

March Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Feb 2016

Corporate Performance and Change Management

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Customer Contacts processed through CMS	5581	7968	8438	7137	7067	6319	6757	6371	7612	4787	8199	8385
Average CMS response time	4	6.8	5.24	5.24	5.35	4	4	4.5	4.2	3.04	1.53	2.5
Members reps processed	671	652	691	730	619	586	796	763	867	428	769	764
Members reps Av. Response time (days)	6.9	7.3	7	3.04	1.04	6.7	5.46	3.08	9.54	14.37	10.285	10.73
Telephone calls answered	11966	17059	15295	15543	14974	12944	14642	12892	15123	10342	19050	15943
Answered within 20 seconds (%)	88.90	87.3	86.60	90.7	80.5	89	73	77.7	89.9	85.7	87.8	77.9
Media queries responded to	55	53	52	53	55	35	28	30	45	15	32	47
Fix your street queries responded to	344	461	472	400	341	284	347	540	448	332	580	470
Web pages opened	229595	304646	397857	248741	258797	233784	242568	195194	249259	169119	258158	239738
Social media followers	11092	11347	11526	11745	11945	12155	12461	12445	12785	13020	13647	13878
Staff employed - WTE	1174	1171	1167	1154	1155	1152	1143	1136	1140	1139	1155	1154
Apprenticeships/graduates	0	0	4	4	4	4	4	4	4	4	3	3
No. of Gateway participants	143	153	195	193	203	201	197	204	203	203	199	190
% of Gateway participants allocated	67	71	91	90	94.4	93.5	91.6	94	94.4	94.4	92.5	88
No. of CE participants	93	95	97	95	93	94	97	97	98	98	98	98
% of CE participants allocated	74	75	77	75	73	74.6	77	77	77	77	78	78
Training programme - No of participants	170	61	265	152	538	45	80	518	164	241	131	262

Economic, Enterprise and Tourism Development

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
LEO - jobs supported	4	15	10	0	11	0	7	0	10	0	8	0
LEO - projects approved	1	1	3	0	6	0	6	0	8	0	7	0
LEO - training participants	36	35	56	32	31	0	83	43	72	44	44	27
LEO - mentoring sessions	41	31	34	32	29	23	40	36	32	22	31	30
Business support grants spend	0	0	372580	0	0	0	0	140265	755.00	373155	0	0
Business support grant spend (projects)	0	0	0	0	0	0	0	0	0	0	0	0
Business initiative with Chamber meetings held	6	3	9		6	23	22	29	10	12	18	20
Shopfront grants paid	0	0	0	0	0	0	0	0	0	0	0	0
Grange Castle jobs sustained	2500	2500	2500	2500	2500	2500	2500	2500	2500	1977	2051	2131
Library - visitors actual	143380	93288	95106	97927	80634	82108	74895	133663	117662	96104	78423	82070
Library - visitors online	N/A	60839	54429	56243	51231	47324	40545				44281	42015
Library - items borrowed	104487	108614	94887	90092	79895	87309	76699	88526	89319	65206	93559	88092
Library - computer sessions	18892	20142	19248	17901	18500	19546	17593	19350	19682	12563	17262	42015
Libraries - events hosted	552	509	480	455	267	267	81	403	457	360	383	468
Library wi-fi users	4312	4626	5816	7265	4075	2963	2905	2905	4424	3995	5391	5218
Arts grants paid	0	0	0	0	4	0	0	3	0	2	3	1
Arts events hosted	1	3	0	35	1	0	1	7	1	1	1	1
Visitors civic theatre	12152	15498	26557	23456	8945	18882	10313	23241	23186	24097	11451	2170
Visitors Rua Red	12304	16027	11250	13497	9730	8223	11113	11331	13145	8961	12131	12749
GC Jobs (Construction)	N/A	N/A	N/A	N/A	N/A	N/A	N/A		523	533	723	618

