

November Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Oct 2016

Corporate Performance and Change Management

Statistic Name	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
Customer Contacts processed through CMS	7612	4787	8199	8385	7002	7254	7143	7222	7208	8299	8626	8105
Average CMS response time	4.2	3.04	1.53	2.5	2.5	1.52	7	6.99	4.1	4.53	4.10	5.8
Members reps processed	867	428	769	764	446	468	527	730	627	735	753	716
Members reps Av. Response time (days)	9.54	14.37	10.285	10.73	9.005	9.81	6.90	9.534	12.58	9.46	13.99	12.31
Telephone calls answered	15123	10342	19050	15943	13772	14468	15405	14625	14727	16086	17353	15488
Answered within 20 seconds (%)	89.9	85.7	87.8	77.9	79.2	82.5	81.9	79.7	80.2	84.5	83.3	83.90
Media queries responded to	45	15	32	47	56	46	30	23	37	32	37	40
Fix your street queries responded to	448	332	580	470	551	445	387	485	472	526	594	545
Web pages opened	249259	169119	258158	239738	225503	220407	216605	207219	201594	226634	225208	186629
Social media followers	12785	13020	13647	13878	13942	14197	14398	14723	14920	14999	15172	15372
Staff employed - WTE	1140	1139	1155	1154	1153	1166	1165	1172	1193	1202	1198	1202
Apprenticeships/graduates	4	4	3	3	3	3	2	1	1	1	1	1
No. of Gateway participants	203	203	199	190	184	177	176	169	163	120	84	75
% of Gateway participants allocated	94.4	94.4	92.5	88	85	82	81	78	75	55	70	75
No. of CE participants	98	98	98	98	92	93	93	93	93	90	91	95
% of CE participants allocated	77	77	78	78	73	77	77	77	73	72	72	76
Training programme - No of participants	164	241	131	262	104	366	360	529	615	228	320	242

Economic, Enterprise and Tourism Development

Statistic Name	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
LEO - jobs supported	10	0	8	0	3	3	8	0	7	2	9	0
LEO - projects approved	8	0	7	0	6	1	7	0	3	2	6	0
LEO - training participants	72	44	44	27	53	43	60	69	34	0	69	106
LEO - mentoring sessions	32	22	31	30	31	27	27	28	18	21	27	30
Business support grants spend	755.00	373155	0	0	1722.00	0	2,524	0	0	0	0	32410
Business support grant spend (projects)	0	0	0	0	0	0	0	0	0	0	0	0
Business initiative with Chamber meetings held	10	12	18	20	20	26	21	12	12	7	15	13
Shopfront grants paid	0	0	0	0	0	14	0	0	0	0	0	0
Grange Castle jobs sustained	2500	1977	2051	2131	2131	2151	2151	2161	2161	2161	2162	2162
Library - visitors actual	117662	96104	78423	82070	83941	100027	81204	81313	79498	83594	91025	86364
Library - visitors online			44281	42015	15253	41194	30575	35650	36849	37468	39903	39993
Library - items borrowed	89319	65206	93559	88092	84000	80424	88203	85305	87374	97383	87941	87976
Library - computer sessions	19682	12563	17262	42015	17240	18802	17394	17189	17294	17657	16881	16997
Libraries - events hosted	457	360	383	468	450	450	453	420	222	178	361	419
Library wi-fi users	4424	3995	5391	5218	5852	6969	8607	5502	3476	3846	3476	4791
Arts grants paid	0	2	3	1	2	0	5	0	0	0	0	1
Arts events hosted	1	1	1	1	0	1	1	0	0	0	8	0
Visitors civic theatre	23186	24097	11451	2170	10937	27955	21529	19527	3160	1530	20135	11349
Visitors Rua Red	13145	8961	12131	12749	12932	14780	12886	19527	7767	7834	10638	12873
GC Jobs (Construction)	523	533	723	618	618	829	829	994	1091	1091	1301	1301

