

**MINUTES OF PROCEEDINGS AT MEETING OF THE MUNICIPAL DISTRICT OF NEWCASTLE WEST HELD IN ÁRAS WILLIAM SMITH OBRIEN, NEWCASTLE WEST, CO. LIMERICK, ON WEDNESDAY, 6<sup>th</sup> OCTOBER, 2021, AT 10AM.**

**PRESENT IN THE CHAIR:**

Councillor L. Galvin, Cathaoirleach.

**MEMBERS PRESENT:**

Councillors Collins, Foley, Ruddle, Scanlan and Sheahan.

**OFFICIALS IN ATTENDANCE:**

Director, Community, Tourism and Culture (Mr. G. Daly), Senior Executive Engineer, (Mr. J. Sheehan), Senior Executive Engineer, Mid-West National Road Design Office (Mr. G. Carey), Data Protection Officer, Corporate Services, Governance and Customer Services (Mr. T. O'Callaghan), Executive Engineer, Roads (Mr. P. Vallely), Executive Engineer, Housing (Mr. D. Toomey), Meetings Administrator, Newcastle West (Ms. M. Corbett), Clerical Officer, Newcastle West (Ms. A. Lenihan).

At the outset of the Meeting, Councillor Galvin welcomed everyone in attendance to the October Meeting of the District.

**1. Adoption of Minutes**

- (a) Circulated, copy of draft Minutes of Meeting of Municipal District of Newcastle West, held on 15<sup>th</sup> September, 2021.

Proposed by: Councillor Foley  
Seconded by: Councillor Collins  
And Resolved:

“That, the draft Minutes, as circulated, be taken as read and adopted and signed”.

**2. Disposal of Land**

Circulated, report of Senior Staff Officer, Housing Support Services, dated 13<sup>th</sup> September, 2021, concerning proposal to dispose of Freehold Interest in property at 7 Sheehan's Road, Newcastle West, Co. Limerick.

Members noted the proposal.

### **3. Transportation and Mobility Directorate**

#### **To receive update from the proposed bypasses for Abbeyfeale and Newcastle West.**

The Cathaoirleach welcomed the Senior Executive Engineer, Mid-West National Road Design Office to the Meeting.

It was agreed by the Members that Councillor Galvin's Question No. 8 would be taken as part of Item 3.

The Senior Executive Engineer outlined to the Members the current situation with regard to the proposed bypasses for Abbeyfeale and Newcastle West. He stated that a public consultation process on the various route options took place from 1<sup>st</sup> February, 2021 to 5<sup>th</sup> March, 2021, which was virtual because of Covid19 restrictions. Below is information on same:

	<b>Newcastle West</b>	<b>Abbeyfeale</b>
Letter Drop	906	632
Website users	4,554	5,272
Virtual Room Visits	5,339	6,736
Submissions	287	194
Consultations	101	139

He explained that there are four route options for Abbeyfeale, one to the north and three to the south of the town. He also stated that there are four route options for Newcastle West, two to the north of the town and two in the south.

He stated that the Option Selection Process is ongoing at present and choosing the preferred route is based on scoring all the route options on a set of criteria laid down by Transport Infrastructure Ireland such as Economy, Safety, Environment, Accessibility and Social Inclusion, Integration and Physical Activity and submissions from the public would also be taken into account.

The Senior Executive Engineer stated that it is hoped that public consultation for the preferred route would take place before the end of 2021. He informed the Members that the Council planned to use the virtual experience for public consultation on the preferred routes with the possibility of using some of the more traditional in person approaches also depending on Covid19 mitigation measures in place at that time.

He stated that once the preferred route for both towns is chosen, the next step is to get approval from Transport Infrastructure Ireland to conclude this phase and publish the Selection Report. The next phase, Phase 3, involves developing the selected route within a 400m wide corridor but the roadway once constructed would be between 60m and 100m so although land maybe included in the initial 400m corridor, it may not be impacted directly by the roadway. However, he stated that there is nothing definite about moving to Phase 3

or about funding for same at the present time but was hopeful of approval to progress to Phase 3.

