD 90% Completed
- 2 Illegal Dumping Projects cover Carrick MD Completed
- 1 Illegal Dumping Project for Clonmel/Cahir MD Completed

Litter Infrastructure Support Grant Scheme 2021

Under the Litter Infrastructure Support Grant Scheme 2021, an allocation of €150,000 was made available to Tipperary County Council, which will be spend on the purchase of solar power compacting litter bins. The Section is in the final stages of arranging for the procurement of these bins. A request for Tenders has been published on E-Tenders, with a closing date of 29th September. It is expected that a contract will issue shortly, and bins will be ordered in the coming weeks.

Litter Management Plan 2022 – 2025

A first draft of the Litter Management Plan 2022 -2025 has been completed. It will be circulated internally for comments and amendments and will then go to the Environment and Climate Action SPC for discussion at their December meeting.

Litter Fines

	Tipperary/Cahir /Cashel	Thurles	Nenagh	Clonmel	Carrick-on Suir	Total
Fines Issued	106	9	23	13	11	162
Cancelled	9	2	0	3	0	14
Paid	54	4	16	7	11	92
Outstanding	43	3	7	3	0	56



Legal Proceedings:

Currently there are 6 on-going cases listed for hearing from end of September to December 2021.

Waste Enforcements

Waste Enforcement Category	# Issued	Status
Section 14 Directions (to remediate a site):	15	1 Withdrawn 8 Complied 4 On-Going and 2 recommended for prosecution for non-compliance.
Section 55 Notice (to engage Env Consultant and carry out works):	4	4 On-Going
Prosecution recommendations:	6 (offences)	1 Non-Compliance with a Section 55 Notice date to be fixed for 2022. 1 Non-compliance of a Waste Collection Permit. 2 Non-compliance with Section 14 Directions. 2 Non-payments of Litter Fines.

Climate Action & Energy

The Climate Action and Energy Committee met on the 9th September and updates were given by Tipperary Energy Agency and various sections involved in Energy & Climate Action projects. James Swords, Roads Section, gave a presentation on the Flood Relief Schemes.

The Energy Management Information System was extended to five buildings with PV installations. A representative from TEA will be meeting with the managers of the 15 buildings with the highest energy usage to implement energy savings measures.

The section is partnering with Kildare County Council in a research programme to investigate alternatives to herbicides to replace chemical sprays.

In order to meet our 2030 energy efficiency and carbon reduction targets, all projects listed in the Energy Action Plan were assessed to identify energy savings and Co2 reductions generated. The main projects which will deliver the energy efficiency targets are the upgrade of the Public Lighting to LED and the Energy Management Information System that TEA will use to improve energy efficiencies in our buildings. Projects which will contribute to reducing our CO2 Emissions will be the upgrade of heating systems with heat pumps using renewable electricity, upgrading of our transport fleet to non-fossil fuel sources and retrofitting Civic buildings.



Environment Protection

Water Pollution /Agriculture

- 690 samples taken as part of WFD sampling programme.
- 3 Section 4 Discharge License Reviewed.
- 1 Section 4 Discharge Licence Revoked.
- 85 Section 4 Discharge License Monitoring samples were taken and analysed.
- 62 DWWTS (Septic Tanks) inspections were carried out under National Inspection Plan.
- 4 Section 12 Notices under the WPA 1977 - 2007 were served (Agri Related).
- 17 Farm inspections were carried out to date.
- 2 Source Protection Investigation were carried out.
- Bathing Waters Monitoring on Lough Derg; 25 water samples at 5 separate bathing water locations taken and analysed.
- Algal Bloom Monitoring at Lough Derg; 27 Algal bloom inspections were carried out.

Planning Referrals

81 Planning applications were reported to the Planning Section to ensure potential environment impacts of proposed developments are identified and addressed at planning stage.

Air & Noise Pollution

The status of Air quality in all towns monitored is rated as good and is compliant with The CAFE Directive. Live information on Air Quality in Clonmel, Tipperary Town & Nenagh is available for viewing on the airquality.ie website.

Under the Creation of Woodlands scheme organised by the Dept of Agriculture, Food & the Marine, 33 hectares of land was identified as suitable for the planting of native trees as part of our Climate Action plan. This will further enhance air quality while providing improved natural amenities.

58 Air & Noise complaints were investigated.



Requests under FOI /AIE/GDPR

Category	Request	Ombudsman /OCEI
Freedom of Information Act (FOI)	12	3
Access to Information on the Environment (AIE)	6	1
Data Protection Regulations (GDPR)	2	N/A

Algal bloom

Blue green Algae (Cyanobacteria) developed on Lough Derg on 15th September. The concern for human and animal health is that some species of Cyanobacteria can produce toxins. Such toxins have been known to be extremely harmful to animals that drink the affected waters, skin rashes and illness could also occur in humans following contact with the bloom.

A public awareness campaign was launched to inform the public of the risks associated with the bloom as per Lough Derg Cyanobacterial Alert Protocol. A press release was issued on the Council website and circulated to all social media outlets, staff, elected members, EPA, IFI and Clare County Council.

Ongoing inspections were carried out on Lough Derg until a bloom was not recorded.

Bloomin’ Algae APP

Bloomin’ Algae APP was developed by the UK Centre for Ecology and Hydrology (UKCEH) and Scottish Environment Protection Agency (SEPA) to speed up public warnings of risks to public and animal health (and reduce sample analysis costs).

The APP was piloted by the Tipperary County Council in 2021. It is a citizen Science App for reporting the presence of harmful algal blooms of blue green algae. The records sent in help speed up warnings to minimise risks to public and animal health. Feedback is sent back on the records submitted.

The APP requires a photo and location details and to confirm general activities in and around the water. When the record is submitted, it is stored within the Irecord website, where it is examined and verified by an expert. The APP was used in Tipperary at a number of locations around Lough Derg to submit details of suspected algal blooms. Results were verified within 24hrs of the presence of algal bloom. No sampling was required therefore avoiding delays and costs. It is envisaged that this app will be made available to all Local authorities/EPA/LAWPRO and the public as a tool in reporting the presence of harmful algal blooms.



Open/Closed Complaints 01st January – 30th September 2021

Complaint Description	Tipperary/Cahir/Cashel		Thurles		Nenagh		Clonmel		Carrick-on-Suir	
	Open	Closed	Open	Closed	Open	Closed	Open	Closed	Open	Closed
Air	7	13	0	0	1	2	1	8	5	8
Animal Related	4	54	2	23	4	98	5	49	1	24
Infrastructure	1	0	1	0	2	0	0	0	1	0
Litter	15	233	21	179	17	192	8	116	9	119
Noise	7	7	8	3	27	3	7	5	12	3
Waste Enforcement	11	47	10	34	13	35	1	45	6	23
Water	12	13	5	9	6	26	5	12	9	6
Total Complaints Open/Closed	Open	Closed	Open	Closed	Open	Closed	Open	Closed	Open	Closed
	57	367	47	248	70	356	27	235	43	183
Total Complaints Received	<u>424</u>		<u>295</u>		<u>426</u>		<u>262</u>		<u>226</u>	



WATER SERVICES DIRECTORATE

IRISH WATER INVESTMENT PLAN 2020-2024:

Irish Water has submitted its Third Interim Revenue Control proposal (known as IRC3) to the Commission for the Regulation of Utilities (CRU) for the period from 01 January 2020 to 31 December 2024. This incorporates Irish Water's Investment Plan for the period 2020-2024. The CRU's determination on this proposal was made with the publication of its Decision Paper on 05 December 2019, entitled *Irish Water Revenue Control Revenue Control 3 (2020-2024)*.

This Decision Paper was issued against the backdrop of the new funding model for Irish Water brought about by:

- the Water Services Act 2017;
- the publication by Mr. Eoghan Murphy, TD, the then Minister for Housing, Planning and Local Government, of the Water Services Policy Statement on 21 May 2018, and
- his approval of Irish Water's Strategic Funding Plan 2019-2024 on 08 November 2018.

The Decision Paper was accompanied by Irish Water's Updated Investment Plan 2020-2024, entitled *Irish Water Investment Plan 2020 to 2024 Updated Investment Plan for CRU Review*, submitted by Irish Water in November 2019 to the CRU for review.

In April 2020 Irish Water submitted a further capital funding request to the CRU, which was reviewed in its entirety by the CRU. Having considered this request, the CRU, on 04 August 2020, published its Decision Paper entitled *Update to Irish Water's Revenue Control 3(RC3.5) - Irish Water's Updated Capital Investment Plan*. This Decision Paper took into account evidence related to commitment dates for projects that Irish Water plans to deliver in the period and information provided by a review of Irish Water's capital planning processes by Scottish Water International.

The Update sets out the total revenue that Irish Water can receive, through government subvention and from customers, to cover its efficiently covered costs during the period 2020-2024. This Decision Paper should be read in conjunction with the aforementioned Decision Paper published on 05 December 2019.

Further details on this economic regulatory control process may be gleaned from a perusal of the website of the CRU, www.cru.ie.

