

March 2017 Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Feb

Corporate Performance and Change Management

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Customer Contacts processed through CMS	8199	8385	7002	7254	7143	7222	7208	8299	8626	8105	8105	4661	7989	7312
Average CMS response time	1.53	2.5	2.5	1.52	7	6.99	4.1	4.53	4.10	5.8	5.8	8	5.5	5.56
Members reps processed	769	764	446	468	527	730	627	735	753	716	728	413	660	732
Members reps Av. Response time (days)	10.285	10.73	9.005	9.81	6.90	9.534	12.58	9.46	13.99	12.31	8.9	9.5	9.46	9.11
Telephone calls answered	19050	15943	13772	14468	15405	14625	14727	16086	17353	15488	15488	10094	14124	14497
Answered within 20 seconds (%)	87.8	77.9	79.2	82.5	81.9	79.7	80.2	84.5	83.3	83.90	83.90	95.3	93.5	88.6
Media queries responded to	32	47	56	46	30	23	37	32	37	40	36	22	36	55
Fix your street queries responded to	580	470	551	445	387	485	472	526	594	545	545	400	622	662
Web pages opened	258158	239738	225503	220407	216605	207219	201594	226634	225208	186629	190484	138635	222813	220935
Social media followers	13647	13878	13942	14197	14398	14723	14920	14999	15172	15372	15444	15789	15193	16447
Staff employed - WTE	1142	1154	1153	1166	1165	1172	1193	1202	1198	1202	1214	1216	1204	1201
Apprenticeships/graduates	3	3	3	3	2	1	1	1	1	1	1	1	1	7
No. of Gateway participants	199	190	184	177	176	169	163	120	84	75	75	60	30	17
% of Gateway participants allocated	92.5	88	85	82	81	78	75	55	70	75	75	60	50	42
No. of CE participants	98	98	92	93	93	93	93	90	91	95	97	97	95	92
% of CE participants allocated	78	78	73	77	77	77	73	72	72	76	78	78	76	74
Training programme - No of participants	153	318	113	243	372	557	635	250	348	242	380	167	167	202
Number of Customer Care Queries/Complaints received in Irish	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	2

Economic, Enterprise and Tourism Development

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
LEO - jobs supported	8	0	3	3	8.5	0	7	2	9	0	0	1	0	11
LEO - projects approved	7	0	6	1	7	0	3	2	6	0	0	2	0	5
LEO - training participants	44	27	53	43	60	69	34	0	69	106	119	86	31	80
LEO - mentoring sessions	31	30	31	27	27	28	18	21	27	30	40	28	36	33
Business support grants spend	0	0	1722.00	0	2,524	0	0	0	0	32410	0	83,545.00	0	26,000.00
Business support grant spend (projects)	0	0	0	0	0	0	0	0	0	0	0	83,545.00	0	0
Business initiative with Chamber meetings held	18	20	20	26	21	12	12	8	15	13	31	11	9	17
Shopfront grants paid	0	0	0	14	0	0	0	0	0	0	4	1	0	0
Grange Castle jobs sustained	2051	2131	2131	2151	2151	2161	2161	2161	2162	2162	2162	2162	2162	2162
Library - visitors actual	78423	82070	83941	100027	81204	81313	79498	83594	91025	86364	92583	54872	56174	78530
Library - visitors online	44281	42015	15253	41194	30575	35650	36849	37468	39903	39993	42570	30522	39726	38722
Library - items borrowed	93559	88092	84000	80424	88203	85305	87374	97383	87941	87976	97328	61637	93935	124683
Library - computer	17262	42015	17240	18802	17394	17189	17294	17657	16881	16997	18687	11998	16519	15992

sessions	17252	12519	17219	18892	17887	17188	17297	17887	18887	18887	18887	17888	18819	18892
Libraries - events hosted	383	468	450	450	453	420	222	178	361	419	484	323	329	377
Library wi-fi users	5391	5218	5852	6969	8607	5502	3476	3846	3753	4791	5912	3743	3585	4797
Arts grants paid	3	1	2	0	5	0	2	0	1	1	2	0	0	0
Arts events hosted	1	1	0	1	1	40	0	0	8	0	0	1	1	1
Visitors civic theatre	11451	2170	10937	27955	21529	19527	3160	1530	20135	11349	37932	11160	203754	17935
Visitors Rua Red	12131	12749	12932	14780	12886	19527	7767	7834	10638	12873	13066	7592	11037	11917
GC Jobs (Construction)	723	618	618	829	829	994	1091	1091	1301	1301	1301	1301	1301	1301
SDCC Investment in Tourism Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	53,012	308,000
SDCC Investment in Grange Castle Business Park Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0

