

October Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Sept 2016

Corporate Performance and Change Management

Statistic Name	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Customer Contacts processed through CMS	6371	7612	4787	8199	8385	7002	7254	7143	7222	7208	8299	8626
Average CMS response time	4.5	4.2	3.04	1.53	2.5	2.5	1.52	7	6.99	4.1	4.53	4.10
Members reps processed	763	867	428	769	764	446	468	527	730	627	735	753
Members reps Av. Response time (days)	3.08	9.54	14.37	10.285	10.73	9.005	9.81	6.90	9.534	12.58	9.46	13.99
Telephone calls answered	12892	15123	10342	19050	15943	13772	14468	15405	14625	14727	16086	17353
Answered within 20 seconds (%)	77.7	89.9	85.7	87.8	77.9	79.2	82.5	81.9	79.7	80.2	84.5	83.3
Media queries responded to	30	45	15	32	47	56	46	30	23	37	32	37
Fix your street queries responded to	540	448	332	580	470	551	445	387	485	472	526	594
Web pages opened	195194	249259	169119	258158	239738	225503	220407	216605	207219	201594	226634	225208
Social media followers	12445	12785	13020	13647	13878	13942	14197	14398	14723	14920	14999	15172
Staff employed - WTE	1136	1140	1139	1155	1154	1153	1166	1165	1172	1193	1202	1198
Apprenticeships/graduates	4	4	4	3	3	3	3	2	1	1	1	1
No. of Gateway participants	204	203	203	199	190	184	177	176	169	163	120	84
% of Gateway participants allocated	94	94.4	94.4	92.5	88	85	82	81	78	75	55	70
No. of CE participants	97	98	98	98	98	92	93	93	93	93	90	91
% of CE participants allocated	77	77	77	78	78	73	77	77	77	73	72	72
Training programme - No of participants	518	164	241	131	262	104	366	360	529	615	228	320

Economic, Enterprise and Tourism Development

Statistic Name	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
LEO - jobs supported	0	10	0	8	0	3	3	8	0	7	2	9
LEO - projects approved	0	8	0	7	0	6	1	7	0	3	2	6
LEO - training participants	43	72	44	44	27	53	43	60	69	34	0	69
LEO - mentoring sessions	36	32	22	31	30	31	27	27	28	18	21	27
Business support grants spend	140265	755.00	373155	0	0	1722.00	0	2,524	0	0	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	29	10	12	18	20	20	26	21	12	12	7	15
Shopfront grants paid	0	0	0	0	0	0	14	0	0	0	0	0
Grange Castle jobs sustained	2500	2500	1977	2051	2131	2131	2151	2151	2161	2161	2161	2162
Library - visitors actual	133663	117662	96104	78423	82070	83941	100027	81204	81313	79498	83594	91025
Library - visitors online				44281	42015	15253	41194	30575	35650	36849	37468	39903
Library - items borrowed	88526	89319	65206	93559	88092	84000	80424	88203	85305	87374	97383	87941
Library - computer sessions	19350	19682	12563	17262	42015	17240	18802	17394	17189	17294	17657	16881
Libraries - events hosted	403	457	360	383	468	450	450	453	420	222	178	361
Library wi-fi users	2905	4424	3995	5391	5218	5852	6969	8607	5502	3476	3846	3476
Arts grants paid	3	0	2	3	1	2	0	5	0	0	0	0
Arts events hosted	7	1	1	1	1	0	1	1	0	0	0	8
Visitors civic theatre	23241	23186	24097	11451	2170	10937	27955	21529	19527	3160	1530	20135
Visitors Rua Red	11331	13145	8961	12131	12749	12932	14780	12886	19527	7767	7834	10638
GC Jobs (Construction)		523	533	723	618	618	829	829	994	1091	1091	1301