Investment is prioritised where it can deliver the most urgently needed improvements in drinking water quality, leakage, water availability, wastewater compliance, efficiencies and customer service.

The table hereunder provides an update of the current status of capital projects in County Tipperary.

Irish Water Infrastructure Projects for County Tipperary:

B. Schemes at Pre-Construction/Design	Contract Name	Current Scheme Status
Clonmel WRZ WP1 – Remedial Action List (RAL) and Boil Water Notice (BWN) Project	<p>– Upgrading and expansion of existing Monroe Wellfields; and</p> <p>- Construct Pipelines from Monroe to Clonmel and on the Mountain Road.</p> <p>This will increase water supply into Clonmel and allow for the removal of the Boiled Water Notice on Mountain Road and rationalisation of Poulavanogue Water Treatment Plant.</p>	Nicholas O’Dwyer Consultants appointed to the project.
Roscrea Sewerage Scheme	Drainage Area Plan (Strategy, Optioneering and Future Solutions Design)	Jacobs Engineering Consultant. Model built and verified for existing network. Irish Water to prepare strategy plan by end 2021.
Thurles Sewerage Scheme	Drainage Area Plan (Strategy, Optioneering and Future Solutions Design)	Jacobs Engineering Consultant. Model built and verified for existing network. Irish Water to prepare strategy plan by end 2021.
Nenagh Sewerage Scheme (Design Build Operate (DBO) 1 year operate, operate starts once contract signed)	Wastewater Treatment Plant Upgrade	Irish Water appointed EPS Contractor/Consultant. Planning application documents and EIS estimated to be submitted in Q1 2022. Estimated to start construction in early 2023.
Nenagh Sewerage Scheme	Drainage Area Plan (Strategy, Optioneering and Future Solutions Design)	ARUP Engineering Consultants completed Draft Drainage Area Plan and model for Irish Water. Irish Water to review.
Ballina Wastewater Treatment Plant	Wastewater Treatment Plant Upgrade	RPS Engineering Consultant progressing with full design. Grant of permission for upgrade works issued on 19 May 2021. Estimated to start construction in Q4 2022.



Newport Wastewater Treatment Plant	Wastewater Treatment Plant Upgrade	RPS Engineering Consultant. Design phase ongoing. Grant of permission for upgrade works issued on 09 March 2021. Estimated to start construction in Q3 2022.
Tipperary Wastewater Treatment Plant	Wastewater Treatment Plant Upgrade assessment	RPS Engineering Consultant. Grant of permission for upgrade works issued on 06 September 2021. Estimated to start construction works in 2025.
Fethard Wastewater Treatment Plant	Wastewater Treatment Plant Upgrade	RPS Engineering Consultant. Design phase ongoing. Preliminary surveys ongoing. Planning Application estimated to be submitted in Q4 2021. Estimated to start construction in late 2022.
Cahir Wastewater Treatment Plant	Wastewater Treatment Plant Upgrade	RPS Engineering Consultant. Design phase ongoing. Grant of permission for upgrade works issued on 20 May 2021. Estimated to start construction in late 2022.

In 2020, Irish Water restructured the delivery of the Investment Plan into three streams, as follows:

- (1) Water Portfolio includes all projects and programmes relating to water treatment plants, water quality, trunk watermains, reservoirs, energy efficiency and dam safety;
- (2) Wastewater Portfolio includes all projects and programmes relating to wastewater treatment, sludge management, trunk networks and drainage area plans; and
- (3) Networks Portfolio includes leakage reduction programme, water networks regional contracts, growth and development programmes and sewer rehabilitation.

The above table lists those projects in County Tipperary which form part of the water and wastewater portfolios.

In respect of the Capital Delivery element of the Investment Plan, these ongoing programmes are designed to prioritise spending as effectively as possible, by identifying where funding is most needed through a focus on specific asset condition and performance, identifying root causes of problems and addressing these.



The programme addresses issues such as:

- water quality;
- water availability;
- health and safety;
- environmental regulatory compliance (per the Environmental Protection Agency);
- public health and environmental risk;
- energy efficiency; and
- maintaining levels of service through addressing underperforming assets.

All projects put forward by Tipperary County Council are reviewed by Irish Water before approval.

As part of Capital Delivery, projects are underway in County Tipperary under a number of headings. The following update describes the current position on a number of these projects in relation to water and wastewater.

(A) NETWORKS PORTFOLIO DELIVERY (WATER):

Irish Water has established a new contractor framework to replace the existing frameworks and has appointed Shareridge Limited to the Mid-West Region which covers Counties Tipperary, Limerick and Clare.

The scope of services covered by this framework includes the following:

- new watermains and service laying;
- below ground network rehabilitation work;
- backyard lead replacement;
- District Metering Areas (DMA) establishment;
- pressure reducing valves (PRV) works; and
- minor works to include leak repair, public side lead works and metering.

(1) Watermains Rehabilitation Works:

2021 works:

Ardfinnan (1km), substantially complete;

Mount Carmel and St. Anne's Terrace, Ardfinnan (0.2km), ongoing ;

Davis Road, Clonmel (0.48km), complete;

Templetuohy (0.15km), complete ;

Carrick-on-Suir N24 (0.6km of various pipe sizes at junctions), complete.

Kilfeacle to Thomastown (1.2km), ongoing;

Ballinastick South (1.86km), ongoing;

2) Back Yard Services replacement ongoing at Tipperary:

Phase 1 works replaced 220 number lead shared services in the following locations:



Marian Terrace, Saint Michael's Avenue, Cashel Road, O'Connell Road, Dillon Street, Saint Patrick's Avenue and Dawson Villas. This phase of works is the first to be approved of the planned 3 phases which, subject to Irish Water approval, aim to progress the removal of almost 1,000 back yard lead services from the water supply in Tipperary.

The process of transferring the water supply from the rear to the front of each dwelling is a slow procedure which will require engagement and agreement with all the properties affected. It is planned that the removal of all the back yard services will add to the quality and sustainability of the water supply to Tipperary and reduce leakage, in a major way, in the old lead and cast-iron pipes.

Phase 2 works ongoing in Lacey Villas and Glenview Square.
Consultation with householders in other areas ongoing.

- 3) Back yard services replacement (32 no.) in Mount Carmel and St. Anne's Terrace, Ardfinnan ongoing.
- 4) First Fix programme is ongoing. By email, dated 22 April 2021, Irish Water notified the elected members of changes to the programme, including a widening of eligibility criteria.
- 5) Non-domestic meter survey ongoing
 - Northern (Nenagh DMAs - Limerick Road Stafford St, Hospital, Town Centre),
 - Southern (DMAs - Twomilebridge, Ballypatrick, Ring Road Clonmel)

(2) National Disinfection Programme:

Irish Water is undertaking a National Disinfection Programme. This Programme will:

- improve drinking water quality;
- ensure compliance with the European Union (Drinking Water) Regulations 2014, as amended;
- remove supplies from the Remedial Action List (RAL) as maintained by the Environmental Protection Agency;
- reduce the risk of the issue of Boil Water Notices or the formation of trihalomethanes (THM); and
- provide improved control of the disinfection systems.

The Disinfection Programme will be carried out in 2 phases:

Phase 1: Water Treatment Plant Assessment:

This stage involves the assessment of the condition and performance of the existing disinfection systems at water treatment plants across the country. This will determine the works required to ensure that the treatment plant disinfection process meets the specified requirements.



Phase 2: Necessary Upgrade Works:

Some of these works may include upgrade of chemical storage and dosing infrastructure, upgrade of ultraviolet (UV) disinfection systems, upgrade of monitoring systems and generation of Critical Process Alarms.

The following update describes current progress on the National Disinfection Programme in County Tipperary in respect of Phase 2 Necessary Upgrade Works at various locations throughout the county:

- (i) Works ongoing at Coalbrook, Cordangan, Crotty's Lake, Stooke and Lorrha
- (ii) Design ongoing at Hollyford, Dualla, Riverstown, Cloughjordan, Coolbawn (Nenagh), Newport and Borrisokane.

(B) NETWORKS PORTFOLIO DELIVERY (WASTEWATER):

Irish Water has appointed AECOM (Project Management) and Terra Solutions contractor to carry out sewer network rehabilitation works as part of regional sewer rehabilitation projects. The scope of works within each regional contract will be defined gradually through inputs from Water Services engineers, closed circuit television (CCTV) surveys, etc., to identify and prioritise asset upgrade requirements.

No start date has been indicated by Irish Water.

(1) Wastewater Inlet Works, Storm Tank and Sludge Programme:

Irish Water has procured EPS to assess a number of wastewater treatment plant sites to assess the provision of new inlet works, storm tank, sludge treatment (or combination of these) to improve plant operation. The sites identified are Newtown, Puckane, Portroe, Dromineer and Borrisokane. Design phase ongoing. The provision of any identified works may require a prior grant of permission from Tipperary County Council as planning authority.

