

**Limerick City and County Council**

**Meeting to be held on Monday, 25<sup>th</sup> March, 2019**

**Question submitted by Comhairleoir S. Ó Ceallaigh**

I will ask at the next meeting how many cases have been logged on the CRM System in the last year, how many have had to be re-opened, and what actions are being taken to ensure that cases which are not completed are not being closed without completion.

**Reply:**

There were 35,471 cases created on SugarCRM in 2018.

While it is not possible to determine how many were reopened during the year, there were 29,190 cases closed in 2018 from the ones created in 2018. This represents an 82% closure rate on cases created last year.

There is intensive ongoing training across the organisation to ensure that:

1. The correct status is used when a case is being closed namely; Resolved, Closed Unresolved, or Closed with Commitment.  
and
2. That the accompanying update to the representative should reflect the status of the case and set out clearly the Council's position in relation to the request.

There are a number of approaches to ensure this occurs in conjunction with ongoing training and support in the use of the CRM system. These include, monthly reporting to Management re case statistics, reporting to Operations Senior Team regarding case management and ongoing contact with both Councillors and assignees to ensure proper responses are received.

**Triona Daly,  
Customer Services Manager.**

**Limerick City and County Council**

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I will ask at the next meeting why no meeting of the sub committee on animal welfare and control or the sub committee on centenary events have taken place as of yet, and when it is intended for these sub-committees to meet

**REPLY**

The Animal Welfare and Control committee meets on an ad hoc basis and reviews the operation of animal control services generally. In the past, a number of visits were carried out to horse projects to inform the group on the operation of these projects. The most recent visit took place to Clondalkin in August, 2018. A report was prepared following the visit to Clondalkin.

A meeting of the group will be convened at the earliest possible convenience.

**Brian Kennedy,  
Director of Service,  
Physical Development.**

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**REPLY**

The National Expert Advisory Group on Commemoration issued a recommendation to the Government in late 2018, which was noted by Cabinet at its January 2019 meeting.

The Expert Advisory Group advised that the Decade of Commemoration Programme will be based on a four strand approach comprising:

State Ceremonial Strand, Historical Strand, Community Strand, Creative Imagination Strand.

At the Council Meeting of 28<sup>th</sup> January it was agreed to reconvene the Cross Party Committee for Commemoration and to appoint a co-ordinator and deputy co-ordinator for the period.

On 13<sup>th</sup> March, 2019 the Department held its first briefing for co-ordinators on the Centenary Plans for the period 1919 to 2023. Both nominated officials from Limerick City and County Council attended. At this briefing the Department issued a mission statement and a guidance document to all co-ordinators in City and County Councils.

Following this briefing, it is now proposed to call a meeting of the Cross Party Committee on Monday, 8<sup>th</sup> April to discuss plans for commemorations in Limerick.

**Damien Brady  
Senior Manager  
Libraries, Museums and Gallery of Art  
City and County Librarian.**