The Members thanked the Senior Executive Engineer for the comprehensive presentation and referred to a number of matters including the holding of a Public Consultation Process in-person, what determines the decision of the route, are environmental factors considered, planning sterilisation along all the routes. The Members also referred to the timeframe for funding for the project, connectivity into Kerry and the progression of the Adare by pass.

In replying, the Senior Executive Engineer stated that the lifting of planning sterilisations would not happen straight away and it may be February 2022 before lands are freed up. He also stated that An Bórd Pleanála's decision on the Limerick to Foynes route, which includes a by-pass for Adare has been delayed but the new date is October 26.

#### **4. Support Services Directorate**

##### **To receive presentation on General Data Protection Regulations (GDPR) and Elected Members.**

The Cathaoirleach welcomed the Data Protection Officer, Corporate Services, Governance, and Customer Services to the Meeting.

The Data Protection Officer commenced by stating that the purpose of the presentation is to explain the access that Elected Members have to the personal data of a customer.

He outlined to the Members the Role of the Councillors under the following headings:

- Policy role of elected Council
- Local Government Act 2001 (as amended)
- Section 130 – Function of the elected Council of a Local Authority to determine by resolution the policy of the Local Authority subject to and in accordance with this Act.
- Functions of a Local Authority are divided into Reserved and Executive Functions.

He referred to Section 136 Furnishing of Information to Elected Members and to Section 151 Register of Orders which is available at every Council Meeting. He outlined to the Members the provisions of the Data Protection Act, 1988 (as amended) which included that data is to be processed lawfully and fairly, that data is to be collected for specific and legitimate purposes and that appropriate security measures are taken against unauthorised access.

He also referred to GDPR Article 5 Principles of Processing which notes that personal data shall be:

- Processed lawfully, carefully and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

He made reference to the GDPR Article 6 Lawful Basis which states that processing is necessary for compliance with a legal obligation and for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

He outlined to the Members the DPC advice regarding putting personal data in the public domain for example that it be necessary and proportionate to publish and share and that it does comply with the principle of data minimisation.

In conclusion, the Data Protection Officer stated that the Council must balance the requirements of any specific legislation in relation to publishing or sharing personal data against the requirements of the GDPR and related legislation and where Elected Members have a concern in relation to any business or transaction of the Local Authority their powers under Section 136 of the Local Government Act 2001 (as amended) come into play.

The Members thanked the Data Protection Officer for the presentation. It was noted that the Elected Members are in effect, the Board of Directors of the Council and therefore should be entitled to know the business workings of the Council and have access to information in this regard. The Members also referred to signatures on forms and in replying, the Data Protection Officer stated that the advice from the DPC is that when processing Special Category Data consent is required and form is to be signed in this instance by the person who the Elected Member is representing. Following a query from the Members, the Data Protection Officer confirmed that the policy was agreed at National Level for all Local Authorities.

Following discussion, it was proposed by Councillor Sheahan, seconded by Councillor Galvin that a Working Group be set up comprising of the Elected Members, Executive, Data Protection Officer and the Chief Executive to discuss this matter further. It was also agreed that the Data Protection Officer would seek legal advice on whether a Councillor as a Board of Director Member of the Council is entitled to information on the business workings of the Council. The Data Protection Officer did note that the signing of consent forms only related to personal or sensitive information transactions.

## **5. General Municipal Allocation (GMA)**

On the proposal of Councillor Scanlan, seconded by Councillor Galvin, it was agreed to allocate €1,500 for Resource House in Feohanagh.

On the proposal of Councillor Ruddle, seconded by Councillor Scanlan, it was agreed to allocate €500 to The Paddocks Residents Association.

On the proposal of Councillor Foley, seconded by Councillor Galvin, it was agreed to allocate €1,500 towards Abbeyfeale Christmas lights.