Planning permission granted for upgrade to Borrisokane WWTP on 4th August 2021.

Construction works to commence in Borrisokane WWTP in Q4 2021.

(2) Flow Monitoring and Sampling Programme:

A Flow Monitoring and Sampling Programme is underway at a number of wastewater treatment plants throughout the county.

(3) Provision of Chemical Bulk Storage Tanks:

The provision of chemical (ferric sulphate/chloride) bulk storage tanks is planned for a number of wastewater treatment plants throughout the county.

(4) Small Wastewater Treatment Plant Improvement Programme:

Under the Small Wastewater Treatment Plant Improvement Programme, the wastewater treatment plant at Carrick Street, Mullinahone was identified for improvement works, to upgrade



the wastewater treatment plant, to include construction of inlet works, new process units and below ground storage tanks, landscaping and associated ancillary works including new below ground pump chambers and pipework. The population equivalent of the agglomeration of Mullinahone is 608. Consequently, it is in receipt of a licence from the Environmental Protection Agency. The above works are substantially complete.

(5) National Certificate of Authorisation Programme:

Wastewater treatment plants which serve an agglomeration where the population equivalent is less than 500 are in receipt of a Certificate of Authorisation from the Environmental Protection Agency as the environmental regulator. Those plants serving a population equivalent in excess of this threshold are in receipt of a licence from the environmental regulator.

Irish Water has a National Certificate of Authorisation Programme (NCAP). Pursuant to this programme, feasibility studies and site investigations are underway in relation to a number of wastewater treatment plants throughout the county which are in receipt of the said certificate of authorisation.

(6) Wastewater Pumping Station Programme:

Consultants appointed by IW are currently assessing a number of wastewater pumping stations to improve pumping station operations. The consultants have produced draft concept design reports for pumping stations at Borrisokane Park; Riverstown, Birr; Murroe Road, Newport; Riverside, Ballina; and Killenure, Knockavilla. These will be reviewed at Irish Water workshops.

(7) Source Rationalisation Programme

The aim of this Irish Water program is to rationalise small water schemes into the bigger schemes. The schemes currently being assessed for rationalisation under the programme are Two-Mile-Borris, Horse & Jockey, Littleton, Upperchurch and Glengar. Two-Mile-Borris, Horse & Jockey, Littleton will be assessed for connection to the Thurles regional water scheme. Upperchurch will be assessed for connection to the Kilcommon water scheme. Glengar will be assessed for connection to the Ironmills water scheme. TCC to promote other suitable water schemes that meet the criteria.

CONCLUSION:

It should be noted that progression of the above projects is dependent on Irish Water and on the availability of the resources necessary to deliver same. Engagement by Water Services with Irish Water is ongoing in respect of the above.

IRISH WATER NATIONAL WATER RESOURCES PLAN:

The Irish Water National Water Resources Plan (NWRP) is Ireland's first 25-year strategic plan enabling us to move towards safe, secure, reliable and sustainable water supplies for all of Irish Water's customers and communities, whilst safeguarding public health and the environment.



Irish Water published its Draft Framework Plan, the first phase of its National Water Resources Plan, for public consultation.

The NWRP aims to safeguard public health, facilitate growth and meet the challenges of climate change over the next 25 years.

For the first time, the NWRP will provide a country-wide analysis to identify the water we have, the water we use, the water we need and any potential risk to water quality. It sets out the methods and options to meet these shortfalls in a resilient and environmentally sustainable way and is accompanied by a Strategic Environmental Assessment Environmental Report and a Natura Impact Statement, which looks at how the Plan considers its impact on the environment.

The NWRP will:

- calculate the demand for water from homes, businesses and industry now and into the future;
- assess the amount of water available in existing supplies;
- assess the impact of weather events such as drought on our water supplies; and
- identify areas where there is not enough water supply to meet demand, or where there is a risk to water quality.

A 10-week public consultation sought feedback on the Irish Water NWRP Draft Framework Plan and associated environmental reports and was completed on 12 March 2021. Following the receipt of 84 submissions, including one from Tipperary County Council, Irish Water, on 26 May 2021, finalised and adopted the Framework Plan.

For more information please visit www.water.ie/nwrp.

Irish Water has now commenced the Phase 2 development of four Regional Water Resources Plans which will set out the options to address identified needs across all of Irish Water's supplies. Irish Water will be again seeking the public's views as each of the Regional Plans will be subject to public consultation. In this respect, further engagement with Tipperary County Council will take place.

This will include a workshop with all elected members which will provide an opportunity for engagement by senior management from Irish Water with the elected members on the Regional Water Resources Plans as they impact on County Tipperary.

Irish Water will also avail of the opportunity afforded by this workshop to present an update to the elected members on its Water Supply Project Eastern and Midlands Region.

While arrangements for the workshop have yet to be finalised, it is likely to be held during Q4 2021. As at present, having regard to the national Level 5 restrictions mandated by the Government of Ireland in response to the COVID-19 pandemic, the workshop will be held by Zoom.



IRISH WATER SMALL TOWNS AND VILLAGES PROGRAMME:

Irish Water's Revenue Control 3 (RC3) Investment Plan 2020-2024 includes the Small Towns and Villages Programme (STVGP). This programme is primarily intended to provide capacity in wastewater treatment plants to cater for growth in smaller settlements which would not otherwise be provided for in the current Investment Plan. The STVGP is limited to supporting growth in settlements already served by Irish Water infrastructure.

On 27 July 2020 Irish Water notified Tipperary County Council that 7 settlements in County Tipperary had been identified for inclusion in the STVGP. These are: Cloughjordan, Golden, Holycross, Kilsheelan, Lisvarrinane, Newcastle and Silvermines.

Tipperary County Council has submitted supporting information in relation to these settlements and a workshop for Planning and Water Services staff took place with Irish Water on 11 November 2020 to discuss the above settlements, possible solutions and cost estimates.

Final decisions on which projects progress will be made by Irish Water. At that stage, Tipperary County Council will be notified of the successful project(s) which will then be progressed as per Irish Water's capital investment delivery processes. It is anticipated that Tipperary County Council will be notified of successful projects on a staggered basis from Q4 2021 as project details are agreed.

NON-DOMESTIC WATER CHARGES:

On 16 June 2021 Irish Water issued a note on the introduction of the new non-domestic tariff framework for Irish Water's business customers, which is to go live on 01 October 2021, with Irish Water issuing letters to customers to outline what changes they can expect to see from October. The decision to confirm the new date for implementation was taken by the regulator, the Commission for Regulation of Utilities (CRU). The changes were due to go live on 01 May 2020 originally but were deferred to 01 May 2021 and again to 01 October 2021 due to the considerable uncertainty for businesses under the essential Government public health guidelines due to COVID-19.

Irish Water noted that "The new framework will standardise charges across the country while recovering the cost of providing water and wastewater services to non-domestic customers. The vast majority of customers will see either a decrease or an increase of less than €250 per annum, in their annual bills. For the minority of customers who will face larger increases in their annual bill, Irish Water will put in place a number of important support measures. Connections that see an increase of €250 or more will be gradually transitioned to the new tariffs over three years. For connections that will face an increase of €750 or more, we will automatically apply a 10% cap to their annual bill increase in any one year. Throughout this process, both Irish Water and the CRU have examined international best practice and consulted with representative groups and individual businesses across the country. This approach has greatly helped in developing charges that are clear, simple and fair to all."

Irish Water is encouraging businesses to visit www.water.ie where they can assess the impact of the new charges on their future bills using our online calculator tool available on www.water.ie.



The new charges will be on a national basis, i.e. there will be no local variation and they will have a fixed and a variable element. Existing billing frequencies will remain as they are until Irish Water carries out a review. Details of the new charges are provided at <https://www.water.ie/for-business/billing-explained/charges/> and an executive summary is available at <https://www.cru.ie/cru-publishes-decision-on-new-tariffs-for-irish-waters-non-domestic-customers/>.

COUNCIL WORKSHOP WITH IRISH WATER:

Workshops with Irish Water for the elected members have taken place at the Civic Offices, Thurles on 27 October 2017, 12 April 2018, 02 October 2018, 03 April 2019 and on 30 September 2019.

A series of workshops, conducted on a District basis, took place during the period from 28 September 2020 to 06 October 2020, with remote connection by representatives from Irish Water and the facility for remote connection by the elected members also.

A similar series of workshops, conducted by Zoom on a District basis, was recently carried out in the period 15 April 2021 to 29 April 2021.

The next series of workshops, as agreed at the Council meeting of the 13th September, 2021, will take place on Wednesday, 6th October 2021, by Zoom with the following schedule.

- 09.15 am to 10.00 am: Carrick-on-Suir District;
- 10.15 am to 11.30 am: Clonmel Borough District;
- 11.45 am to 01.00 pm: Thurles District;
- 02.00 pm to 03.15 pm: Nenagh District
- 03.30 pm to 05.00 pm: Tipperary-Cahir-Cashel District.

