

July Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Jun 2016

Corporate Performance and Change Management

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Customer Contacts processed through CMS	7067	6319	6757	6371	7612	4787	8199	8385	7002	7254	7143	7222
Average CMS response time	5.35	4	4	4.5	4.2	3.04	1.53	2.5	2.5	1.52	7	6.99
Members reps processed	619	586	796	763	867	428	769	764	446	468	527	730
Members reps Av. Response time (days)	1.04	6.7	5.46	3.08	9.54	14.37	10.285	10.73	9.005	9.81	6.90	9.534
Telephone calls answered	14974	12944	14642	12892	15123	10342	19050	15943	13772	14468	15405	14625
Answered within 20 seconds (%)	80.5	89	73	77.7	89.9	85.7	87.8	77.9	79.2	82.5	81.9	79.7
Media queries responded to	55	35	28	30	45	15	32	47	56	46	30	23
Fix your street queries responded to	341	284	347	540	448	332	580	470	551	445	387	485
Web pages opened	258797	233784	242568	195194	249259	169119	258158	239738	225503	220407	216605	207219
Social media followers	11945	12155	12461	12445	12785	13020	13647	13878	13942	14197	14398	14723
Staff employed - WTE	1155	1152	1143	1136	1140	1139	1155	1154	1153	1166	1165	1172
Apprenticeships/graduates	4	4	4	4	4	4	3	3	3	3	2	1
No. of Gateway participants	203	201	197	204	203	203	199	190	184	177	176	169
% of Gateway participants allocated	94.4	93.5	91.6	94	94.4	94.4	92.5	88	85	82	81	78
No. of CE participants	93	94	97	97	98	98	98	98	92	93	93	93
% of CE participants allocated	73	74.6	77	77	77	77	78	78	73	77	77	77
Training programme - No of participants	538	45	80	518	164	241	131	262	104	366	360	529

Economic, Enterprise and Tourism Development

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
LEO - jobs supported	11	0	7	0	10	0	8	0	3	3	8	0
LEO - projects approved	6	0	6	0	8	0	7	0	6	1	7	0
LEO - training participants	31	0	83	43	72	44	44	27	53	43	60	69
LEO - mentoring sessions	29	23	40	36	32	22	31	30	31	27	27	28
Business support grants spend	0	0	0	140265	755.00	373155	0	0	1722.00	0	2,524	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	23	22	29	10	12	18	20	20	26	21	12
Shopfront grants paid	0	0	0	0	0	0	0	0	0	14	0	0
Grange Castle jobs sustained	2500	2500	2500	2500	2500	1977	2051	2131	2131	2151	2151	2161
Library - visitors actual	80634	82108	74895	133663	117662	96104	78423	82070	83941	100027	81204	81313
Library - visitors online	51231	47324	40545				44281	42015	15253	41194	30575	35650
Library - items borrowed	79895	87309	76699	88526	89319	65206	93559	88092	84000	80424	88203	85305
Library - computer sessions	18500	19546	17593	19350	19682	12563	17262	42015	17240	18802	17394	17189
Libraries - events hosted	267	267	81	403	457	360	383	468	450	450	453	420
Library wi-fi users	4075	2963	2905	2905	4424	3995	5391	5218	5852	6969	8607	5502
Arts grants paid	4	0	0	3	0	2	3	1	2	0	5	0
Arts events hosted	1	0	1	7	1	1	1	1	0	1	1	0
Visitors civic theatre	8945	18882	10313	23241	23186	24097	11451	2170	10937	27955	21529	19527
Visitors Rua Red	9730	8223	11113	11331	13145	8961	12131	12749	12932	14780	12886	19527
GC Jobs (Construction)	N/A	N/A	N/A		523	533	723	618	618	829	829	994