On the proposal of Councillor Collins, seconded by Councillor Foley, it was agreed to allocate €500 to The Paddocks Residents Association.

The Director referred to the District allocations under the Development Fund for 2021, which makes a provision of €250,000 for the Metropolitan/Municipal Districts - €100,000 for the Metropolitan District and €50,000 for each Municipal District. He stated that in 2020 Development Fund monies were allocated towards the part funding of work on the Ardagh and Barnagh Stationhouses as part of the Limerick Greenway project. He recommended that the 2021 provision of €50,000 also be allocated to the Ardagh and Barnagh Stationhouse projects as additional works were required to complete these projects and included the upgrading of the unfinished platforms and grounds around the Stationhouses.

While the allocation of this additional funding to the Limerick Greenway Project was agreed by all the Members, they also referred to the lack of funding from the Municipal District of Adare/Rathkeale in support of the Limerick Greenway. They noted that the project benefits all of West Limerick and should be supported as it is a wonderful amenity for the area and is driving tourism in the county.

## **QUESTIONS**

### **6. Question submitted by Councillor L. Galvin**

*I will ask at the next Meeting for an update on (a) Ward's Cross (b) the development at Colbert Terrace, Abbeyfeale (c) the Abbeyfeale Traffic Management Plan.*

#### **REPLY:**

- (a) Since the previous update on the scheme, prolonged discussions have taken place with the landowner regarding access and other design issues. These have been largely resolved and are being incorporated into the design by our technical consultants, Barry Transportation. Ongoing valuation discussions are progressing to seek agreement with the landowner for the acquisition of the lands required.

The CCTV survey and slit trench investigation contractors are nearing appointment and once we receive the results of these investigations Barry Transportation will finalise their design, including design of the necessary water main diversion, and their discussions with Irish Water.

- (b) Stage 3 was issued to the Department of Housing, Local Government and Heritage for review at the end of July this year. They reverted and noted that the current cost per house exceed the maximum budget as set out by the Department.

Housing Construction and Maintenance are currently reviewing costs in a bid to reduce them and hope to have a revised Stage 3 to the Department of Housing, Local Government and Heritage by mid November 2021.

- (c) A meeting have taken place with Transport Infrastructure Ireland over funding for the scheme. The TII have requested a detailed breakdown of funding which is currently being prepared and further meetings will be arranged to try and secure funding for

the project. The design of the scheme is progressing with engagement with Irish Water and preparation of site investigation and slit trench contract.

## **7. Question submitted by Councillor L. Galvin**

*I will ask at the next Meeting for an update on the derelict buildings in Abbeyfeale with a full list of the buildings and at what stages each are at.*

### **REPLY:**

Derelict sites are identified through regular vacancy and dereliction surveys in our towns and villages. They are also brought to the attention of the Council by public representatives, members of the public and community groups.

A full copy of the Derelict Sites Register is available for inspection during office hours at the Property and Community Facilities Department, Limerick City and County Council, Merchants Quay, Limerick, or may be downloaded in summary from [www.limerick.ie/council](http://www.limerick.ie/council)

Limerick City and County Council currently has 25 no. derelict sites cases open in Abbeyfeale.

Of these, there are 22no. cases where the particulars of the land are entered in the Derelict Sites register maintained by the Council, in summary, they are as follows:

REF. NO.	LOCATION OF LAND	STATUS
DS-045-18	3 Colbert Terrace, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-044-18	4 Colbert Terrace, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-040-18	11 Colbert Terrace, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-043-18	6 Colbert Terrace, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-118-19	Convent Road, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-119-19	Convent Road, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-081-20	Cois Na Feile, Clash, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-111-17	Kerry Road, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-155-20	9 Colbert Terrace, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS041-18	8 Colbert Terrace, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-129-20	Main Street, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-156-20	10 Colbert Terrace, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-150-18	Old Church Street, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-164-20	Church Street, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-165-20	Church Street, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-187-20	New Street, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-188-20	New Street, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-186-20	Clash Road, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-199-20	3 Hillview Drive, Abbeyfeale, Co. Limerick.	On Derelict Sites Register