RURAL WATER PROGRAMME:

The Rural Water Programme principally covers the following:

- (i) group water schemes; and
- (ii) group sewerage schemes, the provision of which requires the active participation of the householders concerned.

The focus of the Rural Water Programme for 2021 in respect of group water schemes is to address remaining inadequacies in the quality of drinking water so as to ensure compliance with the priorities set down in the European Union (Drinking Water) Regulations 2014, as amended, through:

- (i) the provision of treatment and disinfection facilities;
- (ii) source protection measures; and



(iii) the rehabilitation and upgrade of distribution systems.

The unprecedented national circumstances occasioned by the COVID-19 pandemic paused much of the civil works activity with the result that progress has been slow. With social distancing requirements it has been impossible to hold meetings required for the scheme amalgamation and rationalisation process. A number of group water schemes are meeting digitally; however, it is a challenge.

Progress on the above programme of work was reviewed by the Rural Water Committee at its meeting held by Zoom on 05 May 2021. The next meeting is scheduled for 19 October 2021.

Capital Grants for Group Water Schemes:

Tipperary's average annual investment via capital grant is €500,000 with capital grant payments at €528,047.35 as at 31 December 2020.

The Rural Water Team within Water Services recognises the commitment of the group water scheme sector in progressing capital projects to the extent of this expenditure, given the difficulties arising from having to comply with public health measures, such as construction work paused and difficulties encountered meeting group water schemes, and engineering and other personnel involved in driving these projects.

Some of the projects underway are:

- Cunnahurt Knockalton Group Water Scheme: new source;
- Ardcroney-Frolic-Luska Group Water Scheme: new source under investigation;
- Graigue Pouldine Group Water Scheme: finalising new source commissioning; and
- Rahealty-Clobanna Group Water Scheme: civil works contract snag list.

Consulting Engineer's Report: a Brief, Maps and Appendices are with the Department of Housing, Local Government and Heritage (DHLGH) for review prior to publishing on eTenders website. A meeting with the Department to discuss same is awaited.

27 Group Water Schemes have returned statements noting their agreement to become involved, with varying degrees of enthusiasm. Water Services anticipates a response from the DHLGH shortly.

It is expected that the DHLGH will invite Tipperary County Council to gather projects for consideration under the Multi Annual Rural Water Programme 2022-2024 in Q3 2021. Requests for watermain improvement funding must be accompanied by supporting documentation (step testing, analysis of unaccounted for water (UFW) and display that one is addressing the point where most water is being lost as distinct from the area with most leakage points).

Annual Maintenance Subsidy for Group Water Schemes:

Annual Maintenance Subsidy (AMS) payments, in 2021 amount to €561,169 distributed over 61 group water schemes. Final Claim for recoupment from DHLG&H will be made 30/09/2021.



Throughout the COVID-19 pandemic the Rural Water Team within Water Services has been in contact with group water schemes accepting electronic submissions and responding electronically where possible. Group water schemes are allowed to submit claims despite being unable to hold an annual general meeting and where it has not been possible to present audited accounts to members at an annual general meeting. Such schemes are to ensure that, at the earliest opportunity, annual general meetings and presentations take place. This year the DHLGH has set a closing date of 01 October 2021 for receipt of recoupment claims from Tipperary County Council. Requests for payments to group water schemes after that date cannot be recouped until 2022.

Alia:

The Rural Water Programme also covers the following grant schemes and expenditure on these grants is recoupable from the DHLGH:

- (a) grants payable pursuant to the Housing (Private Water Supply Financial Assistance) Regulations 2020 for the provision or necessary improvement of an individual water supply to a house (known as well grants);
- (b) grants payable pursuant to the Domestic Wastewater Treatment Systems (Financial Assistance) Regulations 2013, which Regulations have been superseded by the:
 - (i) the Housing (Domestic Waste Water Treatment Systems Financial Assistance) Regulations 2020;
 - (ii) the Housing (Domestic Waste Water Treatment Systems Financial Assistance for Prioritised Areas for Action) Regulations 2020; and
 - (iii) the Housing (Domestic Waste Water Treatment Systems Financial Assistance for High Status Objective Catchment Areas) Regulations 2020 (known as septic tank grants);

and

- (c) grants payable pursuant to the Domestic Lead Remediation (Financial Assistance) Regulations 2016 (known as lead piping grants).

It should be noted that the assessment of the applications under the grant schemes at (b) above, including site inspections, are carried out by the Environment and Climate Action Section.

Further details on these schemes follow:

Revised Private Well Grant:

A revised Private Well Grant Scheme is now in place and operating from 05 June 2020.

Conditions are largely unchanged and the Scheme is still demand-led. The Scheme has an appeal system built into it. There are 3 headings under which an application may be made:

- Treatment: installing an ultra-violet (UV) system, pre-filter system, iron or manganese, etc. filter:
100% of approved costs, subject to a maximum grant of €1,000.



Upgrade: new pump, pressure vessel, structure and electrics of pump house:
85% of approved costs, subject to a maximum grant of €3,000.

New source: drilling, dressing, sealing well head:
85% of approved costs, subject to a maximum grant of €5,000.

An applicant can apply under any of these headings or combinations as follows:

Treatment and Upgrade **or** Treatment and New Source.

An applicant **cannot** apply for both New Source and Upgrade.

On 15 January, 2021, the DHLGH introduced a cut-off date of 30 March 2021 in respect of the former private well grant scheme. An extension to this date was sought by the Rural Water Team. On 24 March 2021 the DHLGH informed all local authorities of an extension until 30 June 2021 for applicants to have work completed and submit claims and until 30 September 2021 for local authorities to submit claims and address items where water quality reports are causing delay in submitting claims. The extension is especially welcome and facilitates the Rural Water Team in contacting persons who may need a little extra support. All applicants awarded under the Former Scheme have now received attention and this Scheme is closed.

Well Grants:

Invested 2021		Applicants
Former Scheme:	€36,592.59	22
Revised Scheme:	€214,736.65	54
Total:	€251,329.24	76

As at 28 Sept 2021, 97 applications have been received with 89 grant approvals issued.

Septic Tank Grants (Domestic Wastewater Treatment Systems):

No applications have been received in 2021 to date.

The Domestic Wastewater Treatment System Grant Scheme has also been revised. There are now 3 headings under which an application can be considered. Technically, the conditions are unchanged. The income limit has been removed. The maximum grant payable has increased from €4,000 to 85% of eligible costs or €5,000 whichever is the lesser figure.

Each of the following is a separate scheme and an applicant cannot be assisted under a combination of these schemes. Each scheme requires the applicant to have registered the



domestic wastewater treatment system with *Protect our Water* by 01 February 2013; where the dwelling was erected after that date, the applicant must have registered within 90 days of connecting to the domestic wastewater treatment system.

Each scheme requires that the home is the applicant's principal place of residence (not applicable to holiday homes, for example). Each scheme has an appeal system built into it.

(a) DWWTS National Inspection Plan:

This is the most similar scheme to the former scheme with virtually no change in conditions under which an applicant qualifies and an increased maximum payable. This is not demand-led. The Environmental Protection Agency notifies Tipperary County Council of the areas where inspections can be carried out and the number of inspections to be carried out annually. Only those homeowners inspected can be considered for assistance under this scheme.

(b) DWWTS Prioritised Areas for Action (PAA):

The River Basin Management Plan for Ireland 2018-2021 outlined Prioritised Areas for Action nationwide. The Local Authority Waters Programme (LAWPRO) promotes the scheme in Prioritised Areas for Action, identifying homes where domestic wastewater treatment systems may be a risk to water quality and notifying the homeowner in writing. This enables the homeowner to apply to Tipperary County Council to be considered under the DWWTS PAA Scheme. Receiving such a letter does not mean the homeowner must apply for a grant and carry out improvement works. Neither will this be used in enforcement proceedings. It is the homeowner's decision to pursue an application and works under the DWWTS PAA Scheme.

To apply for consideration, the homeowner forwards a completed application form, the LAWPRO letter along with a scope of works put together by a competent person, to Tipperary County Council. Staff from the Environment and Climate Action Section carry out a site visit to verify the application for qualification purposes and the scope of works outlined by the competent person on behalf of the applicant. The applicant is advised in writing as to eligibility for the scheme and can proceed with eligible works. Once work is complete a second site visit is carried out by staff from the Environment and Climate Action Section. Where all is in order, the file proceeds to payment.

(c) DWWTS High Status Objective Catchment Area:

Potential applicants satisfy themselves that their home is within a High Status Objective Catchment Area (there is an interactive map online), then submit an application form and a scope of works prepared by a competent person, to Tipperary County Council. The Council carries out a site visit verifying whether or not this application is eligible for consideration. The homeowner is notified in writing of eligibility (or not). Where eligible, the applicant can proceed with having work carried out, which is followed by an eventual post-works site visit and processing of payment.

Public interest in these 3 Schemes is quite strong.

Lead Piping Grants:

One application has been received as at 28 Sept., 2021. Work is complete; payment (€4,000, the maximum allowable) has been made to the applicant and a recoupment claim forwarded to the DHLGH.