Environment, Water & Climate Change

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Grass cut - Hectares	39.77	418.74	604.55	662.14	673.25	628.18	498.74	468.12	481.64	0	0	62.8
Trees inspected	70	90	270	698	884	1009	1078	381	377	346	536	57
Trees pruned	228	109	41	34	275	35	202	217	116	88	94	51
Trees removed	94	74	26	19	0	85	30	38	20	89	106	34
Trees planted	36	26	0	0	0	0	0	0	5	0	103	0
No. of stumps removed	35	41	0	0	0	0	0	0	9	112	0	23
No. of locations of hedge cuts	23	2	2	0	1	0	0	2	5	2	41	6
Hectares of park land maintained	1750	1,750	1,750	1750	1,750	1,750	1,750	1,750	1,750	1750	1,750	1,750
No of allotments provided	433	433	433	433	433	433	433	433	433	433	433	433
Playing pitches provided/Maintained	163	163	163	163	163	163	163	163	163	163	163	163
Playgrounds provided/maintained	24	24	24	24	24	24	24	25	26	27	28	28
Tonnage of waste collected - street bins	21.45	30.2	31.22	30.2	34.81	32.78	32.5	33.76	48.76	32.96	32.44	34.16
Tonnage of waste collected - litter/illegal dumping	211.68	291.69	391.68	542.78	364.76	338.9	322.62	426.9	313.92	257.78	272.16	291.78
Tonnage of waste collected - road sweeping/gullies	367.74	400.54	424.85	386.11	316.1	413.97	387.26	312.28	357.74	395.95	417.14	471.60
No. of bring banks provided	74	74	74	74	74	74	74	74	74	74	74	74
No. of recycling centres	2	2	2	2	2	2	2	2	2	2	2	2
No. of green flag schools	96	96	96	100	100	100	100	100	100	100	131	131
Km. of roads swept monthly	886	975	930	886	886	1019	886	974	930	930	610	930
Derelict site/Dangerous building inspections	14	23	32	11	28	24	30	25	1	10	40	11
No. of sites on derelict sites register	9	10	11	12	12	12	13	13	14	11	12	12
No. of environment inspections	260	311	316	288	401	299	196	235	357	179	19	46
Environment enforcement procedures commenced	14	32	33	10	22	15	15	17	55	6	10	14
Environment enforcement - cases closed	38	10	16	3	11	11	11	20	20	27	12	7
Litter - fines issued	45	46	46	47	53	31	29	29	45	24	34	61
Litter - court appearances	2	19	7	6	1	19	0	3	18	4	2	1
Litter - cases closed	186	176	207	257	201	251	183	200	161	1145	480	251
Total number of waste permits in force	40	40	39	39	39	38	37	38	39	39	38	39
No. of waste enforcement notices issued	29	20	9	10	5	11	26	12	59	13	4	1
Water Quality (%)	99.70	99.35	99.6	99.65	99.7	100	99.6	100	99.23	100	100	100
% of unaccounted for water	18.5	17.58	17.61	18.10	19.12	16.85	17.31	18.02	18.42	21.39	36.12	37
Water maintenance repairs completed	50	51	44	44	50	37	50	46	43	32	48	40
Water pollution incidents dealt with	6	7	7	9	8	7	6	5	4	1	4	6
No. of dogs impounded	75	69	68	53	46	75	49	33	52	50	74	44
Number of dog licences in force	9634	9577	9271	9337	9297	9302	9444	9458	9495	9371	9235	9231
DFB fire incidents mobilised	116	152	181	131	187	160	79	205	322	138	129	118
DFB Ambulance incidents mobilised	931	1034	927	1035	992	1021	982	1029	1097	1157	1138	1113
Number of horses impounded	14	14	25	13	19	20	11	38	11	10	11	20

Housing, Social & Community Development

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Total housing stock	8999	8999	8901	8999	8999	8999	8999	8999	8999	9016	9023	9033
Construction starts	0	0	0	0	0	10	12	0	0	0	0	0
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	8629	8675	8752	8789	8782	8783	8786	8815	8805	8944	9022	8976
Allocations - Homeless/Other	22	9	14	12	8	14	12	15	43	23	10	19
No. of voids	31	31	18	25	34	36	35	39	42	45	41	40
Time taken to re-let dwellings (weeks)	11	11.74	12.21	11.49	11.28	10.35	10.05	9.93	9.65	7.7	8.23	8.75
Total RAS units	1493	1554	1502	1506	1508	1512	1518	1512	1522	1537	1540	1539
Total HAP units	53	68	82	133	185	234	280	340	397	548	569	646
Total units leased	554	557	560	558	583	584	654	655	710	728	728	730
No. of housing grants approved	23	11	17	9	33	22	17	16	13	9	11	18
Housing Maintenance requests received	1604	1482	1395	1292	1243	1283	1149	1488	1625	1417	2382	1824
Housing Maintenance requests	900	885	1086	713	827	942	792	1045	1353	771	1765	1229

completed												
Planned Maintenance - units completed	18	8	0	0	77	0	63	0	5	0	0	26
Total PPN registrations	17	3	8	20	14	13	15	5	8	0	13	3
No. of community grants issued	0	0	0	6	33	6	0	0	21	0	27	2
No. of sports programmes	27	252	216	236	140	3	69	183	192	88	74	57
No. of sports programme participants	10909	14334	13297	15297	7694	36	3022	7201	8380	4979	7288	16454
No. of community events	1	14	6	73	20	36	10	56	30	18	1	4
No. of community event participants	2500	25612	280	4217	4680	6950	13900	15721	5021	3811	90	235
Visitors to leisure facilities	48277	52227	51407	49245	46802	42957	35231	45542	49351	32358	49873	54432
Visitors to Community halls				0		0			0			0
PRTB inspections	138	94	82	200	81	106	143	137	79	0	0	78
PRTB called no access	79	104	62	91	57	37	49	45	64	0	0	59
BER inspections	12	16	49	6	18	3	12	9	3	0	0	0
BER Certs published	12	16	49	6	4	3	1	7	0	54	0	13
Mechanical Inspections	184	179	191	111	118	223	203	217	213	182	217	117
Energy upgrades completed	50	42	6	6	12	0	109	103	126	174	0	28
Electrical inspections completed	186	200	160	161	179	156	226	197	227	199	179	187
No of anti-social incidents reported	74	62	64	57	81	60	84	67	40	29	53	54
No of actions taken in response to reports	638	463	583	442	558	612	486	486	606	257	498	616
JPC and Policing Fora meetings held	1	0	0	0	4	0	0	2	1	1	4	2
No of Local Festivals supported	0	6	0	0	2	0	2	1	0	3	0	0

[illegible]

