

September Council Report

Supporting Performance Statistics - 05/10/2015

Corporate Performance and Change Management

Statistic Name	Jan15	Feb15	Mar15	Apr15	May15	Jun15	July 15	August	September
Customer Contacts processed through CMS	5765	6275	5581	7968	8438	7137	7067	6319	6757
Average CMS response time	6.08	4.92	4	6.8	5.24	5.24	5.35	4	4
Members reps processed	613	807	671	652	691	730	619	586	796
Members reps Av. Response time (days)	7.2	5.2	6.9	7.3	7	3.04	1.04	6.7	5.46
Telephone calls answered	12394	13170	11966	17059	15295	15543	14974	12944	14642
Answered within 20 seconds (%)	95.40	94.50	88.90	87.3	86.60	90.7	80.5	89	73
Media queries responded to	48	39	55	53	52	53	55	35	28
Fix your street queries responded to	276	319	344	461	472	400	341	284	347
Web pages opened	222652	240781	229595	304646	397857	248741	258797	233784	242568
Social media followers	10732	10952	11092	11347	11526	11745	11945	12155	12461
Staff employed - WTE	1168	1178	1174	1171	1167	1154	1155	1152	1143
Apprenticeships/graduates	0	0	0	0	4	4	4	4	4
No. of Gateway participants	108	116	143	153	195	193	203	201	197
% of Gateway participants allocated	50	53	67	71	91	90	94.4	93.5	91.6
No. of CE participants	100	100	93	95	97	95	93	94	97
% of CE participants allocated	79	79	74	75	77	75	73	74.6	77
Training programme - No of participants	4	171	170	61	265	152	538	45	80

Economic, Enterprise and Tourism Development

Statistic Name	Jan15	Feb15	Mar15	Apr15	May15	Jun15	July 15	August	September
LEO - jobs supported	8	15	4	15	10	0	11	0	7
LEO - projects approved	6	10	1	1	3	0	6	0	6
LEO - training participants	0	68	36	35	56	32	31	0	83
LEO - mentoring sessions	42	89	41	31	34	32	29	23	40
Business support grants spend	373000	211085	0	0	372580	0	0	0	0
Business support grant spend (projects)	0	0	0	0	0	0	0	0	0
Business initiative with Chamber meetings held	3	14	6	3	9		6	23	22
Shopfront grants paid	1213	1000	0	0	0	0	0	0	0
Grange Castle jobs sustained	2500	2500	2500	2500	2500	2500	2500	2500	2500
Library - visitors actual	78266	146666	143380	93288	95106	97927	80634	82108	74895
Library - visitors online	N/A	N/A	N/A	60839	54429	56243	51231	47324	40545
Library - items borrowed	14450	112009	104487	108614	94887	90092	79895	87309	76699
Library - computer sessions	2850	19024	18892	20142	19248	17901	18500	19546	17593
Libraries - events hosted	358	429	552	509	480	455	267	267	81
Library wi-fi users	2850	4760	4312	4626	5816	7265	4075	2963	2905
Arts grants paid	2	3	0	0	0	0	4	0	0
Arts events hosted	1	0	1	3	0	35	1	0	1
Visitors civic theatre	22630	18750	12152	15498	26557	23456	8945	18882	10313
Visitors Rua Red	10577	11812	12304	16027	11250	13497	9730	8223	11113

Environment, Water & Climate Change

Statistic Name	Jan15	Feb15	Mar15	Apr15	May15	Jun15	July 15	August	September
Grass cut - Hectares		5	39.77	418.74	604.55	662.14	673.25	628.18	498.74
Trees inspected	53	139	70	90	270	698	884	1009	1078
Trees pruned	36	88	228	109	41	34	275	35	202
Trees removed	65	124	94	74	26	19	0	85	30
Trees planted	25	0	36	26	0	0	0	0	0
No. of stumps removed	92	59	35	41	0	0	0	0	0
No. of locations of hedge cuts	25	42	23	2	2	0	1	0	0
Hectares of park land maintained	1700	1750	1750	1,750	1,750	1750	1,750	1,750	1,750
No of allotments provided	433	433	433	433	433	433	433	433	433
Playing pitches provided/Maintained	162	163	163	163	163	163	163	163	163
Playgrounds provided/maintained	17	24	24	24	24	24	24	24	24
Tonnage of waste collected - street bins	29.9	24.92	21.45	30.2	31.22	30.2	34.81	32.78	32.5
Tonnage of waste collected - litter/illegal dumping	184.6	172.92	211.68	291.69	391.68	542.78	364.76	338.9	322.62
Tonnage of waste collected - road sweeping/gullies	346.16	506.39	367.74	400.54	424.85	386.11	316.1	413.97	387.26
No. of bring banks provided	74	74	74	74	74	74	74	74	74
No. of recycling centres	2	2	2	2	2	2	2	2	2
No. of green flag schools	96	96	96	96	96	100	100	100	100
Km. of roads swept monthly	753	931	886	975	930	886	886	1019	886
Derelict site/Dangerous building inspections	21	37	14	23	32	11	28	24	30
No. of sites on derelict sites register	5	9	9	10	11	12	12	12	13
No. of environment inspections	236	380	260	311	316	288	401	299	196
Environment enforcement procedures commenced	12	27	14	32	33	10	22	15	15
Environment enforcement - cases closed	0	9	38	10	16	3	11	11	11
Litter byelaws - fines issued	49	39	45	46	46	47	53	31	29
Litter byelaws - court appearances	9	12	2	19	7	6	1	19	0
Litter Byelaws - cases closed	307	305	186	176	207	257	201	251	183
Total number of waste permits in force	32	33	40	40	39	39	39	38	37
No. of waste enforcement notices issued	3	47	29	20	9	10	5	11	26
Water Quality (%)	100	99.70	99.70	99.35	99.6	99.65	99.7	100	99.6
% of unaccounted for water	18.35	19.64	18.5	17.58	17.61	18.10	19.12	16.85	17.31
Water maintenance repairs completed	52	65	50	51	44	44	50	37	50
Water pollution incidents dealt with	1	5	6	7	7	9	8	7	6
No. of dogs impounded	63	61	75	69	68	53	46	75	49
Number of dog licences in force	9394	9725	9634	9577	9271	9337	9297	9302	9444
DFB fire incidents mobilised	121	144	116	152	181	131	187	160	79
DFB Ambulance incidents mobilised	1075	1032	931	1034	927	1035	992	1021	982
Number of horses impounded	30	17	14	14	25	13	19	20	11

