

LIMERICK COUNTY COUNCIL

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## Environment, Emergency Services & Consumer Affairs Directorate

Working for You

CUSTOMER ACTION PLAN 2002  
PLEAN GNIMH DD CHUSTRAIMEIRI

## GENERAL INFORMATION

The Environment, Emergency Services and Consumer Affairs Directorate of Limerick County Council deals with Control and Regulation of Air and Water Quality, Waste Management, Control of Litter, Environmental Awareness, Fire, Building Control, Dog Warden, Animal Welfare, Health and Safety, Consumer Protection and complaints regarding environmental nuisances for the entire county of Limerick.

## A. ENVIRONMENT SECTION - OUR AIM

The aim of the Environment Section is to preserve and improve the natural and built environment in County Limerick by actively implementing the provisions of all relevant National and European legislation relating to the environment and by providing services to our customers in accordance with Council policy in an efficient, accessible and transparent way. The section will promote and work towards sustainable development by encouraging public awareness, through education, mobilisation and liaison with local voluntary groups and the general community.

## TARGETS FOR 2003

### Pollution Control & Water Quality Management

1. To complete the programme of farm surveys and pollution investigations in the Bunoke Catchment and agree a programme of anti pollution works, where necessary. It is also envisaged that farm surveys will begin in at least two other sub catchments in 2003.
2. To continue identifying commercial discharges to waters & sewers and license, where appropriate.
3. To continue the sectoral approach to licensing, with hospitals and restaurants being the main focus of attention in 2003.
4. To continue to investigate incidents of pollution & nuisance of water and air.
5. It is proposed to appoint a Project Co-Ordinator to facilitate the advancement of the Shannon River Basin District Management System and furthermore to establish the various management groups for the project.

## ENVIRONMENT LABORATORY

The targets for the Environment Laboratory for 2003 are as follows:

### 6.1 Surface Waters for Abstraction

Due to the growing awareness about Cryptosporidium, the monitoring programme for all water supplies with a surface water source will be expanded to include a higher incidence of Cryptosporidium analysis.

### 6.2 Monitoring of Discharge Licences under the Local Government (Water Pollution) Acts 1977 and 1990

The laboratory carried out spot check sampling on industries with discharge licences throughout 2002. It will be the aim to expand this monitoring programme to include all licensed activities in 2003.

### 6.3 Drinking Water Quality

A pesticide survey will be carried out on all water supplies with a surface water source and on the larger supplies with a ground water source.

### 6.4 Access to Monitoring

It is the aim of the laboratory to install a new database in 2003. The database will hold all monitoring data on the following: public water supplies; group water schemes; surface water monitoring (river catchments and lakes); urban waste water treatment plants. This database will be available to all County Council staff so that employees have access to the most up to date data to aid them in decision making.

### 6.5 Information Sheets

It is hoped to produce a number of non-technical fact sheets for County Council staff. These information sheets will address topical issues in the area of drinking water quality.

### Environmental Awareness

1. It is hoped to produce two editions of the 'Managing Waste Better' Newsletter in 2003 and to ensure that this newsletter is distributed as widely as possible across the county.
2. A total of 45 schools have registered with the green schools programme. To date, 9 schools in the county have achieved green flag status. It is hoped that an additional 2 schools will have achieved this status by the end of 2003. It is proposed to introduce a debating competition and a 'Waste to Art' competition for schools this year.

3. By the end of 2002, a total of 2000 composting cones had been sold by the Council to householders, at a subsidised rate. It is anticipated that an equivalent number of cones will be sold in 2003. Again, this scheme will be subsidised by the Council. Ongoing advice and assistance will be provided to householders about organic waste/composting/vermicomposting.
4. It is proposed to increase the number of bring centres in the County to 52 (currently 46) by the end of 2003.
5. A mobile facility for hazardous waste 'Chemcar' was available at eight separate locations throughout 2002. The Council will arrange approximately 10 Chemcar 'Days' during 2003.
6. In 2002, 1,000 cotton shopping bags were distributed, free of charge, to the public. Again, this campaign will continue in 2003.
7. The 'Adopt a Bank' scheme will continue in 2003. To date, 22 groups throughout the County have signed up to adopt a bring bank site. It is hoped that by the end of 2003 a total of 30 bring bank sites will be adopted in the County. Such groups receive €400 each from the Council to clean the sites of litter and place any recyclables left at the centres in the appropriate recycling bank i.e. glass, drink cans, textiles etc.
8. A new award sponsored by Repak will be given to the best 'Adopt a Bank' group during National Recycling Week 2003. This award will reflect the efforts made by individual groups to encourage recycling as well as maintaining a clean environment at recycling banks.
9. A very successful 'Green Christmas' campaign was held at three locations over the Christmas and New Year period 2002/2003. It is hoped to continue this seasonal recycling theme in 2003.
10. It is proposed to introduce Easter egg packaging recycling and school book recycling schemes in 2003.