DS-130-20	The Convent Building, Abbeyfeale, Co. Limerick.	Notice of Intention to add to DSR
DS-042-18	7 Colbert Terrace, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-046-18	2 Colbert Terrace, Abbeyfeale, Co. Limerick.	On Derelict Sites Register
DS-128-20	Kerry Road, Abbeyfeale, Co. Limerick.	Notice of Intention to add to DSR. Owner working onsite
DS-137-18	Old Church St., Abbeyfeale, Co. Limerick.	Notice of Intention to add to DSR. Owner working onsite
DS-137-20	The Hill, Abbeyfeale, Co. Limerick.	On Derelict Sites Register

**The following list provides more detail on the status of cases in the area:**

**Land has been compulsorily acquired by LCCC**

- DS-046-18 2 Colbert Terrace, Abbeyfeale, Co. Limerick
- DS-040-18 11 Colbert Terrace, Abbeyfeale, Co. Limerick
- DS-042-18 7 Colbert Terrace, Abbeyfeale, Co. Limerick
- DS-043-18 6 Colbert Terrace, Abbeyfeale, Co. Limerick
- DS-081-20 Cois Na Feile, Clash, Abbeyfeale, Co. Limerick
- DS-118-19 Convent Road, Abbeyfeale, Co. Limerick
- DS-186-20 Clash Road, Abbeyfeale, Co. Limerick

**Case with An Bórd Pleanála for determination on consent to acquire compulsorily**

- DS-119-19 Convent Road, Abbeyfeale, Co. Limerick

**An Bórd Pleanála have refused consent to acquire compulsorily**

- DS-045-18 3 Colbert Terrace, Abbeyfeale, Co. Limerick
- DS-044-18 4 Colbert Terrace, Abbeyfeale, Co. Limerick

**For Sale or Sold on open market**

- DS-046-18 2 Colbert Terrace, Abbeyfeale, Co. Limerick
- DS-040-18 11 Colbert Terrace, Abbeyfeale, Co. Limerick
- DS-155-20 9 Colbert Terrace, Abbeyfeale, Co. Limerick
- 

**In development by LCC**

- DS-042-18 7 Colbert Terrace, Abbeyfeale, Co. Limerick
- DS-043-18 6 Colbert Terrace, Abbeyfeale, Co. Limerick

The remaining cases are either in the process of development by the owner or are under consideration for acquisition by Limerick City and County Council by agreement or compulsorily.

**8. Question submitted by Councillor L. Galvin**

*I will ask at the next Meeting for the Road Design Section to attend this next meeting to give us an update on the by passes for Abbeyfeale and Newcastle West.*

This item was dealt with as part of No. 3 on the Agenda.

**9. Question submitted by Councillor J. Scanlan**

*I will ask at the next Meeting (a) what did each of the container units on the Green Way Stations/ Parking areas at Abbeyfeale and Newcastle West cost (b) what was the outlay incurred installing electrics therein, (c) How much did Electric Ireland or the ESB charge for providing power in each case.*

**REPLY:**

- (a) The cost of each unit is €7,072.50
- (b) These works are being carried out by Lazy Bikes, the licensee.
- (c) These units will be powered by a generator.

Councillor Scanlan queried the use of the storage containers along the Greenway by all providers of bicycles. In replying, the Director stated that the Council carried out an Expression of Interest process for a bike hire and shuttle bus provider for the Limerick Greenway. The Council purchased the containers for use by the successful company and therefore part of the EOI was that the preferred service provider could lease the storage containers for its use from the Council. .

**10. Question submitted by Councillor J. Scanlan**

*I will ask at the next Meeting for a full listing of all Council owned derelict and or vacant properties within the Newcastle West Municipality.*

**REPLY:**

As at September 30<sup>th</sup> there are 40 properties owned by Limerick City and County Council in the Newcastle West Municipal District which are derelict or vacant.

