

May Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Apr 2016

Corporate Performance and Change Management

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Customer Contacts processed through CMS	8438	7137	7067	6319	6757	6371	7612	4787	8199	8385	7002	7254
Average CMS response time	5.24	5.24	5.35	4	4	4.5	4.2	3.04	1.53	2.5	2.5	1.52
Members reps processed	691	730	619	586	796	763	867	428	769	764	446	468
Members reps Av. Response time (days)	7	3.04	1.04	6.7	5.46	3.08	9.54	14.37	10.285	10.73	9.005	9.81
Telephone calls answered	15295	15543	14974	12944	14642	12892	15123	10342	19050	15943	13772	14468
Answered within 20 seconds (%)	86.60	90.7	80.5	89	73	77.7	89.9	85.7	87.8	77.9	79.2	82.5
Media queries responded to	52	53	55	35	28	30	45	15	32	47	56	46
Fix your street queries responded to	472	400	341	284	347	540	448	332	580	470	551	445
Web pages opened	397857	248741	258797	233784	242568	195194	249259	169119	258158	239738	225503	220407
Social media followers	11526	11745	11945	12155	12461	12445	12785	13020	13647	13878	13942	14197
Staff employed - WTE	1167	1154	1155	1152	1143	1136	1140	1139	1155	1154	1153	1166
Apprenticeships/graduates	4	4	4	4	4	4	4	4	3	3	3	3
No. of Gateway participants	195	193	203	201	197	204	203	203	199	190	184	177
% of Gateway participants allocated	91	90	94.4	93.5	91.6	94	94.4	94.4	92.5	88	85	82
No. of CE participants	97	95	93	94	97	97	98	98	98	98	92	93
% of CE participants allocated	77	75	73	74.6	77	77	77	77	78	78	73	77
Training programme - No of participants	265	152	538	45	80	518	164	241	131	262	104	366

Economic, Enterprise and Tourism Development

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
LEO - jobs supported	10	0	11	0	7	0	10	0	8	0	3	3
LEO - projects approved	3	0	6	0	6	0	8	0	7	0	6	1
LEO - training participants	56	32	31	0	83	43	72	44	44	27	53	43
LEO - mentoring sessions	34	32	29	23	40	36	32	22	31	30	31	27
Business support grants spend	372580	0	0	0	0	140265	755.00	373155	0	0	1722.00	0
Business support grant spend (projects)	0	0	0	0	0	0	0	0	0	0	0	0
Business initiative with Chamber meetings held	9		6	23	22	29	10	12	18	20	20	26
Shopfront grants paid	0	0	0	0	0	0	0	0	0	0	0	14
Grange Castle jobs sustained	2500	2500	2500	2500	2500	2500	2500	1977	2051	2131	2131	2151
Library - visitors actual	95106	97927	80634	82108	74895	133663	117662	96104	78423	82070	83941	100027
Library - visitors online	54429	56243	51231	47324	40545				44281	42015	15253	41194
Library - items borrowed	94887	90092	79895	87309	76699	88526	89319	65206	93559	88092	84000	80424
Library - computer sessions	19248	17901	18500	19546	17593	19350	19682	12563	17262	42015	17240	18802
Libraries - events hosted	480	455	267	267	81	403	457	360	383	468	450	450
Library wi-fi users	5816	7265	4075	2963	2905	2905	4424	3995	5391	5218	5852	6969
Arts grants paid	0	0	4	0	0	3	0	2	3	1	2	0
Arts events hosted	0	35	1	0	1	7	1	1	1	1	0	1
Visitors civic theatre	26557	23456	8945	18882	10313	23241	23186	24097	11451	2170	10937	27955
Visitors Rua Red	11250	13497	9730	8223	11113	11331	13145	8961	12131	12749	12932	14780
GC Jobs (Construction)	N/A	N/A	N/A	N/A	N/A		523	533	723	618	618	829