Environment, Water & Climate Change

Statistic Name	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
Grass cut - Hectares	481.64	0	0	62.8	273.82	733.65	974.17	771.95	847.67	670.14	815.15	456.25
Trees inspected	377	346	536	57	438	410	308	222	429	409	482	438
Trees pruned	116	88	94	51	37	166	148	80	216	175	101	100
Trees removed	20	89	106	34	42	83	49	65	39	29	56	51
Trees planted	5	0	103	0	23	0	0	0	0	0	0	0
No. of stumps removed	9	112	0	23	0	76	117	0	39	30	45	36
No. of locations of hedge cuts	5	2	41	6	0	0	0	0	0	0	0	7
Hectares of park land maintained	1,750	1750	1,750	1,750	1,750	1,750	1,750	1750	1,750	1,750	1750	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	26	27	28	28	28	28	28	29	29	29	29	29
Tonnage of waste collected - street bins	48.76	32.96	32.44	34.16	36.34	23.98	16.36	16.58	17.72	35.4	36.76	31.74
Tonnage of waste collected - litter/illegal dumping	313.92	257.78	272.16	291.78	287.78	253.26	338.56	575.52	352.20	430.7	299.14	369.32
Tonnage of waste collected - road sweeping/gullies	357.74	395.95	417.14	471.60	406.32	458.96	454.40	358.29	356.56	297.32	346.93	394.72
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	131	131	131	131	131	131	131	131	131	131
Km. of roads swept monthly	930	930	610	930	930	930	885	974	930	974	930	930
Derelict site/Dangerous building inspections	1	10	40	11	17	29	29	24	17	61	34	36
No. of sites on derelict sites register	14	11	12	12	11	12	11	11	11	14	14	15
No. of environment inspections	357	179	19	46	95	120	103	86	116	114	72	65
Environment enforcement procedures commenced	55	6	10	14	7	13	9	17	18	32	21	33
Environment enforcement - cases closed	20	27	12	7	9	11	15	16	21	21	5	35
Litter - fines issued	45	24	34	61	29	41	37	26	32	22	47	36
Litter - court appearances	18	4	2	1	11	1	3	1	2	0	25	0
Litter - cases closed	161	1145	480	251	238	346	251	361	275	294	259	208
Total number of waste permits in force	39	39	38	39	39	39	39	39	33	33	33	33
No. of waste enforcement notices issued	59	13	4	1	7	6	6	13	8	17	4	7
Water Quality (%)	99.23	100	100	100	100	98	99	99	99	100	100	100
% of unaccounted for water	18.42	21.39	36.12	37	37	37	36	37	37	37	36	34
Water maintenance repairs completed	43	32	48	40	40	49	53	44	45	38	46	48
Water pollution incidents dealt with	4	1	4	6	5	5	5	5	9	5	8	4
No. of dogs impounded	52	50	74	44	41	68	49	43	35	49	53	40
Number of dog licences in force	9495	9371	9235	9231	9127	9119	9261	9317	9273	9424	9642	9654
DFB fire incidents mobilised	322	138	129	118	151	154	158	140	136	208	163	357
DFB Ambulance incidents mobilised	1097	1157	1138	1113	1129	936	1125	1078	1171	1082	1152	1136
Number of horses impounded	11	10	11	20	38	24	33	22	15	20	40	19

Housing, Social & Community Development

Statistic Name	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
Total housing stock	8999	9016	9023	9033	9033	9033	9036	9036	9036	9075	9085	9087
Construction starts	0	0	0	0	0	0	0	0	0	0	0	0
Construction completions	0	0	0	0	3	0	0	0	0	0	2	8
Total housing needs assessed	8805	8944	9022	8976	9068	9100	9133	9157	9052	9021	8861	6856
Allocations - Homeless/Other	43	23	10	19	16	27	19	14	8	18	18	21
No. of voids	42	45	41	40	47	44	51	46	47	43	50	57
Time taken to re-let dwellings (weeks)	9.65	7.7	8.23	8.75	9.93	9.47	10.15	8.62	9.58	11.26	7.36	10.4
Total RAS units	1522	1537	1540	1539	1543	1543	1521	1515	1513	1511	1508	1501
Total HAP units	397	548	569	646	714	756	866	946	1015	1107	1181	1287
Total units leased	710	728	728	730	733	735	739	742	743	746	748	773
No. of housing grants approved	13	9	11	18	8	20	29	13	18	11	17	19
Housing Maintenance requests received	1625	1417	2382	1824	1346	1429	1347	1255	1239	1331	1591	1682
Housing Maintenance requests	1353	771	1765	1229	1055	1027	974	824	959	1051	1221	1192

Land Use Planning & Transportation

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