

August Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Jul 2016

Corporate Performance and Change Management

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Customer Contacts processed through CMS	7067	6319	6757	6371	7612	4787	8199	8385	7002	7254	7143	7222	7208
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	4.1
Members reps processed	619	586	796	763	867	428	769	764	446	468	527	730	627
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	12.58
Telephone calls answered	14974	12944	14642	12892	15123	10342	19050	15943	13772	14468	15405	14625	14727
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	80.2
Media queries responded to	55	35	28	30	45	15	32	47	56	46	30	23	37
Fix your street queries responded to	341	284	347	540	448	332	580	470	551	445	387	485	472
Web pages opened	258797	233784	242568	195194	249259	169119	258158	239738	225503	220407	216605	207219	201594
Social media followers	11945	12155	12461	12445	12785	13020	13647	13878	13942	14197	14398	14723	14920
Staff employed - WTE	1155	1152	1143	1136	1140	1139	1155	1154	1153	1166	1165	1172	1193
Apprenticeships/graduates	4	4	4	4	4	4	3	3	3	3	2	1	1
No. of Gateway participants	203	201	197	204	203	203	199	190	184	177	176	169	163
% of Gateway participants allocated	94.4	93.5	91.6	94	94.4	94.4	92.5	88	85	82	81	78	75
No. of CE participants	93	94	97	97	98	98	98	98	92	93	93	93	93
% of CE participants allocated	73	74.6	77	77	77	77	78	78	73	77	77	77	73
Training programme - No of participants	538	45	80	518	164	241	131	262	104	366	360	529	615

Economic, Enterprise and Tourism Development

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
LEO - jobs supported	11	0	7	0	10	0	8	0	3	3	8	0	7
LEO - projects approved	6	0	6	0	8	0	7	0	6	1	7	0	3
LEO - training participants	31	0	83	43	72	44	44	27	53	43	60	69	34
LEO - mentoring sessions	29	23	40	36	32	22	31	30	31	27	27	28	18
Business support grants spend	0	0	0	140265	755.00	373155	0	0	1722.00	0	2,524	0	0
Business support grant spend (projects)	0	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	12
Shopfront grants paid	0	0	0	0	0	0	0	0	0	14	0	0	0
Grange Castle jobs sustained	2500	2500	2500	2500	2500	1977	2051	2131	2131	2151	2151	2161	2161
Library - visitors actual	80634	82108	74895	133663	117662	96104	78423	82070	83941	100027	81204	81313	79498
Library - visitors online	51231	47324	40545				44281	42015	15253	41194	30575	35650	36849
Library - items borrowed	79895	87309	76699	88526	89319	65206	93559	88092	84000	80424	88203	85305	87374
Library - computer sessions	18500	19546	17593	19350	19682	12563	17262	42015	17240	18802	17394	17189	17294
Libraries - events hosted	267	267	81	403	457	360	383	468	450	450	453	420	222
Library wi-fi users	4075	2963	2905	2905	4424	3995	5391	5218	5852	6969	8607	5502	3476
Arts grants paid	4	0	0	3	0	2	3	1	2	0	5	0	0
Arts events hosted	1	0	1	7	1	1	1	1	0	1	1	0	0

Total housing stock	8999	8999	8999	8999	8999	9016	9023	9033	9033	9033	9036	9036	9036
Construction starts	0	10	12	0	0	0	0	0	0	0	0	0	0
Construction completions	0	0	0	0	0	0	0	0	3	0	0	0	0
Total housing needs assessed	8782	8783	8786	8815	8805	8944	9022	8976	9068	9100	9133	9157	9052
Allocations - Homeless/Other	8	14	12	15	43	23	10	19	16	27	19	14	8
No. of voids	34	36	35	39	42	45	41	40	47	44	51	46	47
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	9.58
Total RAS units	1508	1512	1518	1512	1522	1537	1540	1539	1543	1543	1521	1515	1513
Total HAP units	185	234	280	340	397	548	569	646	714	756	866	946	1015
Total units leased	583	584	654	655	710	728	728	730	733	735	739	742	743
No. of housing grants approved	33	22	17	16	13	9	11	18	8	20	29	13	18
Housing Maintenance requests received	1243	1283	1149	1488	1625	1417	2382	1824	1346	1429	1347	1255	1239
Housing Maintenance requests completed	827	942	792	1045	1353	771	1765	1229	1055	1027	974	824	959
Planned Maintenance - units completed	77	0	63	0	5	0	0	26	25	20	15	18	20
Total PPN registrations	14	13	15	5	8	0	13	3	10	19	7	6	0
No. of community grants issued	33	6	0	0	21	0	27	2	3	2	2	44	1
No. of sports programmes	140	3	69	183	192	88	74	57	7	258	3	112	1
No. of sports programme participants	7694	36	3022	7201	8380	4979	7288	16454	622	14226	45	4258	18
No. of community events	20	36	10	56	30	18	1	4	6	28	108	27	10
No. of community event participants	4680	6950	13900	15721	5021	3811	90	235	14672	1588	4321	2996	584
Visitors to leisure facilities	46802	42957	35231	45542	49351	32358	49873	54432	49994	52406	49883	39482	41902
Visitors to Community halls		0			0			0		0			
PRTB inspections	81	106	143	137	79	0	0	78	93	92	74	65	74
PRTB called no access	57	37	49	45	64	0	0	59	53	63	52	70	85
BER inspections	18	3	12	9	3	0	0	0	6	0	0	2	6
BER Certs published	4	3	1	7	0	54	0	13	6	13	19	2	48
Mechanical Inspections	118	223	203	217	213	182	217	117	212	217	196	233	248
Energy upgrades completed	12	0	109	103	126	174	0	28	0	0	0	0	35
Electrical inspections completed	179	156	226	197	227	199	179	187	191	204	181	165	177
No of anti-social incidents reported	81	60	84	67	40	29	53	54	34	61	81	63	66
No of actions taken in response to reports	558	612	486	486	606	257	498	616	434	583	742	698	736
JPC and Policing Fora meetings held	4	0	0	2	1	1	4	2	4	3	3	2	4
No of Local Festivals supported	2	0	2	1	0	3	0	0	4	0	0	2	0

Land Use Planning & Transportation

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Planning applications received - new housing	6	24	13	12	9	13	1	16	11	13	14	13	13
Planning applications received - new housing (units)	143	456	92	30	11	260	2	89	169	94	87	377	743
Planning granted new houses - applications	9	9	2	14	4	8	2	5	7	9	2	7	7
Planning granted new houses - applications (units)	18	335	17	127	68	147	48	16	16	32	2	84	229
Planning applications housing - applications	6	24	13	12	4	13	1	16	11	13	14	13	13
Planning applications housing - applications (units)	143	456	92	30	11	260	2	89	169	94	87	377	743
Planning Refused - no of houses	5	3	1	5	82	1	81	0	3	121	48	2	35
Planning applications - other	69	48	8	48	52	54	38	70	61	76	62	52	91
Planning other - no granted	55	68	48	37	40	42	30	46	48	55	44	72	50
Planning other - no. refused	4	7	5	5	3	6	3	9	6	3	3	4	4
Additional information requests - all classes	19	6	13	10	10	7	7	14	9	18	9	19	26

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