### Waste Management

1. The Council will continue the enforcement and monitoring of the Waste Management Act, 1996 and associated regulations through a combination of inspection, notices, follow-up and legal action in the case of illegally deposited waste on lands.
2. The Council will, resources permitting, ensure that all producers of waste are fulfilling their obligations under the Packaging Regulations and furthermore that all major producers are

registered with Limerick County Council or an approved body/Repak.

3. The Council will try to ensure that all producers of waste are fulfilling their obligations under the Farm Plastic Regulations and that all major producers are registered with Limerick County Council or an approved body/Irish Farm Films Producers Group.
4. Thirteen Waste Permits have been granted in 2002. Sites requiring Waste Permits are actively being investigated by Limerick County Council and it is anticipated that up to 6 more Waste Permits will be granted in 2003.
5. By the end of 2002, 85 Waste Collection Permits had been granted by Limerick County Council, as nominated authority for the Limerick, Clare and Kerry region. It is anticipated that a further 40 permits will be granted in 2003.
6. The Council will continue to issue, monitor and enforce the movement of hazardous waste via consignment notices and transfrontier shipment documentation.
7. The Plastic Bag levy came into force during 2002. Collection of this tax is the responsibility of the Revenue Commissioners. However, Limerick County has a monitoring role to ensure that retail outlets in the County are complying with the conditions as set out in the Regulations. Monitoring will continue, resources permitting.
8. Limerick County Council operates a refuse collection service for over 10,000 households. It is Limerick County Council's intention to introduce a segregated collection system during 2003, initially prioritising urban centres.

### Recycling Facilities in County Limerick

Location	Glass	Drinks Cans	Textiles	Plastic Bottles	Steel Food Cans	Newspapers or Magazines
Abbeyfeale	✓	✓				
Adare	✓	✓	✓	✓	✓	
Ardagh	✓	✓				
Ashford	✓	✓				
Askeaton	✓	✓	✓	✓	✓	✓
Athea	✓	✓				
Broadford	✓	✓				
Bruff	✓	✓			✓	
Bruree/Rockhill	✓	✓				
Caherconlish	✓	✓	✓			

## RECYCLING FACILITIES IN COUNTY LIMERICK

Location	Glass	Drinks Cans	Textiles	Plastic Bottles	Steel Food Cans	Newspapers or Magazines
Caherdavin, Dunnes Stores	✓	✓		✓	✓	
Cappamore	✓	✓	✓			
Castletroy-Plassey Park Road, Milford	✓	✓	✓			
Castletroy Shopping Centre	✓	✓	✓			
Crescent Shopping Centre	✓	✓		✓	✓	
Croom	✓	✓			✓	✓
Doon	✓	✓		✓	✓	
Dooradoyle Council Warehouse	✓	✓		✓	✓	✓
Dromcollogher	✓	✓			✓	
Feenagh	✓	✓				
Foynes	✓	✓	✓	✓	✓	
Galbally	✓	✓				
Glin	✓	✓	✓			
Gortadroma Landfill	✓	✓		✓	✓	✓
Granagh	✓	✓				
Hospital	✓	✓			✓	
Kilbehenny	✓	✓				
Kilfinane	✓	✓	✓		✓	
Kilmallock	✓	✓	✓	✓	✓	✓
Kilmurry Student Village	✓	✓				
Killeely	✓	✓				
Knocklong	✓	✓				
Loughill	✓	✓				
Monaleen	✓	✓		✓	✓	✓
Mountcollins	✓	✓				
Newcastle West	✓	✓		✓	✓	✓
Oola	✓	✓	✓			
Pallasgreen	✓	✓			✓	
Pallaskenry	✓	✓				
Patrickswell						
Raheen	✓	✓				
(Ryan's Shop)	✓	✓		✓	✓	
Rahenagh	✓	✓	✓			
Rathkeale	✓	✓		✓	✓	
Shanagolden	✓	✓				
Templeglantine	✓	✓				
Tournafulla	✓	✓				

### Capital Projects

1. It is hoped to complete works on the proposed Recycling Centres at Kilmallock and Newcastle West before the end of 2003.