WATER SECTOR TRANSFORMATION:

On 23 February 2021 Deputy Darragh O'Brien, Minister for Housing, Local Government and Heritage published a Policy Paper on Water Sector Transformation entitled *Water Sector Transformation Policy Paper: Irish Water – Towards a National, Publicly-Owned, Regulated Water Services Utility*. The Policy Paper, Frequently Raised Topics, and accompanying press release, are available on www.gov.ie/housing. All new publications appear on the homepage under the Publications heading with the press release appearing under the Press releases heading.

The Policy Paper:

- sets out the Government's vision for the future of water services;
- addresses the provision of water services as set out in the Programme for Government, entitled *Our Shared Future*, published on 15 June 2020;
- considers the water sector transformation process; and
- concludes by requiring the key stakeholders to engage to agree a framework to move towards an integrated public water services utility.

A number of meetings have taken place and another is expected in late September/early October.



Works at Kilfeakle Thomastown

HOUSING
DIRECTORATE



Housing for All – A new Housing Plan for Ireland.

In early September, the Government launched a new housing policy framework called *Housing for All* which sets out overall national policy to address housing needs over the next 5 years. The policy contains the largest housing budget by committing in excess of €20 billion in funding to the provision and support of housing delivery.

Housing for All focuses on four new pathways to housing delivery:

1. Pathway to Supporting Homeownership and Increasing Affordability.
2. Pathway to Eradicating Homelessness, Increasing Social Housing Delivery and Supporting Social Inclusion.
3. Pathway Increasing New Housing Supply.
4. Pathway to Addressing Vacancy and Efficient Use of Housing Stock.

The policy sets out a range of measures and actions to support these four pathways including:

- ensuring environmental sustainability,
- supporting sustainable communities,
- achieving economic stability,
- building institutional capacity,
- driving high standards and quality in construction,
- supporting critical infrastructure development and;
- measuring/monitoring performance.

A key objective in *Housing for All* is to increase housing delivery to an average of over 33,000 new homes per year in the period 2022 to 2030. The delivery of new social homes will be an important element of increased delivery. *Housing for All* includes a target to deliver an average of over 9,500 new build social homes per annum over the next 5 years with annual targets increasing from 9,000 in 2022 to 10,200 in 2026.

Housing for All places local authorities at the centre of housing delivery. Each local authority has been requested to prepare an Action Plan for delivery and social housing targets have been set for each authority. By letter dated 20th September, 2021, Minister Darragh O’Brien notified Tipperary County Council of the following social housing targets:

Year	2022	2023	2024	2025	2026	Total
Build	230	155	158	170	174	887

The achievement of targets is reviewed on a regular basis by the Chief Executive, Director of Services for Housing and Housing Management Team. All targets set to date for Tipperary County Council have been achieved.

The housing delivery construction programme for Tipperary County Council is set out in detail on the following pages and the Council will continue to be updated on this programme and other *Housing for All* matters in the Management Report to Council.

All figures relate to the period 01 January 2021 – 31 August 2021

New Policy/Strategic Issues		
Policy Changes/Updates	Current Position/Progress made	Next Stage
Review of allocation scheme	The revised allocation scheme was adopted with amendments at the September council meeting.	New Allocation Scheme to commence 1 st October 2021.
Choice Based Letting	Pre-contract negotiation with proposed provider in final stages.	Expected introduction to be Q1 2022
Review of Housing Adaptation Grants	P2 & P3 grants for 2019 have now been processed	Remaining P2 and P3 identified and additional funding requested
Disability Strategy	Draft strategy issued to the Department for consideration.	Strategy to be brought before the SPC for discussion and then brought to the Plenary Council thereafter.

Housing Delivery

The 2018-2021 Housing delivery programme continues to be rolled out with targets met and significantly exceeded. The current status of the projects is as follows:

2021 Construction Programme

<i>Address</i>	<i>No of Units</i>	<i>Current Status</i>	<i>Next Stage</i>
Coolnamuck Road, Carrick on Suir	30	Decision required on third river crossing.	Stage 1 submission
Mountain Road, Cahir	43	Stage 1 Approved	Design Team Appointed
Templemore AHB, Main Street, Templemore	23	Stage 1 Approved	Stage 2 Submission
Glencarrick, Roscrea	46	Stage 1 Approved, Design Team Appointed	Stage 2 Submission
Camphill Communities, Carrick on Suir	7	Stage 2 approved	On hold with Camphill



Church Street, Templemore	4	Stage 2 approved	Part 8 to be advertised in Oct
Grove Street, Roscrea	9	Stage 2 approved	Part 8 to be advertised in Oct
Comeragh Drive, Clonmel	2	Stage 2 Approved	Part 8 advertisement
William Street, Clonmel	4	Stage 2 approved	Part 8 advertisement
Borrisoleigh	12	Stage 2 approved	Preparation of Part 8
Boherclough Street, Cashel	9	Part 8 Approved and Stage 3 submitted	Stage 3 Approval ¹
Woodview Close, Nenagh	10	Part 8 Approved and Stage 3 submitted	Stage 3 Approval
Ardcroney	4	Stage 3 Approved	On E-Tenders Oct
Moyne	9	Stage 3 Approved	On E-Tenders Oct
Portroe	14	Stage 4 Approved and Contractor Appointed	Commencement on Site
Mulcair View, Newport	11	Contractor on site	Delivery 2021/2022
Templetuohy	10	Contractor on site	Delivery 2021
Abbey Street, Cahir	10	Contractor on site	Delivery 2021
Cluid Ballygraique Road, Nenagh	5	Contractor on Site	Delivery 2021
Borrisokane	16	Contractor on site	Delivery 2021
Cormac Drive, Nenagh	12	Contractor on Site	Delivery 2021/22
Mill Road, Thurles	28	Contractor on Site	Delivery 2021/22
Hazel Close, Carrick on Suir	14	Turnkey, Contractor on Site	Delivery 2021
Cois Na hAbhainn, Mullinahone	3	Turnkey, Contractor on Site	Delivery 2021
Knockanrawley, Tipperary	28	Completed	2021
Cloughjordan	2	Completed	2021
Glentarra, Roscrea	2	Turnkey, Completed	2021
Mitchel Street, Thurles	1	Completed	2021
121 Ard Na Greine, Clonmel	2	Contractor on site	Delivery 2022
Ballyclerihan	14	Contractor on Site	Delivery 2022
Bansha	14	Contractor on Site	Delivery 2022

¹ The scheme is currently with the Department for approval



Donohill	8	Contractor on Site	Delivery 2022
Two Mile Borris	23	Contractor on Site	Delivery 2022
Prior Park Grove, Clonmel	41	Turnkey, Works ongoing	Delivery 2022
Mullinahone	10	Contractor on site	Delivery 2022
SPADE Deerpark Road, Cashel	2	Contractor on Site	Delivery 2022
Cluid Housing Association, Glenconnor, Clonmel	9	Contractor on Site	Delivery 2022
Tuatha, Kickham Street, Carrick on Suir	13	Contractor on Site	Delivery 2022
Ma Chaoin, Templemore	13	Turnkey, Contractor on Site	Delivery 2022
Thurles Lions Trust, Stanwix Homes, Thurles	19	Contractor on Site	Delivery 2022
Glenconnor Road, Clonmel	29	Turnkey, Contractor on Site	Delivery 2022/2023

Rental Accommodation Scheme (RAS) & Long Term Leasing (LTL)

New RAS properties, incl voluntary units	46
New LTL properties	8
Rent Reviews carried out 2021	156

Housing Assistance Payment (HAP)

HAP tenancies set up in 2021	235
Total active HAP tenancies	1862
Average weekly HAP set up	7



Energy Efficiency

Midlands Retrofit Programme

Funding of €1.63 million has been approved. Works are ongoing on Phase 1 of the Midlands Retrofit Programme at Tara Drive, Gortnahoe. All plumbing works have now been completed. Heat pumps are installed, commissioned and in operation. Windows and doors, insulation, lighting, ventilation and further works are due to commence in the coming weeks.

Phase 2 of the programme has a contractor appointed and is due to commence in November. This phase includes 20 houses in Priory Place and Woodville Crescent in Templemore. There has been a delay to this phase due to tenders withdrawing from the process due to concerns around tender prices.

Phase 3 Contractor has been appointed and plumbing works have commenced, starting in Templetuohy. This phase includes 24 houses in Thurles, Templetuohy and Rathcabbín.

Energy Efficiency Retrofit Programme

The Energy Efficiency Retrofit Programme (EERP) includes a further 60 houses to be retrofitted.

Pre-works surveys carried out by Tipperary Energy Agency are now complete. Approval has been granted for the inclusion of the 60 houses by the Department into the national scheme.

This Programme has been divided into two phases. Phase 1 consists of 32 houses located in Littleton, Templemore, Moyne & Templetuohy. Phase 2 consists of 28 houses located in Two Mile Borris, Gortnahoe, Roscrea & Borrisoleigh.