Category 1 and 2 dwellings. These dwellings range in works from light refurbishment work to more extensive repair including kitchen, bathroom, joinery, boiler replacement, electrical upgrading, windows, external doors or some site works.

The LA Maintenance Team or external contractors complete these works.

Of this group of dwellings (14 No):

- 3 have been recently completed and keys have been given to tenants on Friday 1<sup>st</sup> October
- 6 are currently in progress – either at tender stage for contractor appointment (3) or on site for direct labour and works progressing (3). The time for completion of these six ranges from October 8<sup>th</sup> up to late January.
- 5 have yet to commence. These are scheduled to follow the rolling completion of the above 6. It is expected that they will start in the earlier part of 2022 and can take approximately 3 to 4 months to complete once started.



Category 3 dwellings (5 No). These can require a deeper retrofit which will involve works to the building envelope such as external wall insulation, internal wall insulation, attic insulation, floors, windows, mechanical and electrical installations, Internal joinery and stairs, bathroom, plastering and extension.

Works will be completed by the LA Construction Team in 2 of these properties.

The remainder of properties (3 no) are in the process of being transferred to AHB, who will scope and refurbish in parallel with lots being refurbished directly by Limerick City and County Council.

Currently the full list of 109 vacant and derelict properties within the city and county is being assessed and then bundled into Lots.

Each lot will be separately tendered once the scope of works is set out and the funding sourced.

These units are in Lot 3. Opening up works are underway and scoping will be complete by the end of October.

A Stage 3 submission will be issued to Department in November for their assessment and approval. Subject to approval it is anticipated to issue for tender in March 2022 with a hand over date on November 2022.

Category 4 (20 No). These units require the works outlined in category three, plus structural works i.e. roofs and envelope repairs, damage from fire water ingress etc. These can be referred to as "derelict."

Works will be completed by the LA Construction team in 8 properties through the Lot system as outlined above to the same time line (handover November 2022).

The remainder of properties (12 no) are in the process of being transferred to AHB, who will scope and refurbish in parallel with lots being refurbished directly by Limerick City and County Council.

One further property is currently being assessed in the district to identify viable options.

As at this date all properties available for letting the NCW MD are allocated.

Councillor Scanlan expressed dissatisfaction at the response received and requested that a list of houses by address be sought. In replying, the Director agreed to raise this matter with the Director, Housing.

#### **11. Question submitted by Councillor J. Scanlan**

***I will ask at the next Meeting where our Authority stands with the compulsorily acquisition of the unfinished estate along The Forge Road at Broadford.***

**REPLY:** The Property and Community Facilities Department has a derelict sites case open on this land. As there has been no further development with the site, the case is being progressed and a Notice has been served on the registered

owner of the Council's intention to enter the particulars of the land in the Derelict Sites Register.

**12. Question submitted by Councillor F. Foley**

*I will ask at the next Meeting for an update on the Abbeyfeale Traffic Management Plan and also when can we expect work to begin on the new car park.*

**REPLY:** A meeting has taken place with Transport Infrastructure Ireland over funding for the scheme. The TII have requested a detailed breakdown of funding which is currently being prepared and further meetings will be arranged to try and secure funding for the project. The design of the scheme is progressing with engagement with Irish Water and preparation of site investigation and slit trench contract. The works to the new car park at O'Riordan's will form part of the construction contract for the overall project. Subject to funding it is planned to go to tender early next year.

Councillor Foley referred to the issue of traffic management in the town and to O'Riordan's pub which has fallen into disrepair. He asked that funding for the project be sought from the TII. It was agreed that the Meetings Administrator would follow up on the proposed Meeting with the TII with K. O'Gorman SEE and Project Co-ordinator. The Members also requested that Minister P. O'Donovan and Minister N. Collins also be invited to attend the Meeting.

At this point, Councillor Foley left the Meeting.