2. The restoration of Morenane Landfill, Croom started in May 2002, and works are due to be completed in Spring 2003.
3. The restoration of Abbeyfeale Landfill is due to commence in May 2003 with an expected contract duration of 6 months.

### Gortadroma Landfill

The following works are proposed for 2003:

1. The commissioning of the composting process.
2. The commencement of works on the capping of Cell 13.
3. The extension of landscaping to the western boundary screening bank and southern eastern approach road to the landfill.
4. The installation of a landfill gas utilisation plant for electricity generation.

### Litter

1. Re-draft and up-date the Council's "Litter and the Law" leaflet and distribute copies to community groups, schools, commercial premises, etc.
2. The Council will continue to address the display of illegal signage, especially those of a temporary nature.
3. It is proposed to send a letter to all County Council staff requesting their support and co-operation with regard to the reporting of littering/illegal dumping incidents.
4. It is intended to carry out frequent surveillance/monitoring of 'Litter Black Spot' areas with a view to apprehending the perpetrators of illegal dumping at these sites.
5. Work will commence on Phase 2 of the National Litter Pollution Monitoring Survey. This will involve the visual surveying of specified areas to establish a baseline cleanliness rating. Further surveys will be carried out, the results of which will be compared to the baseline survey. This will provide a mechanism by which the Council can assess the improvement in the cleanliness ratings of identified litter blackspots and will therefore assist the Council in prioritising anti-litter initiatives to address problem areas in the County.
6. The Council hopes, with the assistance of persons living in rural areas to set up a number of 'Environmental Community Watch' schemes to engage the interest of the community in litter pollution matters.

7. It is hoped to increase the number of entries in the 'Better Environment Awards' by 10% or more. In 2003, a new category will be added: a schools 'waste to art' competition. This category will be open to primary and secondary schools and the aim is to encourage primary/secondary school pupils to look at waste materials in a different light and to utilise them as raw materials.
8. The Environmental Control Officers and the Environmental Awareness Officer will continue to visit primary and secondary schools with a view to reducing litter creation in schools.
9. The Council will continue its work on the 'Pooper Scooper' initiative with the twin aims of encouraging dog owners to clean up dog mess on footpaths etc., and to raise awareness of the public health risk of dog dirt. Additional 'Dog Fouling' signs will be erected in public areas.
10. The enforcement of litter/waste legislation will remain a high priority for the Council in 2003. At present, the on-the-spot fine for a littering incident is €125 while fines of up to €1,900 can be imposed for offences under the Litter Pollution Act, 1997 and the Waste Management Act, 1996.
11. It is hoped to improve linkages with the Council's Housing section, for the purpose of developing a shared approach to litter management in Council estates.

## B. EMERGENCY SERVICES SECTION

### General Information

- o Limerick County Council as the Fire Authority for County Limerick operates and manages the Fire Services in the County.
- o Limerick County Fire Service works with local communities and other agencies to reduce the risk of fire. The service helps to create a safer society by reducing the incidence of death and injury, damage to property and environmental damage caused by fire and by other emergencies.
- o The Central Fire Station is located in Newcastle West with five other stations located throughout the County in Foynes, Rathkeale, Cappamore, Abbeyfeale and Kilmallock.

### Our aim

The aim of Limerick County Council Fire Department is to maintain and enhance the quality of response to fire and emergency incidents, to ensure the fire safety of planned and existing buildings in accordance with the relevant legislation and codes of practice and to promote public awareness of fire safety. The fundamental goals of the Department are driven by the expectations of its customers:

- o To supply the highest quality of service, delivered on time to customer specifications, in a cost-effective manner.
- o The Fire Department will ensure customer satisfaction by the constant application of our quality standards and by the delivery to specification of all our services.

### Targets for 2003

#### 1. Quality Management System / ISO9001: 2000

A Customer Satisfaction and Improvement Survey was carried out in January 2003. At present, there is a 10% response to the survey. The survey will be externally audited and the results will be measured against the 2001 survey. The 2003 goal for this survey is to increase the overall satisfaction level with the Fire Service from 80% in 2001 to 84% in 2003.