The tender phase of the programme is in progress and contractor appointments will be complete this month.

After the works, the BER of these homes will typically be graded at a B2. The cost of heating these homes will be substantially cheaper than similar sized homes which are heated by gas or oil.

Works will typically involve insulation, upgrades of windows and doors and installation of heat pumps (renewable energy heating systems), as committed to under the Programme for Government. This will help Ireland's efforts to combat climate change as approximately 40% of Ireland's energy-related carbon emissions are from buildings.

Housing Grants

The Council received a total allocation of €3,271,795 in 2021 for private housing adaptation grants of which €654,359 is to be provided from Tipperary County Council's own revenue resources.

In respect of LA DPG grants, P2 & P3 applicants for 2019 have now been processed. A review of remaining P2 & P3 applications has been completed and additional works in the region of €250,000 have been identified. An application will be made to the Department for these funds.



An additional €1,000,000 was allocated to LA DPG grants in May 2021 and housing engineers are progressing works to avail of this extra funding, as a matter of urgency. We are on target to complete the assigned works by year end.

	Budget	Allocated	No. Of Applications
Housing Adaptation for People with A Disability (HGD)	€2,000,000	€2,483,828	323
Mobility Aids Grant (MAG)	€200,000	€158,808	55
Housing Aid for Older People (HOP)	€1,071,795	€1,229,048	289
TOTAL	€3,271,795	€3,871,684	667
Local Authority DPG Grants	€1,533,332	€1,533,332	90



Voids

The number completed from 01/01/2021 to 31/08/2021 is 87. There are ongoing works to utilise additional departmental funding made available for 2021 and this includes 14 long term voids most of which are due to be brought back into use by year end.

Vacant Houses²

District	Approved Applicants	Vacant Houses ³	% Vacant Houses ⁴
Carrick	357	19	0.4%
Tipperary-Cahir-Cashel	846	48	0.9%
Clonmel	688	17	0.3%
Nenagh	757	25	0.5%
Templemore/Thurles	965	50	0.9%
Total	3,613	159	3.0%

Offers of Tenancy

	Offers	Accepted	Pending	Refused	Nomination to AHBs
Carrick	45	28	2	15	9
Tipperary-Cahir-Cashel	129	89	3	37	18
Clonmel	32	23	0	9	4
Nenagh	52	39	0	13	25
Templemore Thurles	61	43	2	16	14
TOTALS	319	222	7	90	70

² Includes available for letting and houses where works are being carried out

³ In addition to the vacant houses there were 2 properties being held for the Syrian Refugee Resettlement Project and/or Isolation Hubs.

⁴ Calculated as a percentage of overall housing stock

Assessments

Month	Number of Assessments
January	104
February	84
March	116
April	120
May	95
June	72
July	122
August	108
Total	821

From January to August 2021 there were 1,402 housing applications received. All of these applications were assessed and of these:

- 523 were found to be invalid
- 879 were found to be valid
- 821 valid applications have been fully assessed

Syrian Refugee Resettlement Project

Tipperary County Council has housed 45 families in 2020/2021 as part of Ireland's international commitments arising from the humanitarian crisis in Syria. Youth Work Ireland (Tipperary) was appointed as the implementation partner for this project and has provided resettlement assistance with the aim of establishing a support structure for the families. This project has been extended for a further 6 months due to the impact of Covid-19 on the ability of the refugees to integrate fully. To date this resettlement process has housed:

- Nenagh – 12 families
- Clonmel – 16 families
- Tipperary Town – 12 families
- Templemore – 5 families

Homelessness

In line with government policy, the focus of the homeless team has been on the prevention of clients entering emergency accommodation and thus the homeless cycle with the use of private rented accommodation with the aid of HAP as the primary option for homeless clients. The homeless prevention officers working in tandem with the HAP Place finder Service have been very successful in achieving this aim.

- There were 327 homeless presentations for 2021 to end August.
- There were 51 singles and 10 families placed in emergency accommodation up to the end of August.
- There were 262 preventions.



There are currently 16 adults and 3 families (3 children in total) in emergency accommodation. There is an exit plan in place for each client.

The HAP Place Finder Service has contributed to the success in this area. From January to August 2021 a total of 66 HAP place finder tenancies have been created in the county. These tenancies were in respect of clients who were street homeless or potentially street homeless and are the most vulnerable of our clients.

A second HAP Placefinder position to address needs in the north of the county has been filled and the person is due to commence in October.

Under the Housing First model 12 units have been provided to accommodate the most complex of homeless cases with wrap around supports and all 12 tenancies remain in place.

6 Clients are currently accommodated under the START programme, which supports persons at risk of becoming homeless due to significant mental health challenges. They are provided with wrap around mental health services to ensure that they are able to maintain their tenancy.

A similar support service is provided by a North Tipperary Intensive Support programme in the north of the county and the Council is currently engaged with this programme to ascertain how it could be mainstreamed.

The two TSS staff currently provide support for 43 LA tenants who need help in sustaining their tenancy. In addition, the TSS service has taken on a number of Traveller family units to help them sustain their current tenancy.

The Council will continue to work with other mainstream service providers to maximise the supports that can be provided to the most vulnerable of our clients and provide them with every opportunity to have access to a safe home.

Buy and Renew

The Buy and Renew scheme is designed to support local authorities (and approved housing bodies) to purchase and renew vacant housing units in need of remediation and make them available for social housing. There is continued engagement with landlords to bring more properties back into use through the purchase of both disused and older vacant homes. Buy and Renew will also assist in the improvement of derelict and disused areas within our villages and towns.

The level of support with the Repair and Lease Scheme, a companion strategy of the Buy and Renew scheme, has increased to €60,000.

Rebuilding Ireland Home Loan

The Rebuilding Ireland home loan is a Government backed mortgage which was introduced on 1st February 2018. An applicant can apply to borrow 90% of the market value of the property to a maximum of €250,000 in Tipperary. The interest rate for all loans drawn down after the 10 September has reduced by 0.25%. This loan offers two rate products at this new lower rate of;

- 2.495% fixed for up to 25 years, and
- 2.745% fixed for up to 30 years.



Rebuilding Ireland Home Loan Applications

Number of Applications Received	105
Number of Valid Applications Received	40
Number of Loan Applications Approved	24
Number of Loans Issued	9
Total Value of Loans Issued	€1,164,800

Tenant Purchase Scheme Allocations

Formal applications to purchase received	40
Applications approved (i.e. offer letter issued)	15
Sales completed	4
Total proceeds of sales received	€232,850

CORPORATE SERVICES AND HUMAN RESOURCES DIRECTORATE

Policy/Strategic Issues	Status
Audit Committee Work Prog	Completed
SPC Scheme	Completed
Corporate Plan 2020-2024	Completed
Service Delivery Plan 2021	Completed
Annual Report 2020	Completed
Communication Strategy Implementation	Ongoing/In Progress
Social Media Policy & Protocol	At Draft Stage
Associated Companies Governance Policy & Guidance document	At Draft Stage

Directorate Priorities

Audit Committee

The last meeting of the Audit Committee took place on 23rd September by Video Conference. The following items were discussed:

1. Audit Report – Staff Training and Development, Sandra Maher
2. Progress Update Internal Audit Plan: Sandra Maher
3. Update on outstanding internal audit recommendations: Sandra Maher
4. MTO Management Letter 2020: Liam McCarthy
5. Management Report to Council September, 2021
6. Audit Committee Chair Forum 2021: Sandra Maher

Performance Indicators

- NOAC published its seventh (7th) annual performance Indicator Report on Thursday 30th September 2021 reporting on 42 indicators under 11 headings;
- 3 new indicators added under Public Liability Claims, Overheads and Public Lighting;

- In summary, Tipperary County Council improved its performance across a range of indicators during 2020, despite Covid-19 challenges and while providing additional innovations and services during the pandemic;
- The *NOAC Local Authority Performance Indicator Report 2020* shows Tipperary County Council made advances last year, in particular in the following areas of:
 - Motor Tax Transactions online increased;
 - Percentage of paid working days lost to sickness absence through medically certified leave improved;
 - Level of Housing Loan collection improved;
 - The Local Enterprise Office approved 446 trading online vouchers to support Tipperary businesses to increase their online offering. The LEO also provided mentoring to 437 businesses.
 - In 2020, almost €12.5m was invested in strengthening 142 km of local roads
 - The median number of minutes taken to mobilise the fire brigade in full-time stations to respond to a fire incident was 5.33;
 - There were more than 2.3 million visits to council websites and our social media following increased by 38% to 105,733 users in 2020.
- Covid-19 placed a considerable burden on the council, with a reduction in revenues and strained resources. However, essential services were delivered throughout the pandemic while the Council played a vital role in the national response to Covid-19. It established the Community Call service and provided support to more than 373 people since March 2020.
- The local authority also provided a range of new supports and grants to businesses, offered resilience and wellbeing supports to the community, and worked to facilitate changes to the public realm in the interests of public health and safety.