Environment, Water & Climate Change

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Grass cut - Hectares	673.25	628.18	498.74	468.12	481.64	0	0	62.8	273.82	733.65	974.17	771.95
Trees inspected	884	1009	1078	381	377	346	536	57	438	410	308	222
Trees pruned	275	35	202	217	116	88	94	51	37	166	148	80
Trees removed	0	85	30	38	20	89	106	34	42	83	49	65
Trees planted	0	0	0	0	5	0	103	0	23	0	0	0
No. of stumps removed	0	0	0	0	9	112	0	23	0	76	117	0
No. of locations of hedge cuts	1	0	0	2	5	2	41	6	0	0	0	0
Hectares of park land maintained	1,750	1,750	1,750	1,750	1,750	1750	1,750	1,750	1,750	1,750	1,750	1750
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	25	26	27	28	28	28	28	28	29
Tonnage of waste collected - street bins	34.81	32.78	32.5	33.76	48.76	32.96	32.44	34.16	36.34	23.98	16.36	16.58
Tonnage of waste collected - litter/illegal dumping	364.76	338.9	322.62	426.9	313.92	257.78	272.16	291.78	287.78	253.26	338.56	575.52
Tonnage of waste collected - road sweeping/gullies	316.1	413.97	387.26	312.28	357.74	395.95	417.14	471.60	406.32	458.96	454.40	358.29
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	100	100	100	100	100	100	131	131	131	131	131	131
Km. of roads swept monthly	886	1019	886	974	930	930	610	930	930	930	885	974
Derelict site/Dangerous building inspections	28	24	30	25	1	10	40	11	17	29	29	24
No. of sites on derelict sites register	12	12	13	13	14	11	12	12	11	12	11	11
No. of environment inspections	401	299	196	235	357	179	19	46	95	120	103	86
Environment enforcement procedures commenced	22	15	15	17	55	6	10	14	7	13	9	17
Environment enforcement - cases closed	11	11	11	20	20	27	12	7	9	11	15	16
Litter - fines issued	53	31	29	29	45	24	34	61	29	41	37	26
Litter - court appearances	1	19	0	3	18	4	2	1	11	1	3	1
Litter - cases closed	201	251	183	200	161	1145	480	251	238	346	251	361
Total number of waste permits in force	39	38	37	38	39	39	38	39	39	39	39	39
No. of waste enforcement notices issued	5	11	26	12	59	13	4	1	7	6	6	13
Water Quality (%)	99.7	100	99.6	100	99.23	100	100	100	100	98	99	99
% of unaccounted for water	19.12	16.85	17.31	18.02	18.42	21.39	36.12	37	37	37	36	37
Water maintenance repairs completed	50	37	50	46	43	32	48	40	40	49	53	44
Water pollution incidents dealt with	8	7	6	5	4	1	4	6	5	5	5	5
No. of dogs impounded	46	75	49	33	52	50	74	44	41	68	49	43
Number of dog licences in force	9297	9302	9444	9458	9495	9371	9235	9231	9127	9119	9261	9317
DFB fire incidents mobilised	187	160	79	205	322	138	129	118	151	154	158	140
DFB Ambulance incidents mobilised	992	1021	982	1029	1097	1157	1138	1113	1129	936	1125	1078
Number of horses impounded	19	20	11	38	11	10	11	20	38	24	33	22

Housing, Social & Community Development

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total housing stock	8999	8999	8999	8999	8999	9016	9023	9033	9033	9033	9036	9036
Construction starts	0	10	12	0	0	0	0	0	0	0	0	0
Construction completions	0	0	0	0	0	0	0	0	3	0	0	0
Total housing needs assessed	8782	8783	8786	8815	8805	8944	9022	8976	9068	9100	9133	9157
Allocations - Homeless/Other	8	14	12	15	43	23	10	19	16	27	19	14
No. of voids	34	36	35	39	42	45	41	40	47	44	51	46
Time taken to re-let dwellings (weeks)	11.28	10.35	10.05	9.93	9.65	7.7	8.23	8.75	9.93	9.47	10.15	8.62
Total RAS units	1508	1512	1518	1512	1522	1537	1540	1539	1543	1543	1521	1515
Total HAP units	185	234	280	340	397	548	569	646	714	756	866	946
Total units leased	583	584	654	655	710	728	728	730	733	735	739	742
No. of housing grants approved	33	22	17	16	13	9	11	18	8	20	29	13
Housing Maintenance requests received	1243	1283	1149	1488	1625	1417	2382	1824	1346	1429	1347	1255
Housing Maintenance requests	827	942	792	1045	1353	771	1765	1229	1055	1027	974	824

completed												
Planned Maintenance - units completed	77	0	63	0	5	0	0	26	25	20	15	18
Total PPN registrations	14	13	15	5	8	0	13	3	10	19	7	6
No. of community grants issued	33	6	0	0	21	0	27	2	3	2	2	44
No. of sports programmes	140	3	69	183	192	88	74	57	7	258	3	112
No. of sports programme participants	7694	36	3022	7201	8380	4979	7288	16454	622	14226	45	4258
No. of community events	20	36	10	56	30	18	1	4	6	28	108	27
No. of community event participants	4680	6950	13900	15721	5021	3811	90	235	14672	1588	4321	2996
Visitors to leisure facilities	46802	42957	35231	45542	49351	32358	49873	54432	49994	52406	49883	39482
Visitors to Community halls		0			0			0		0		
PRTB inspections	81	106	143	137	79	0	0	78	93	92	74	65
PRTB called no access	57	37	49	45	64	0	0	59	53	63	52	70
BER inspections	18	3	12	9	3	0	0	0	6	0	0	2
BER Certs published	4	3	1	7	0	54	0	13	6	13	19	2
Mechanical Inspections	118	223	203	217	213	182	217	117	212	217	196	233
Energy upgrades completed	12	0	109	103	126	174	0	28	0	0	0	0
Electrical inspections completed	179	156	226	197	227	199	179	187	191	204	181	165
No of anti-social incidents reported	81	60	84	67	40	29	53	54	34	61	81	63
No of actions taken in response to reports	558	612	486	486	606	257	498	616	434	583	742	698
JPC and Policing Fora meetings held	4	0	0	2	1	1	4	2	4	3	3	2
No of Local Festivals supported	2	0	2	1	0	3	0	0	4	0	0	2

[illegible]