Non-conformances raised by external auditors during an external surveillance audit of the Fire Department's ISO 9001 2000 Quality Management System will be addressed in 2003. These include a review of Standard Operating Procedures and the upgrading of the IT systems in place in the department.

#### 2. Fire Stations & Equipment Programme

A three bay vehicle storage shed adjoining the Newcastle West Fire Station is currently under construction. The projected completion date is May 2003.

A new Fire Services Capital Programme was announced in 2002. Under this programme grant approval of €190,000 was received from the D.O.E.L.G. for the provision of a drill tower and training yard and the upgrading of the Abbeyfeale Fire Station. An invitation to tender has been issued. It is expected that these works will be completed in 2003.

It was intended to upgrade the Fire Station and training facilities in Cappamore. However, no allocation for these works was granted under the capital programme and a further application will be made in 2003.

New fire tenders were delivered to Cappamore in December 2002 and Newcastle West in March 2003. The section is currently

awaiting the delivery of a third new fire tender and approval in principal was sought in January for another fire tender. These appliances will be housed in Abbeyfeale and Kilmallock fire stations.

### 3. Response to Fire & Emergency Incidents

- o Operationally, 81% of fires are attended within 20 minutes. This target will be maintained in 2003.
- o The Fire Service has an 88% target turnout time within 5 minutes. This target will be maintained in 2003.

### 4. Fire Prevention

- o A combined IT management system for Building Control, Planning and the Fire Service departments will be developed in 2003.
- o The results of the customer survey in relation to Fire Prevention will be analysed and addressed in 2003.
- o In 2002, 76% of valid Fire Safety Certificates were processed within a 2 month period. The target for 2003 is to improve service delivery through 78% of valid and completed applications being decided within a 2-month period.
- o In 2002, 86% of planning referrals were reported within 30 working days. The target for 2003 is to maintain this performance level.
- o In 2002, 85% of valid notifications of court licenses were decided and recommended on within 30 working days. In 2003, the target is to maintain this current performance of 85%.
- o A During Performance Inspection Programme of licensed premises will be implemented in 2003.

### 5. Communications Strategy

- o It is proposed that the Fire Service page of Limerick County Council's Web Site will go live in 2003.
- o Information Booklets regarding major emergency planning will be circulated to circa 35,000 households during the year.

### 6. Community Fire Safety

- o It is proposed to deliver talks on fire safety, fall safety and electrical safety and also to distribute information packs to home helps throughout County Limerick.

## C. BUILDING CONTROL SECTION

### Our Aim

The aim of the Building Control Section is to promote quality in building standards through a combination of inspections, advice and enforcement of the Building Regulations.

### Targets for 2003

1. It is proposed to continue the inspection of buildings covered by valid commencement notice in 2003. The national inspection target is 12% - 15% at present and the Council proposes to inspect a minimum of 30% of these developments.
2. The Section will continue to follow-up complaints received in relation to poor standards in private rent accomodation, resources permitting.

## D. HEALTH & SAFETY SECTION

### Our Aim

The aim of the Section is to promote the Safety, Health and Welfare of the Council's employees and those affected by its activities through a combination of training, inspections and good work practice.

### Targets for 2003

1. It is proposed to prepare and circulate Safety Statements in respect of a number of additional County Council operations e.g. Veterinary Section, Sewerage Plants, etc. during the year.
2. Further training of staff in Health and Safety matters will take place in 2003. In this regard, courses will be delivered to staff in manual handling, scaffolding and first aid.
3. The section will, resources permitting, carry out further safety inspections.
4. The Council will continue to work in tandem with the Health and Safety Authority in relation to Health and Safety developments.

## E. ANIMAL WELFARE & CONSUMER AFFAIRS SECTION

### Our Aim

The Animal Welfare and Consumer Affairs Section has a number of functions including its role as an agent of the Food Standard Authority of Ireland and the control of animals under the relevant legislation.

### Targets for 2003

1. The Council will continue to work in tandem with the Food Safety Authority of Ireland in relation to the service contract signed on the 1st January, 2003.
2. It is hoped to increase the number of Dog Licences issued by up to 5% through a mix of the following: reminder letters, advertising, 'spot-fines'. It is also intended to run a 'dog licence blitz' in the early Summer.
3. The Council will arrange for the collection and impoundment of stray horses in the control area.