**NOTICES OF MOTION**

**13. Notice of Motion submitted by Councillor J. Scanlan**

*I will move at the next Meeting that providers who rent bicycles along our Green Way be allowed access to the storage units at Abbeyfeale and Newcastle West.*

The Motion was seconded by Councillor Sheahan.

**REPLY:**

The structures referred to are a single storage container that are now in place at each of the Limerick Greenway car parks at Rathkeale, Newcastle West and Abbeyfeale.

As the elected members are aware, the Council ran an Expression of Interest process for a bike hire and shuttle bus provider to operate from these Council car parks and the successful company was Lazy Bikes.

These storage containers are provided as part of a licence agreement for Lazy Bikes to operate from these car parks and are therefore not available to other bike hire providers.

In proposing the Motion, Councillor Scanlan expressed disappointment at the response received.

#### **14. Notice of Motion submitted by Councillor J. Scanlan**

*I will move at the next Meeting that the Ministers for Justice and the O.P.W. be written to requesting that immediate action be taken to commence building the new Garda Station at Newcastle West.*

The Motion was seconded by Councillor Galvin.

In proposing the Motion, Councillor Scanlan referred to the opening hours of the Garda Station in Newcastle West and to the level of service provided. A brief discussion followed and the Members expressed disappointment at the length of time taken to commence the building of the new Garda Station. It was agreed that the Meetings Administrator would write to Minister O'Donovan and Minister Humphreys on this matter and that this item be discussed again at the Joint Policing Committee Meeting which is to be held in October.

It was noted that the Cathaoirleach had been on National television recently with regard to anti-social behaviour in the District.

#### **15. Notice of Motion submitted by Councillor L. Galvin**

*I will move at the next Meeting that this Council calls on the Minister to give back ownership of our public sewerage systems and water supply to all local authorities. Furthermore, I would call on this Government to put in place a properly financed 10 year working plan to upgrade the above.*

The Motion was seconded by Councillor Ruddle.

In proposing the Motion, Councillor Galvin stated that the current system in place is not satisfactory. It was agreed that the Meetings Administrator would refer this Notice of Motion to the Corporate Services Section for inclusion in the next Full Council Meeting.

At this point, Councillor Collins left the Meeting.

#### **16. Notice of Motion submitted by Councillor L. Galvin**

*I will move at the next Meeting that all representations made by Councillors to the Sugar CRM system will have the responses sent back by email also.*

The Motion was seconded by Councillor Scanlan.

#### **REPLY:**

The SugarCRM database assists the Council in the management of all service requests logged for the Council. It allows cases to be tracked and managed, with a view to achieving the

optimum outcomes for the Councillors and Citizens of Limerick. In 2020, 34,863 cases were created. Of these, 28,300 cases closed in 2020. This confirms a closure rate of 82% rate on service requests.

The following is the position for cases created by Councillors in 2020

2020		
Created by Councillors in 2020	3713	
Created & Closed in 2020	3150	85%
Created in 2020 & Closed in 2021	415	11%
Total closed to up to 27.09.21	3565	96%

The system is designed so that when a case is created on CRM, an automated email is generated. The email confirms the unique case number for the service request. This supports the monitoring of a case throughout its lifecycle. There are a number of distinct phases to the case management process

- Creation
- Updates requests
- Status changes
- Case Closure

Each of the above, results in an email being generated and sent to the Councillor.

In the last 6 months, input was sought from the elected members who are representatives on the Councillors CRM working group. The consultation was in relation to the volume of emails generated from within the platform. Following this consultation process, the Councillors agreed that 5 email formats should remain in use.

1. **Acknowledgement email** : This email confirms the Unique Case Number. It also provides confirmation that all future information requests should be sought by replying to the acknowledgement email.
2. **In Progress** – this is generated to advise the Councillor when the status of the case has changed to In Progress. This is to communicate the fact that some action is being undertaken on the service request contained within the case.
3. **Direct emails from within the case** : These are manually generated, as required by Council Officials. It allows for ongoing updates to be furnished to the Councillor before a case is formally closed.
4. **Update requests by the Councillors**: This email acknowledges that an elected member may have submitted some additional information on the request, or has sought an update. It advises the recipient of the name of team to whom the service request has been assigned to.
5. **Case closure** : This email confirms the status at which the case has been closed and records the message that has been posted to the public log.

