

December Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Nov

Corporate Performance and Change Management

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Customer Contacts processed through CMS	4787	8199	8385	7002	7254	7143	7222	7208	8299	8626	8105	8105
Average CMS response time	3.04	1.53	2.5	2.5	1.52	7	6.99	4.1	4.53	4.10	5.8	5.8
Members reps processed	428	769	764	446	468	527	730	627	735	753	716	728
Members reps Av. Response time (days)	14.37	10.285	10.73	9.005	9.81	6.90	9.534	12.58	9.46	13.99	12.31	8.9
Telephone calls answered	10342	19050	15943	13772	14468	15405	14625	14727	16086	17353	15488	15488
Answered within 20 seconds (%)	85.7	87.8	77.9	79.2	82.5	81.9	79.7	80.2	84.5	83.3	83.90	83.90
Media queries responded to	15	32	47	56	46	30	23	37	32	37	40	36
Fix your street queries responded to	332	580	470	551	445	387	485	472	526	594	545	545
Web pages opened	169119	258158	239738	225503	220407	216605	207219	201594	226634	225208	186629	190484
Social media followers	13020	13647	13878	13942	14197	14398	14723	14920	14999	15172	15372	15444
Staff employed - WTE	1139	1142	1154	1153	1166	1165	1172	1193	1202	1198	1202	1214
Apprenticeships/graduates	4	3	3	3	3	2	1	1	1	1	1	1
No. of Gateway participants	203	199	190	184	177	176	169	163	120	84	75	75
% of Gateway participants allocated	94.4	92.5	88	85	82	81	78	75	55	70	75	75
No. of CE participants	98	98	98	92	93	93	93	93	90	91	95	97
% of CE participants allocated	77	78	78	73	77	77	77	73	72	72	76	78
Training programme - No of participants	241	153	318	113	243	372	557	635	250	348	242	380

Economic, Enterprise and Tourism Development

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
LEO - jobs supported	0	8	0	3	3	8.5	0	7	2	9	0	0
LEO - projects approved	0	7	0	6	1	7	0	3	2	6	0	0
LEO - training participants	44	44	27	53	43	60	69	34	0	69	106	119
LEO - mentoring sessions	22	31	30	31	27	27	28	18	21	27	30	40
Business support grants spend	373155	0	0	1722.00	0	2,524	0	0	0	0	32410	0
Business support grant spend (projects)	0	0	0	0	0	0	0	0	0	0	0	0
Business initiative with Chamber meetings held	12	18	20	20	26	21	12	12	8	15	13	31
Shopfront grants paid	0	0	0	0	14	0	0	0	0	0	0	4
Grange Castle jobs sustained	1977	2051	2131	2131	2151	2151	2161	2161	2161	2162	2162	2162
Library - visitors actual	96104	78423	82070	83941	100027	81204	81313	79498	83594	91025	86364	92583
Library - visitors online		44281	42015	15253	41194	30575	35650	36849	37468	39903	39993	42570
Library - items borrowed	65206	93559	88092	84000	80424	88203	85305	87374	97383	87941	87976	97328
Library - computer sessions	12563	17262	42015	17240	18802	17394	17189	17294	17657	16881	16997	18687
Libraries - events hosted	360	383	468	450	450	453	420	222	178	361	419	484
Library wi-fi users	3995	5391	5218	5852	6969	8607	5502	3476	3846	3753	4791	5912
Arts grants paid	2	3	1	2	0	5	0	2	0	1	1	2
Arts events hosted	1	1	1	0	1	1	40	0	0	8	0	0
Visitors civic theatre	24097	11451	2170	10937	27955	21529	19527	3160	1530	20135	11349	37932
Visitors Rua Red	8961	12131	12749	12932	14780	12886	19527	7767	7834	10638	12873	13066
GC Jobs (Construction)	533	723	618	618	829	829	994	1091	1091	1301	1301	1301