Environment, Water & Climate Change

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Grass cut - Hectares	0	62.8	273.82	733.65	974.17	771.95	847.67	670.14	815.15	456.25	438.14	137.73	26	35.76
Trees inspected	536	57	438	410	308	222	429	409	482	438	740	182	517	399
Trees pruned	94	51	37	166	148	80	216	175	101	100	249	199	328	214
Trees removed	106	34	42	83	49	65	39	29	56	51	88	64	145	159
Trees planted	103	0	23	0	0	0	0	0	0	0	150	150	0	
No. of stumps removed	0	23	96	76	117	0	39	30	45	36	60	43	221	39
No. of locations of hedge cuts	41	6	0	0	0	0	0	0	0	7	9	27	66	
Hectares of park land maintained	1,750	1,750	1,750	1,750	1,750	1750	1,750	1,750	1750	1750	1750	1750	1750	1750
No of allotments provided	433	433	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	163	163
Playgrounds provided/maintained	28	28	28	28	28	29	29	29	29	29	29	29	30	32
Tonnage of waste collected - street bins	32.44	34.16	36.34	32.70	33.54	30.92	17.72	35.4	36.76	31.74	34.36	27.46	39.08	29.48
Tonnage of waste collected - litter/illegal dumping	554.1	340.74	341.06	310.46	353.02	513.18	352.20	430.7	299.14	369.32	628.25	503.14	402.06	280.42
Tonnage of waste collected - road sweeping/gullies	417.14	471.60	406.32	458.96	454.40	385.29	356.56	297.32	346.93	394.72	853.36	470.36	494.48	479.88
No. of bring banks provided	74	74	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	2	2
No. of green flag schools	131	131	131	131	131	131	131	131	131	131	131	131	131	131
Km. of roads swept monthly	885	930	930	930	885	974	930	974	930	930	974	885	931	889.48
Derelict site/Dangerous building inspections	40	12	22	29	29	25	17	61	34	36	38	28	38	20
No. of sites on derelict sites register	12	12	11	12	11	11	11	14	14	15	15	16	13	18
No. of environment inspections	19	46	95	120	103	86	116	114	72	65	84	69	75	32
Environment enforcement procedures commenced	10	14	7	13	9	17	18	32	21	33	27	3	1	0
Environment enforcement - cases closed	12	7	9	11	15	16	21	21	5	35	16	11	5	6
Litter - fines issued	34	61	29	41	37	26	32	22	47	36	45	23	23	21
Litter - court appearances	2	1	11	1	3	1	2	0	25	0	3	1	6	1
Litter - cases closed	480	251	238	346	251	361	275	294	259	208	175	165	251	339
Total number of waste permits in force	38	39	39	39	39	39	33	33	33	33	33	33	33	33
No. of waste enforcement notices issued	4	1	7	6	6	13	8	17	4	7	9	14	18	12
Water Quality (%)	100	100	100	98	99	99	99	100	100	100	100		100	100
% of unaccounted for water	36	37	37	37	36	37	34	35	36	34	34	34	35.9	38.1
Water maintenance repairs completed	48	40	39	49	53	44	45	38	46	48	46	49	64	56
Water pollution incidents dealt with	4	6	5	5	5	5	9	5	8	4	7	3	7	9
No. of dogs impounded	74	44	41	68	49	43	35	49	53	40	45	39	57	45
Number of dog licences in force	9235	9231	9127	9119	9261	9317	9273	9424	9642	9654	9616	9624	9705	9763
DFB fire incidents mobilised	129	118	151	154	158	140	136	208	163	357	181	161	177	121

DFB Ambulance incidents mobilised	1138	1113	1129	936	1125	1078	1171	1082	1152	1136	1146	1264	1137	985
Number of horses impounded	11	20	38	24	33	22	15	20	40	19	15	9	30	16