Housing, Social & Community Development

Statistic Name	Jan15	Feb15	Mar15	Apr15	May15	Jun15	July 15	August	September
Total housing stock	8999	8999	8999	8999	8901	8999	8999	8999	8999
Construction starts	0	0	0	0	0	0	0	10	12
Construction completions	0	0	0	0	0	0	0	0	0
Total housing needs assessed	8593	8624	8629	8675	8752	8789	8782	8783	8786
Allocations - Homeless/Other	23	51	22	9	14	12	8	14	12
No. of voids	38	33	31	31	18	25	34	36	35
Time taken to re-let dwellings (weeks)	8.68	10.01	11	11.74	12.21	11.49	11.28	10.35	10.05

Total RAS units	1490	1494	1493	1554	1502	1506	1508	1512	1518
Total HAP units	26	49	53	68	82	133	185	234	280
Total units leased	405	564	554	557	560	558	583	584	654
No. of housing grants approved	12	23	23	11	17	9	33	22	17
Housing Maintenance requests received	1924	3509	1604	1482	1395	1292	1243	1283	1149
Housing Maintenance requests completed	1578	2601	900	885	1086	713	827	942	792
Planned Maintenance - units completed	0	8	18	8	0	0	77	0	63
Total PPN registrations	204	204	17	3	8	20	14	13	15
No. of community grants issued	0	0	0	0	0	6	33	6	0
No. of sports programmes	183	195	27	252	216	236	140	3	69
No. of sports programme participants	8842	14057	10909	14334	13297	15297	7694	36	3022
No. of community events	1	2	1	14	6	73	20	36	10
No. of community event participants	120	2620	2500	25612	280	4217	4680	6950	13900
Visitors to leisure facilities	35923	108443	48277	52227	51407	49245	46802	42957	35231
Visitors to Community halls						0		0	
PRTB inspections	8	117	138	94	82	200	81	106	143
PRTB called no access	2	60	79	104	62	91	57	37	49
BER inspections	21	17	12	16	49	6	18	3	12
BER Certs published	19	4	12	16	49	6	4	3	1
Mechanical Inspections	41	91	184	179	191	111	118	223	203
Energy upgrades completed	29	47	50	42	6	6	12	0	109
Electrical inspections completed	155	315	186	200	160	161	179	156	226
No of anti-social incidents reported	56	126	74	62	64	57	81	60	84
No of actions taken in response to reports	486	1097	638	463	583	442	558	612	486
JPC and Policing Fora meetings held	2	3	1	0	0	0	4	0	0
No of Local Festivals supported	0	0	0	6	0	0	2	0	2

Land Use Planning & Transportation

Statistic Name	Jan15	Feb15	Mar15	Apr15	May15	Jun15	July 15	August	September
Planning applications received - new housing	17	12	9	12	12	9	6	24	13
Planning applications received - new housing (units)		547	139	46	302	411	143	456	92
Planning granted new houses - applications	6	6	13	9	8	4	9	9	2
Planning granted new houses - applications (units)	29	13	176	521	141	39	18	335	17
Planning applications housing - applications	2		9	12	12	9	6	24	13
Planning applications housing - applications (units)	5		139	46	302	411	143	456	92
Planning Refused - no of houses	0	0	4	31	1	10	5	3	1
Planning applications - other	51	34	25	64	71	65	69	48	8
Planning other - no granted	28	38	46	31	43	47	55	68	48
Planning other - no. refused	1	4	1	4	5	2	4	7	5
Additional information requests - all classes	9	12	10	11	13	23	19	6	13
% decisions upheld by ABP	66	60	66	75	66	60	90	66	75
Pre planning meetings held	24	25	22	21	38	30	29	29	11
Planning enforcements initiated	6	9	11	19	14	16	22	14	9
Enforcement files closed	8	4	8	12	8	3	9	6	11
Building control inspections	43	25	17	17	24	19	24	26	19
Commencement notices received	22	29	22	31	30	29	40	33	36
TIC requests received	0	1	1	0	0	0	1	1	
TIC completions	0	0	0	0	0	0	0	0	
Area of footpath repaired in m2			1494	2787	2668	3332	2800	1824	2537