Environment, Water & Climate Change

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Grass cut - Hectares	604.55	662.14	673.25	628.18	498.74	468.12	481.64	0	0	62.8	273.82	733.65
Trees inspected	270	698	884	1009	1078	381	377	346	536	57	438	410
Trees pruned	41	34	275	35	202	217	116	88	94	51	37	166
Trees removed	26	19	0	85	30	38	20	89	106	34	42	83
Trees planted	0	0	0	0	0	0	5	0	103	0	23	0
No. of stumps removed	0	0	0	0	0	0	9	112	0	23	0	76
No. of locations of hedge cuts	2	0	1	0	0	2	5	2	41	6	0	0
Hectares of park land maintained	1,750	1750	1,750	1,750	1,750	1,750	1,750	1750	1,750	1,750	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	25	26	27	28	28	28	28
Tonnage of waste collected - street bins	31.22	30.2	34.81	32.78	32.5	33.76	48.76	32.96	32.44	34.16	36.34	23.98
Tonnage of waste collected - litter/illegal dumping	391.68	542.78	364.76	338.9	322.62	426.9	313.92	257.78	272.16	291.78	287.78	253.26
Tonnage of waste collected - road sweeping/gullies	424.85	386.11	316.1	413.97	387.26	312.28	357.74	395.95	417.14	471.60	406.32	458.96
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	100	100	100	100	100	100	100	131	131	131	131
Km. of roads swept monthly	930	886	886	1019	886	974	930	930	610	930	930	930
Derelict site/Dangerous building inspections	32	11	28	24	30	25	1	10	40	11	17	29
No. of sites on derelict sites register	11	12	12	12	13	13	14	11	12	12	11	12
No. of environment inspections	316	288	401	299	196	235	357	179	19	46	95	120
Environment enforcement procedures commenced	33	10	22	15	15	17	55	6	10	14	7	13
Environment enforcement - cases closed	16	3	11	11	11	20	20	27	12	7	9	11
Litter - fines issued	46	47	53	31	29	29	45	24	34	61	29	41
Litter - court appearances	7	6	1	19	0	3	18	4	2	1	11	1
Litter - cases closed	207	257	201	251	183	200	161	1145	480	251	238	346
Total number of waste permits in force	39	39	39	38	37	38	39	39	38	39	39	39
No. of waste enforcement notices issued	9	10	5	11	26	12	59	13	4	1	7	6
Water Quality (%)	99.6	99.65	99.7	100	99.6	100	99.23	100	100	100	100	98
% of unaccounted for water	17.61	18.10	19.12	16.85	17.31	18.02	18.42	21.39	36.12	37	37	37
Water maintenance repairs completed	44	44	50	37	50	46	43	32	48	40	40	49
Water pollution incidents dealt with	7	9	8	7	6	5	4	1	4	6	5	5
No. of dogs impounded	68	53	46	75	49	33	52	50	74	44	41	68
Number of dog licences in force	9271	9337	9297	9302	9444	9458	9495	9371	9235	9231	9127	9119
DFB fire incidents mobilised	181	131	187	160	79	205	322	138	129	118	151	154
DFB Ambulance incidents mobilised	927	1035	992	1021	982	1029	1097	1157	1138	1113	1129	936
Number of horses impounded	25	13	19	20	11	38	11	10	11	20	38	24

Housing, Social & Community Development

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Total housing stock	8901	8999	8999	8999	8999	8999	8999	9016	9023	9033	9033	9033
Construction starts	0	0	0	10	12	0	0	0	0	0	0	0
Construction completions	0	0	0	0	0	0	0	0	0	0	3	0
Total housing needs assessed	8752	8789	8782	8783	8786	8815	8805	8944	9022	8976	9068	9100
Allocations - Homeless/Other	14	12	8	14	12	15	43	23	10	19	16	27
No. of voids	18	25	34	36	35	39	42	45	41	40	47	44
Time taken to re-let dwellings (weeks)	12.21	11.49	11.28	10.35	10.05	9.93	9.65	7.7	8.23	8.75	9.93	9.47
Total RAS units	1502	1506	1508	1512	1518	1512	1522	1537	1540	1539	1543	1543
Total HAP units	82	133	185	234	280	340	397	548	569	646	714	756
Total units leased	560	558	583	584	654	655	710	728	728	730	733	735
No. of housing grants approved	17	9	33	22	17	16	13	9	11	18	8	20
Housing Maintenance requests received	1395	1292	1243	1283	1149	1488	1625	1417	2382	1824	1346	1429
Housing Maintenance requests	1086	713	827	942	792	1045	1353	771	1765	1229	1055	1027

completed												
Planned Maintenance - units completed	0	0	77	0	63	0	5	0	0	26	25	20
Total PPN registrations	8	20	14	13	15	5	8	0	13	3	10	19
No. of community grants issued	0	6	33	6	0	0	21	0	27	2	3	2
No. of sports programmes	216	236	140	3	69	183	192	88	74	57	7	258
No. of sports programme participants	13297	15297	7694	36	3022	7201	8380	4979	7288	16454	622	14226
No. of community events	6	73	20	36	10	56	30	18	1	4	6	28
No. of community event participants	280	4217	4680	6950	13900	15721	5021	3811	90	235	14672	1588
Visitors to leisure facilities	51407	49245	46802	42957	35231	45542	49351	32358	49873	54432	49994	52406
Visitors to Community halls		0		0			0			0		0
PRTB inspections	82	200	81	106	143	137	79	0	0	78	93	92
PRTB called no access	62	91	57	37	49	45	64	0	0	59	53	63
BER inspections	49	6	18	3	12	9	3	0	0	0	6	0
BER Certs published	49	6	4	3	1	7	0	54	0	13	6	13
Mechanical Inspections	191	111	118	223	203	217	213	182	217	117	212	217
Energy upgrades completed	6	6	12	0	109	103	126	174	0	28	0	0
Electrical inspections completed	160	161	179	156	226	197	227	199	179	187	191	204
No of anti-social incidents reported	64	57	81	60	84	67	40	29	53	54	34	61
No of actions taken in response to reports	583	442	558	612	486	486	606	257	498	616	434	583
JPC and Policing Fora meetings held	0	0	4	0	0	2	1	1	4	2	4	3
No of Local Festivals supported	0	0	2	0	2	1	0	3	0	0	4	0

[illegible]