It is important to note that all of the above contains the unique case number and the subject line, which contains a brief description that the Councillor gave, when making the service request. In very rare instances, the subject line may have had some minor edits applied to it

– these edits are usually undertaken to remove any personal or sensitive data that may have been recorded in the subject line. This policy is in place to ensure that the Council is compliant with the provisions of GDPR legislation.

In addition to the above, training on CRM case creation and management is delivered to staff throughout the organisation. Particular emphasis is placed on the correct status being utilised throughout the life cycle of the case, i.e. assigned, in progress and one of our closed statuses, which includes: - Resolved, Closed Unresolved, or Closed with Commitment. Staff are aware of the importance that is placed on the content of the updates posted in the public log. Every effort is made to ensure that it fully reflects the status of the case and sets out clearly the Council's position in relation to the request.

To support this process, additional actions are undertaken to ensure the optimum management of cases. These include, the provision of monthly reports to the Senior Management Team, reporting trends where necessary and escalating cases to assignees to ensure timely and adequate responses are received.

In proposing the Motion, Councillor Galvin stated that the system in place suits the Local Authority but however is not a workable system for the Members. He queried the meaning of the Closed with Commitment and Case Resolved status on the system. The lack of signatures on responses to representations was also discussed and it was noted that the Newcastle West Roads Engineer also includes his name in responses to representations. It was also noted that there is poor attendance at the Working Group on CRM which was set up with the Members.

The following items were also raised.

At the September Municipal District Meeting clarification was also sought on the proposed development at Woodfield Manor, Newcastle West and if the provision of social housing or affordable housing is the preferred option at this estate. The Meetings Administrator stated that clarification had been received from the Housing Department. The Woodfield Manor development is in 2 phases and phase 1 contains 19 units and phase 2 contains 11 units. It is noted that phase 1 is a form of starter housing at a discount under the New Build Incremental Purchase Scheme. Phase 2 has to be confirmed.

An update was sought on when works are going to be carried out to remedy dereliction at a number of vacant Council properties in the District. In replying, the Director agreed to raise the matter of individual houses with the Director, Housing. Following discussion, it was agreed that this matter be further discussed at a Workshop on Housing which is due to take place on Wednesday, 27<sup>th</sup> October, 2021.

The safety measures carried out at Gleason's Cross, Cratloe was acknowledged. However, an update was sought on the safety measures from the bend up from Gleason's Cross on the Abbeyfeale to Athea Road. In replying, the Executive Engineer stated that it is proposed to remove the bend and improve sight lines at this location.

The Meetings Administrator stated that a number of months ago, it was agreed with the Members that a Deputation from Meadow Court Residents Association could attend a meeting of the District. However given the Covid 19 restrictions which were in place with Meetings taking place online, the delegation did not attend. It is envisaged that the delegation may now attend the November Meeting of the District.

It was agreed to hold the Draft Budgetary Meeting 2022 on Wednesday, 20<sup>th</sup> October, 2021, at 11 a.m., at Áras William Smith OBrien. A private workshop will take place prior to the meeting at 10.15am.

It was also agreed to hold a Special Meeting of the Joint Policing Committee (JPC) Sub Committee on Wednesday, 20<sup>th</sup> October, 2021, at 11.30 a.m., at Áras William Smith OBrien.

It was agreed to hold a private workshop on Housing on Wednesday, 27<sup>th</sup> October, 2021, at 10am a.m., at Áras William Smith O'Brien.

It was agreed to hold the November Meeting of the District on Wednesday, 3<sup>rd</sup> November, 2021, at 10.00 a.m., at Áras William Smith OBrien.

This concluded the Meeting.

Signed:

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**Cathaoirleach**

Dated:

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