- A more detailed report on the findings in relation to Tipperary will be prepared and presented to the Council and Audit Committee later in the year;

Insurance Management

Public Liability/Pothole Claims to period 28th June 2021:

Pothole - 53

Public Liability - 48

Total Claims – 101

Register of Electors:

1	Closing date for receipt of data from Revenue Collectors	Mid Oct
2	Draft Register has to be published on this date.	1 st Nov
3	Closing date for receipt of any claims for corrections to the Draft Register and receipt of Postal & Special Vote applications.	25 th Nov
4	List of Claims has to be published by this date.	30 th Nov
5	Claims courts to be held for any corrections submitted	Mid Dec
6	Live Register has to be published on this date.	1 st Feb
7	Live Register comes into force.	15 th Feb

Statistics period to 28th September 2021

No of deaths reported: 465

No. of Post mortems/Inquests: 113

No. of Undertaker Removals: 74

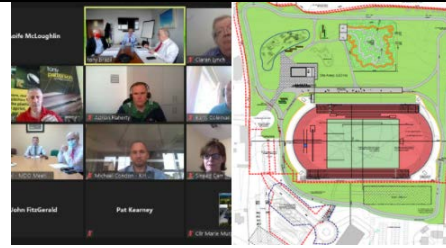
Coroner Service

Communications and Customer Service

<p style="text-align: center;">Work in progress Liberty Square Thurles</p> 	<p style="text-align: center;">St Patrick's Cemetery Clonmel New Columbarium</p> 
<p style="text-align: center;">Promoting Roscrea as a tourism destination</p> 	<p style="text-align: center;">Cahir playground redevelopment</p> 
<p style="text-align: center;">Benamore footpaths Roscrea</p> 	<p style="text-align: center;">Drainage works at Kylonreasy</p> 
<p style="text-align: center;">Farmer's Market Nenagh</p> 	<p style="text-align: center;">Local Property Tax How money was spent around the 5 Districts</p> 
<p style="text-align: center;">Using a sustainable source of watering to keep the flowers in bloom</p> 	<p style="text-align: center;">Using outdoor spaces at Garrykenny for yoga classes</p> 
<p style="text-align: center;">Newly resurfaced walking route Templemore Park</p>	<p style="text-align: center;">Works to begin on €5 million Sports Hub Clonmel</p>



Killaloe/Ballina Town Enhancement and Mobility Plan



**Tipperary Libraries
Right to Read Award 2020**



Resurfacing works at Church Street, Templemore



LEO – Look for local



Suir Island Infrastructure Project



Launch of Draft County Development Plan



Nellie Bins being installed around the County



Cahir Public Realm Enhancement



Communications focus

Arts/Event#OpenTheDoorToHeritage



Con

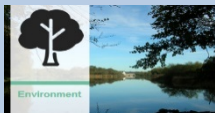


Summary of some items PLANNED for 2021

Leo Tipperary is feeling excited. August 31 at 11:55 AM
LEO Tipperary's Autumn online training courses are now available to book on <https://bit.ly/3Dng1M6>
So if you are looking to start your own business or are in business and looking to upskill book your place now. Spaces are limited.



Environment and Climate Action



Day
ber



Main Street, Tipperary - Friday 17th September 2021
Town Park, Thurles - Saturday 18th September 2021
Time: 10.00 a.m. to 5.00 p.m.

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let's Talk Business

Local Enterprise Office



Whether starting a new business or expanding your existing business we are here to help. All our services are easily accessible online www.localenterprise.ie/tipperary or contact us by email leo@tipperarycoco.ie



Fire Safety Week – October



Carbon Monoxide Week – 26 Sept – 2 Oct



<p>Sports Partnership</p> 	
<p>Tourism</p> 	<p>Promoting holidays and staycations in Tipperary</p> 
<p>Libraries</p> <p>Something for everyone</p> 	<p>Positive ageing week also in conjunction with Tipperary Age Friendly 27 Sept—1 Oct</p>  <p>Science Week 7-14 November</p> 
<p>Smart Space EU project</p> <p>Public Smart LED lights will be installed across 3 pilot sites in Drangan, Clonoulty and Thurles</p>	

Roads



Be Winter Ready



Planning



Draft County Development Plan





Welcome to update No. 6 from the LGMA Service Catalogue Project Team

We are delighted to report that the team is moving towards the final stage of the project. Your continued engagement and support will help us to get the Service Catalogue website live in July 2021. We are working with Roscommon, Tipperary, Clare and Meath on a pilot phase to fine tune the integration between local authorities and the Service Catalogue website. **Thanks to all staff in Roscommon, Tipperary, Clare and Meath for participating in the pilot.**

1,100 services have been catalogued and will be included in the website. Public users of the website will be facilitated with search functionality based on topics, sub-topics, types and by local authority. Local authorities will have additional functionality to select services provided locally, to provide a link to their website, to download a list of services and to integrate the catalogue with external third party systems.

Summary of Services



At the start of July (subject to a successful pilot phase) local authorities will be scheduled to engage with the Service Catalogue website and will be required to update the website with the information gathered.

Customer Service Activity

Period 24 April 2021 – 31 August 2021

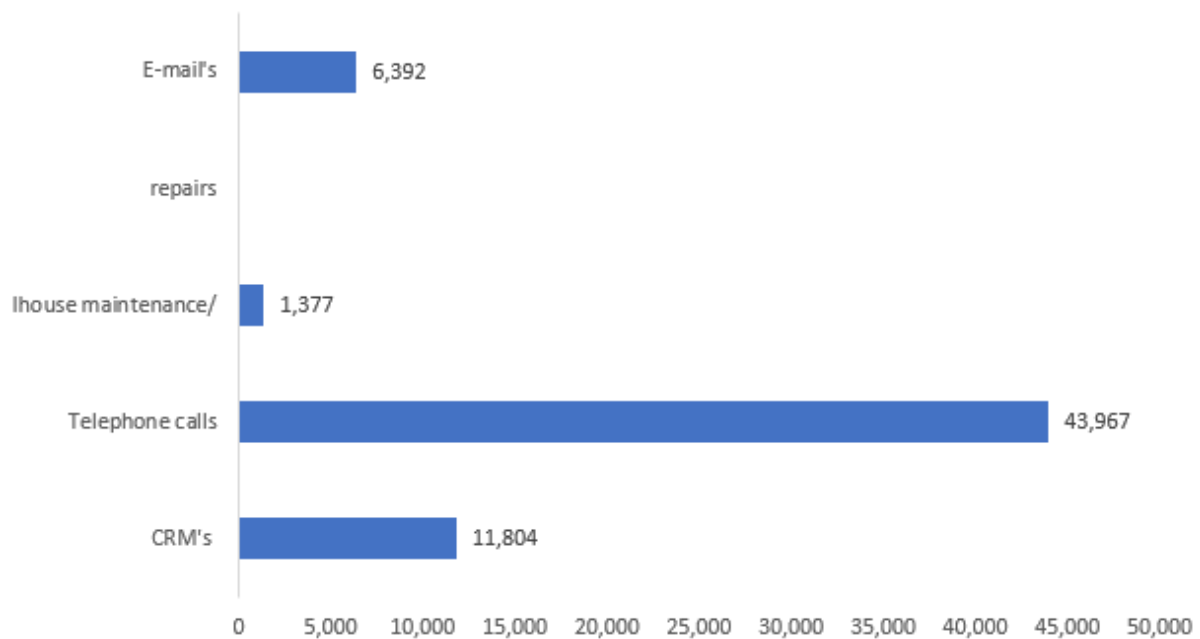
CSD staff also utilise the following systems for logging and looking up customer queries: -

- CRM – customer relationship management
- Anti-Social Behaviour Log
- Environmental complaints register
- Fix your street
- NVDF system (motor tax)
- Ihouse

Customer Service activity – CSD staff

CRM's	11,804
Telephone calls	43,967
Ihouse maintenance/ repairs	1,377
E-mail's	6,392
Total	63,540