Environment, Water & Climate Change

Statistic Name	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Grass cut - Hectares	468.12	481.64	0	0	62.8	273.82	733.65	974.17	771.95	847.67	670.14	815.15
Trees inspected	381	377	346	536	57	438	410	308	222	429	409	482
Trees pruned	217	116	88	94	51	37	166	148	80	216	175	101
Trees removed	38	20	89	106	34	42	83	49	65	39	29	56
Trees planted	0	5	0	103	0	23	0	0	0	0	0	0
No. of stumps removed	0	9	112	0	23	0	76	117	0	39	30	45
No. of locations of hedge cuts	2	5	2	41	6	0	0	0	0	0	0	0
Hectares of park land maintained	1,750	1,750	1750	1,750	1,750	1,750	1,750	1,750	1750	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	25	26	27	28	28	28	28	28	29	29	29	29
Tonnage of waste collected - street bins	33.76	48.76	32.96	32.44	34.16	36.34	23.98	16.36	16.58	17.72	35.4	36.76
Tonnage of waste collected - litter/illegal dumping	426.9	313.92	257.78	272.16	291.78	287.78	253.26	338.56	575.52	352.20	430.7	299.14
Tonnage of waste collected - road sweeping/gullies	312.28	357.74	395.95	417.14	471.60	406.32	458.96	454.40	358.29	356.56	297.32	346.93
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	131	131	131	131	131	131	131	131	131
Km. of roads swept monthly	974	930	930	610	930	930	930	885	974	930	974	930
Derelict site/Dangerous building inspections	25	1	10	40	11	17	29	29	24	17	61	34
No. of sites on derelict sites register	13	14	11	12	12	11	12	11	11	11	14	14
No. of environment inspections	235	357	179	19	46	95	120	103	86	116	114	72
Environment enforcement procedures commenced	17	55	6	10	14	7	13	9	17	18	32	21
Environment enforcement - cases closed	20	20	27	12	7	9	11	15	16	21	21	5
Litter - fines issued	29	45	24	34	61	29	41	37	26	32	22	47
Litter - court appearances	3	18	4	2	1	11	1	3	1	2	0	25
Litter - cases closed	200	161	1145	480	251	238	346	251	361	275	294	259
Total number of waste permits in force	38	39	39	38	39	39	39	39	39	33	33	33
No. of waste enforcement notices issued	12	59	13	4	1	7	6	6	13	8	17	4
Water Quality (%)	100	99.23	100	100	100	100	98	99	99	99	100	100
% of unaccounted for water	18.02	18.42	21.39	36.12	37	37	37	36	37	37	37	36
Water maintenance repairs completed	46	43	32	48	40	40	49	53	44	45	38	46
Water pollution incidents dealt with	5	4	1	4	6	5	5	5	5	9	5	8
No. of dogs impounded	33	52	50	74	44	41	68	49	43	35	49	53
Number of dog licences in force	9458	9495	9371	9235	9231	9127	9119	9261	9317	9273	9424	9642
DFB fire incidents mobilised	205	322	138	129	118	151	154	158	140	136	208	163
DFB Ambulance incidents mobilised	1029	1097	1157	1138	1113	1129	936	1125	1078	1171	1082	1152
Number of horses impounded	38	11	10	11	20	38	24	33	22	15	20	40

Housing, Social & Community Development

Statistic Name	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Total housing stock	8999	8999	9016	9023	9033	9033	9033	9036	9036	9036	9075	9085
Construction starts	0	0	0	0	0	0	0	0	0	0	0	0
Construction completions	0	0	0	0	0	3	0	0	0	0	0	2
Total housing needs assessed	8815	8805	8944	9022	8976	9068	9100	9133	9157	9052	9021	8861
Allocations - Homeless/Other	15	43	23	10	19	16	27	19	14	8	18	18
No. of voids	39	42	45	41	40	47	44	51	46	47	43	50
Time taken to re-let dwellings (weeks)	9.93	9.65	7.7	8.23	8.75	9.93	9.47	10.15	8.62	9.58	11.26	7.36
Total RAS units	1512	1522	1537	1540	1539	1543	1543	1521	1515	1513	1511	1508
Total HAP units	340	397	548	569	646	714	756	866	946	1015	1107	1181
Total units leased	655	710	728	728	730	733	735	739	742	743	746	748
No. of housing grants approved	16	13	9	11	18	8	20	29	13	18	11	17
Housing Maintenance requests received	1488	1625	1417	2382	1824	1346	1429	1347	1255	1239	1331	1591
Housing Maintenance requests	1045	1353	771	1765	1229	1055	1027	974	824	959	1051	1221

completed												
Planned Maintenance - units completed	0	5	0	0	26	25	20	15	18	20	22	0
Total PPN registrations	5	8	0	13	3	10	19	7	6	0	13	16
No. of community grants issued	0	21	0	27	2	3	2	2	44	1	0	0
No. of sports programmes	183	192	88	74	57	7	258	3	112	1	169	204
No. of sports programme participants	7201	8380	4979	7288	16454	622	14226	45	4258	18	4637	7677
No. of community events	56	30	18	1	4	6	28	108	27	10	16	9
No. of community event participants	15721	5021	3811	90	235	14672	1588	4321	2996	584	2000	26088
Visitors to leisure facilities	45542	49351	32358	49873	54432	49994	52406	49883	39482	41902	38901	47501
Visitors to Community halls		0			0		0					
PRTB inspections	137	79	0	0	78	93	92	74	65	74	1	28
PRTB called no access	45	64	0	0	59	53	63	52	70	85	0	31
BER inspections	9	3	0	0	0	6	0	0	2	6	2	0
BER Certs published	7	0	54	0	13	6	13	19	2	48	2	11
Mechanical Inspections	217	213	182	217	117	212	217	196	233	248	266	222
Energy upgrades completed	103	126	174	0	28	0	0	0	0	35	0	49
Electrical inspections completed	197	227	199	179	187	191	204	181	165	177	240	206
No of anti-social incidents reported	67	40	29	53	54	34	61	81	63	66	88	53
No of actions taken in response to reports	486	606	257	498	616	434	583	742	698	736	837	498
JPC and Policing Fora meetings held	2	1	1	4	2	4	3	3	2	4	0	5
No of Local Festivals supported	1	0	3	0	0	4	0	0	2	0	0	3

[illegible]