Housing, Social & Community Development

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Total housing stock	9033	9033	9033	9031	9040	9036	9036	9075	9085	9087	9095	9124	9126	9133
Construction starts	0	0	0	0	0	0	0	0	0	0	0	0	0	18
Construction completions	0	0	3	0	0	0	0	0	2	8	2	0	0	0
Total housing needs assessed	9022	8976	9068	9100	9133	9157	9053	9059	9072	6856	7310	7895	8087	8142
Allocations - Homeless/Other	10	19	16	27	31	14	12	18	18	21	36	20	10	25
No. of voids	41	40	47	44	51	46	47	43	50	57	58	47	47	47
Time taken to re-let dwellings (weeks)	8.23	8.75	9.93	9.47	10.15	8.62	9.58	11.26	7.36	10.4	12.83	9.33	9	11.57
Total RAS units	1540	1539	1543	1543	1521	1515	1513	1511	1508	1501	1494	1489	1480	1480
Total HAP units	569	646	714	756	866	946	1015	1107	1181	1287	1362	1434	1477	1532
Total units leased	728	730	733	735	739	742	743	746	748	773	789	792	794	794
No. of housing grants approved	11	18	8	20	29	13	18	11	17	19	34	4	34	26
Housing Maintenance requests received	2382	1824	1346	1429	1347	1255	1239	1331	1591	1682	2195	1261	2042	1870
Housing Maintenance requests completed	1765	1229	1055	1027	974	824	959	1051	1221	1192	1444	460	804	767
Planned Maintenance - units completed	0	26	25	20	15	18	20	22	0	0	0	1	0	42
Total PPN registrations	13	3	10	19	7	6	0	13	16	13	3	2	5	7
No. of community grants issued	27	2	3	2	2	44	1	0	0	0	29	0	0	3
No. of sports programmes	74	57	7	258	3	112	136	169	206	209	249	132	196	214
No. of sports programme participants	7288	16454	622	14226	45	4258	5864	4639	7700	8152	9853	4388	6393	9723
No. of community events	1	4	6	28	108	27	10	16	9	13	67	33	11	8
No. of community event participants	90	235	14672	1588	4321	2996	584	2000	26088	915	4632	4898	88	64
Visitors to leisure facilities	49873	54432	49994	52406	49883	44056	41902	38901	47501	52785	52196	32054	48882	53375
PRTB inspections	0	78	93	92	74	65	74	1	28	157	170	0	0	0
PRTB called no access	0	59	53	63	52	70	85	0	31	38	29	0	0	0
BER inspections	0	0	6	0	0	2	6	2	0	0	0	0	0	113
BER Certs published	0	13	6	13	19	2	48	2	11	92	4	10	75	7
Mechanical Inspections	217	110	212	217	196	233	248	266	222	250	230	189	230	211
Energy upgrades completed	0	28	0	0	0	0	35	0	49	49	59	29	59	61
Electrical inspections completed	179	187	191	204	181	165	177	240	206	181	228	219	259	204
No of anti-social incidents reported	53	54	34	61	81	63	66	88	53	85	67	47	48	55
No of actions taken in response to reports	498	616	434	583	742	698	736	837	498	760	568	424	653	619
JPC and Policing Fora meetings held	4	2	4	3	3	2	4	0	5	3	3	2	3	4
No of Local Festivals supported	0	0	4	0	0	2	0	0	3	0	0	0	0	0
DPG Works	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	20	8
Tidy Towns Groups Supported	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	11

Land Use Planning & Transportation

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Planning applications received														
- new housing	1	16	11	13	14	13	13	9	5	10	15	24	7	19
Planning applications received - new housing (units)	2	89	169	94	87	377	743	172	86	146	351	525	35	110
Planning granted new houses - applications	2	5	7	9	2	7	7	6	7	3	6	4	9	4
Planning granted new houses - applications (units)	48	16	16	32	2	84	229	235	193	4	25	21	584	66
Planning applications housing - applications	1	16	11	13	14	13	13	9	5	10	15	24	7	19

Planning applications housing - applications (units)	2	89	169	94	87	377	743	172	86	146	351	525	35	110
Planning Refused - no of houses	81	0	3	121	48	2	35	9	448	58	1	1	47	26
Planning applications - other	38	70	61	76	62	52	91	60	58	58	65	71	42	58
Planning other - no granted	30	46	48	55	44	72	50	37	56	41	45	45	52	55
Planning other - no. refused	3	9	6	3	3	4	4	2	8	2	3	3	4	5
Additional information requests - all classes	7	14	9	18	9	19	26	19	25	16	21	10	11	24
% decisions upheld by ABP	89	50	25	100	100	63	100	80	66	100	86	78	66	60
Pre planning meetings held	10	40	17	16	24	18	10	20	14	9	46	7	6	20
Planning enforcements initiated	1	11	11	10	8	4	13	11	6	9	4	4	5	10
Enforcement files closed	15	5	34	7	4	29	7	8	4	10	12	35	5	14
Building control inspections	22	16	14	25	25	24	21	19	42	10	27	0	21	13
Commencement notices received	27	30	26	36	32	32	36	46	53	65	121	37	37	78
TIC requests received	0	0	1	0	1	0	0	0	0	0	0	1	1	0
TIC completions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Area of footpath repaired in m2	0	1290	1468	2360	2290	3510	4200	3060	3740	4972	7218	4614	3355	2062
Area of road repaired in m2	0	1508	820	7950	9410	12300	13700	17800	10860	26650	15474	9995	846	1196
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	867	1221	860	622	589	521	533	515	590	613	610	556	894	549
Traffic lights repaired	104	99	99	101	87	92	102	108	87	45	42	35	63	84