Environment, Water & Climate Change

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Grass cut - Hectares	0	0	62.8	273.82	733.65	974.17	771.95	847.67	670.14	815.15	456.25	438.14
Trees inspected	346	536	57	438	410	308	222	429	409	482	438	740
Trees pruned	88	94	51	37	166	148	80	216	175	101	100	249
Trees removed	89	106	34	42	83	49	65	39	29	56	51	88
Trees planted	0	103	0	23	0	0	0	0	0	0	0	150
No. of stumps removed	112	0	23	96	76	117	0	39	30	45	36	60
No. of locations of hedge cuts	2	41	6	0	0	0	0	0	0	0	7	9
Hectares of park land maintained	1750	1,750	1,750	1,750	1,750	1,750	1750	1,750	1,750	1750	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	27	28	28	28	28	28	29	29	29	29	29	29
Tonnage of waste collected - street bins	32.96	32.44	34.16	36.34	32.70	33.54	30.92	17.72	35.4	36.76	31.74	34.36
Tonnage of waste collected - litter/illegal dumping	257.78	554.1	340.74	341.06	310.46	353.02	513.18	352.20	430.7	299.14	369.32	628.25
Tonnage of waste collected - road sweeping/gullies	395.95	417.14	471.60	406.32	458.96	454.40	385.29	356.56	297.32	346.93	394.72	853.36
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	131	131	131	131	131	131	131	131	131	131	131
Km. of roads swept monthly	930	885	930	930	930	885	974	930	974	930	930	974
Derelict site/Dangerous building inspections	10	40	12	22	29	29	25	17	61	34	36	38
No. of sites on derelict sites register	11	12	12	11	12	11	11	11	14	14	15	15
No. of environment inspections	179	19	46	95	120	103	86	116	114	72	65	84
Environment enforcement procedures commenced	6	10	14	7	13	9	17	18	32	21	33	27
Environment enforcement - cases closed	27	12	7	9	11	15	16	21	21	5	35	16
Litter - fines issued	24	34	61	29	41	37	26	32	22	47	36	45
Litter - court appearances	4	2	1	11	1	3	1	2	0	25	0	3
Litter - cases closed	1145	480	251	238	346	251	361	275	294	259	208	175
Total number of waste permits in force	39	38	39	39	39	39	39	33	33	33	33	33
No. of waste enforcement notices issued	13	4	1	7	6	6	13	8	17	4	7	9
Water Quality (%)	100	100	100	100	98	99	99	99	100	100	100	100
% of unaccounted for water	21.39	36	37	37	37	36	37	34	35	36	34	34
Water maintenance repairs completed	32	48	40	39	49	53	44	45	38	46	48	46
Water pollution incidents dealt with	1	4	6	5	5	5	5	9	5	8	4	7
No. of dogs impounded	50	74	44	41	68	49	43	35	49	53	40	45
Number of dog licences in force	9371	9235	9231	9127	9119	9261	9317	9273	9424	9642	9654	9616
DFB fire incidents mobilised	138	129	118	151	154	158	140	136	208	163	357	181
DFB Ambulance incidents mobilised	1157	1138	1113	1129	936	1125	1078	1171	1082	1152	1136	1146
Number of horses impounded	10	11	20	38	24	33	22	15	20	40	19	15

Housing, Social & Community Development

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Total housing stock	9016	9033	9033	9033	9031	9040	9036	9036	9075	9085	9087	9095
Construction starts	0	0	0	0	0	0	0	0	0	0	0	0
Construction completions	0	0	0	3	0	0	0	0	0	2	8	2
Total housing needs assessed	8944	9022	8976	9068	9100	9133	9157	9053	9059	9072	6856	7310
Allocations - Homeless/Other	23	10	19	16	27	31	14	12	18	18	21	36
No. of voids	45	41	40	47	44	51	46	47	43	50	57	58
Time taken to re-let dwellings (weeks)	7.7	8.23	8.75	9.93	9.47	10.15	8.62	9.58	11.26	7.36	10.4	12.83
Total RAS units	1537	1540	1539	1543	1543	1521	1515	1513	1511	1508	1501	1494
Total HAP units	548	569	646	714	756	866	946	1015	1107	1181	1287	1362
Total units leased	728	728	730	733	735	739	742	743	746	748	773	789
No. of housing grants approved	9	11	18	8	20	29	13	18	11	17	19	34
Housing Maintenance requests received	1417	2382	1824	1346	1429	1347	1255	1239	1331	1591	1682	2195
Housing Maintenance requests	771	1765	1229	1055	1027	974	824	959	1051	1221	1192	1444

completed												
Planned Maintenance - units completed	0	0	26	25	20	15	18	20	22	0	0	0
Total PPN registrations	0	13	3	10	19	7	6	0	13	16	13	3
No. of community grants issued	0	27	2	3	2	2	44	1	0	0	0	29
No. of sports programmes	88	74	57	7	258	3	112	136	169	206	209	249
No. of sports programme participants	4979	7288	16454	622	14226	45	4258	5864	4639	7700	8152	9853
No. of community events	18	1	4	6	28	108	27	10	16	9	13	67
No. of community event participants	3811	90	235	14672	1588	4321	2996	584	2000	26088	915	4632
Visitors to leisure facilities	32358	49873	54432	49994	52406	49883	44056	41902	38901	47501	52785	52196
Visitors to Community halls			0		0							
PRTB inspections	0	0	78	93	92	74	65	74	1	28	157	170
PRTB called no access	0	0	59	53	63	52	70	85	0	31	38	29
BER inspections	0	0	0	6	0	0	2	6	2	0	0	0
BER Certs published	54	0	13	6	13	19	2	48	2	11	92	4
Mechanical Inspections	182	217	110	212	217	196	233	248	266	222	250	230
Energy upgrades completed	174	0	28	0	0	0	0	35	0	49	49	59
Electrical inspections completed	199	179	187	191	204	181	165	177	240	206	181	228
No of anti-social incidents reported	29	53	54	34	61	81	63	66	88	53	85	67
No of actions taken in response to reports	257	498	616	434	583	742	698	736	837	498	760	568
JPC and Policing Fora meetings held	1	4	2	4	3	3	2	4	0	5	3	3
No of Local Festivals supported	3	0	0	4	0	0	2	0	0	3	0	0

[illegible]