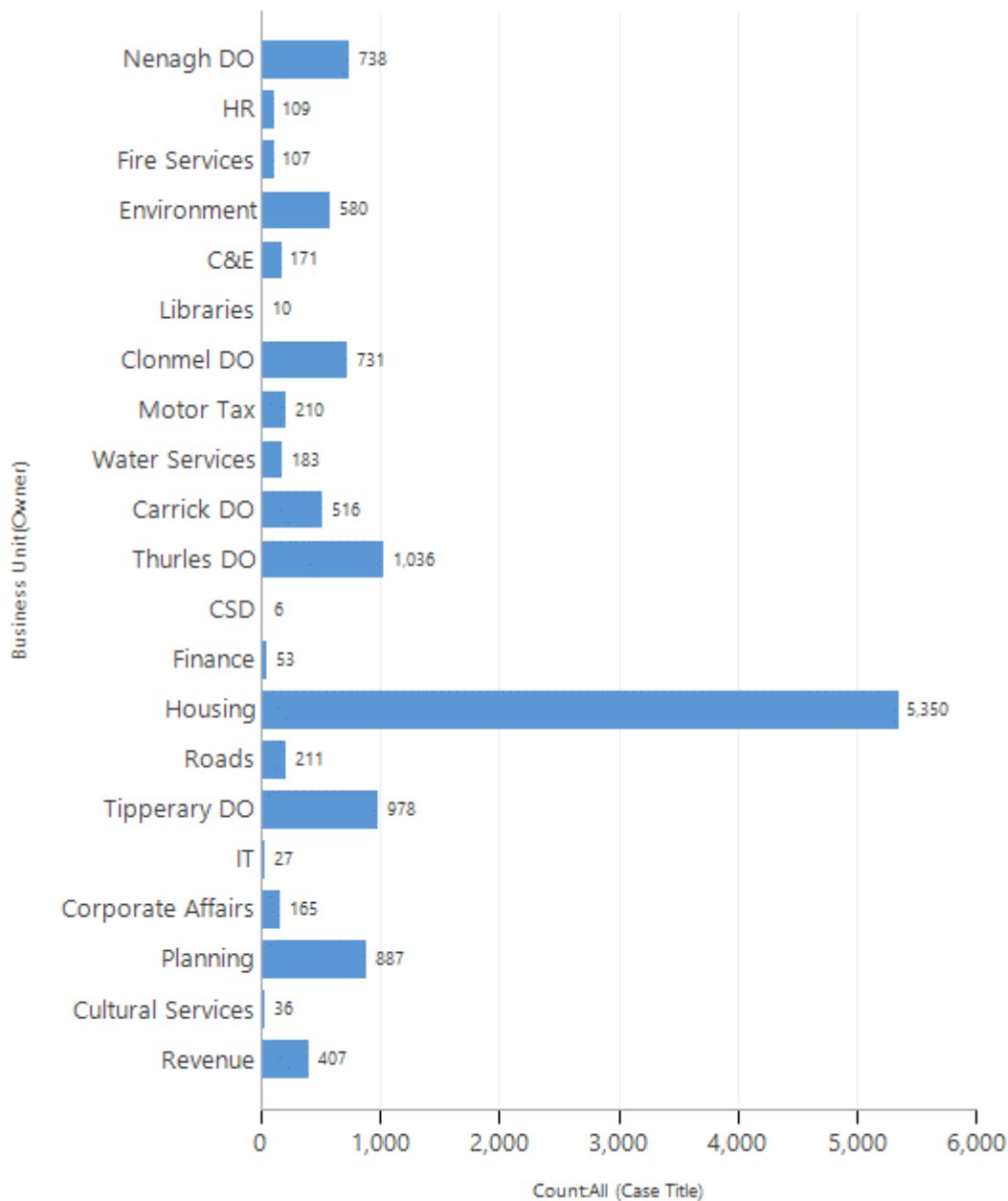
Customer Service



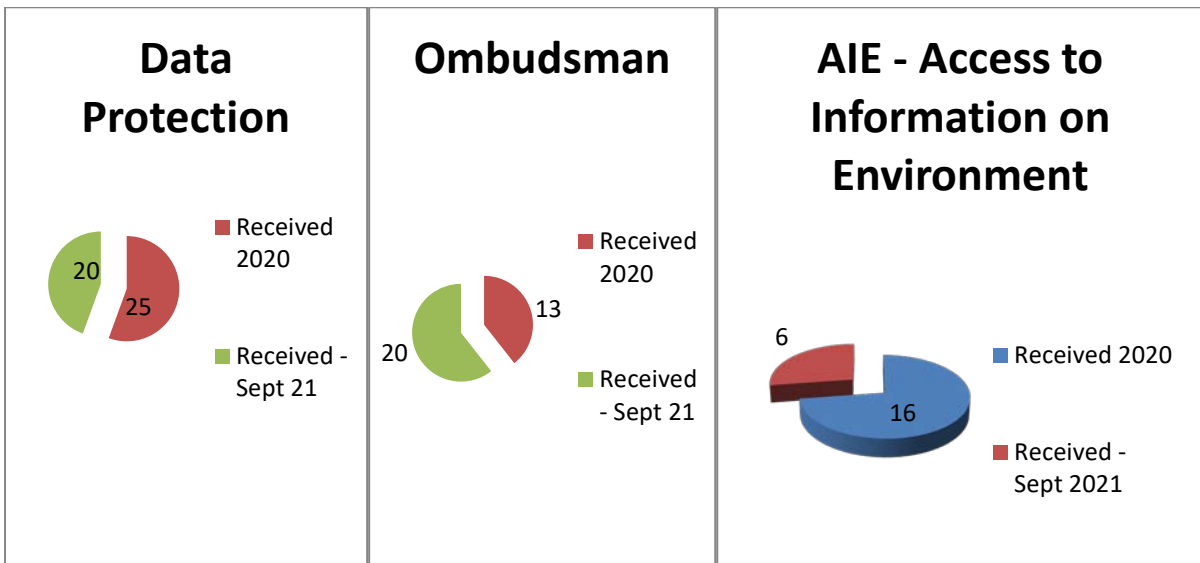
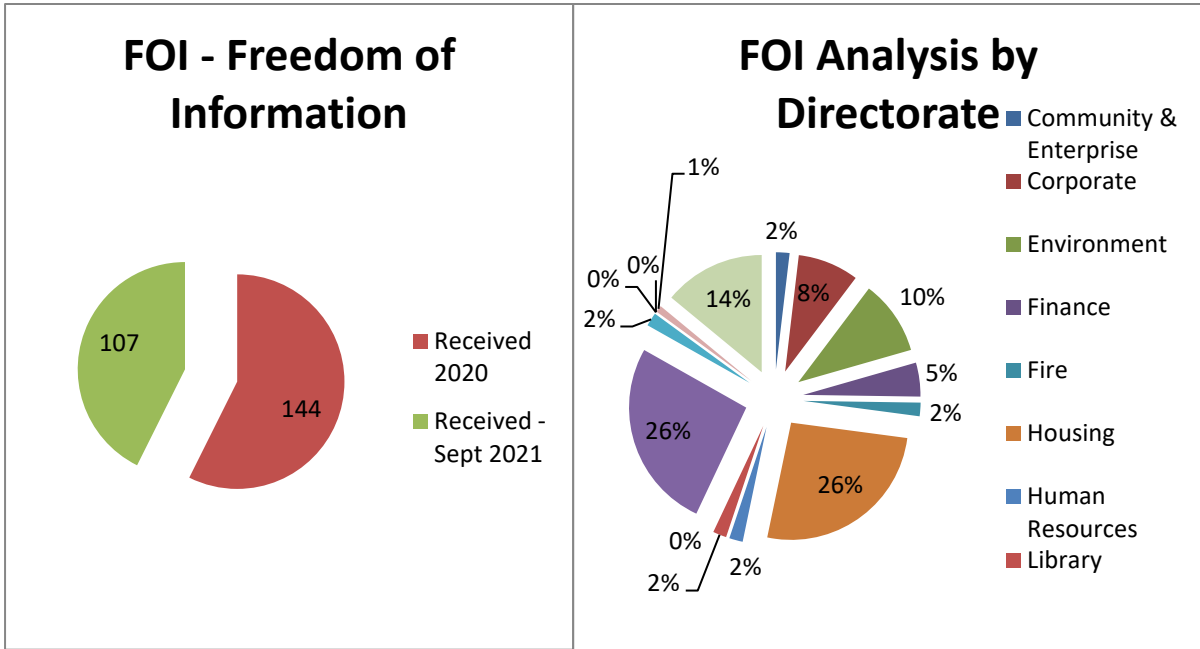


CRM – Customer Relations Management System – breakdown per Section

Period 24 April 2021 – 31 August 2021



Information Management



Property Management

Land Disposal - Section 183 Resolutions approved by Council and managed by CPU - Period to: 28/09/2021			
Year	Approved	Outstanding	Resolved
2018	27	0	27
2019	33	0	33
2020	24	8	16
2021	21	8	13

Schedule of Property Transactions o/s

Glenconnor, Clonmel, Co. Tipperary
No. 2 Redmond Square, Tipperary Town, Co. Tipperary
Melview, Burgagery Lands West, Clonmel, Co. Tipperary
Old Cashel Civic Offices, Friar Street, Cashel
Ballyrichard, Mullinahone, Co. Tipperary
Knockmorris, Cahir, Co. Tipperary
Callan Street, Mullinahone, Co. Tipperary
The Mall, Templemore
Corderry, Galbally, Co. Tipperary
Graigue Lower, Killenaule
Stereame Business Park, Nenagh
No. 1 Ashbury Park, Roscrea, Co. Tipperary
No. 5 Fontenoy Terrace, Thurles, Co. Tipperary
No. 2 Fontenoy Terrace, Thurles
Templedowney, Toomevara, Nenagh
Lahasseragh, Nenagh