

May 2017 Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Apr

Corporate Performance and Change Management

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Customer Contacts processed through CMS	7254	7143	7222	7208	8299	8626	8105	8105	4661	7989	7312	7445	6163
Average CMS response time	1.52	7	6.99	4.1	4.53	4.10	5.8	5.8	8	5.5	5.56	4.63	6.9
Members reps processed	468	527	730	627	735	753	716	728	413	660	732	780	683
Members reps Av. Response time (days)	9.81	6.90	9.534	12.58	9.46	13.99	12.31	8.9	9.5	9.46	9.11	10.56	7.45
Telephone calls answered	14468	15405	14625	14727	16086	17353	15488	15488	10094	14124	14497	16082	13342
Answered within 20 seconds (%)	82.5	81.9	79.7	80.2	84.5	83.3	83.90	83.90	95.3	93.5	88.6	90	85.8
Media queries responded to	46	30	23	37	32	37	40	36	22	36	55	41	32
Fix your street queries responded to	445	387	485	472	526	594	545	545	400	622	662	496	407
Web pages opened	220407	216605	207219	201594	226634	225208	186629	190484	138635	222813	220935	236756	241660
Social media followers	14197	14398	14723	14920	14999	15172	15372	15444	15789	15193	16447	16538	16763
Staff employed - WTE	1166	1165	1172	1193	1202	1198	1202	1214	1216	1204	1201	1201	1206
Apprenticeships/graduates	3	2	1	1	1	1	1	1	1	1	7	8	7
No. of Gateway participants	177	176	169	163	120	84	75	75	60	30	17	17	8
% of Gateway participants allocated	82	81	78	75	55	70	75	75	60	50	42	42	40
No. of CE participants	93	93	93	93	90	91	95	97	97	95	92	92	88
% of CE participants allocated	77	77	77	73	72	72	76	78	78	76	74	74	70
Training programme - No of participants	243	372	557	635	250	348	242	380	167	167	202	202	200
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	0	2	4	0

Economic, Enterprise and Tourism Development

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
LEO - jobs supported	3	8.5	0	7	2	9	0	0	1	0	11	0	12
LEO - projects approved	1	7	0	3	2	6	0	0	2	0	5	0	7
LEO - training participants	43	60	69	34	0	69	106	119	86	31	80	37	71
LEO - mentoring sessions	27	27	28	18	21	27	30	40	28	36	33	33	49
Business support grants spend	0	2,524	0	0	0	0	32410	0	83,545.00	2500	26,000.00	8774.00	73610
Business support grant spend (projects)	0	0	0	0	0	0	0	0	83,545.00	0	0	0	0
Business initiative with Chamber meetings held	26	21	12	12	8	15	13	31	11	9	17	18	29
Shopfront grants paid	14	0	0	0	0	0	0	4	1	0	0	0	0

Grange Castle jobs sustained	2151	2151	2161	2161	2161	2162	2162	2162	2162	2162	2162	2162	2162
Library - visitors actual	100027	81204	81313	79498	83594	91025	86364	92583	54872	56174	78530	89936	69200
Library - visitors online	41194	30575	35650	36849	37468	39903	39993	42570	30522	39726	38722	39000	43958
Library - items borrowed	80424	88203	85305	87374	97383	87941	87976	97328	61637	93935	124683	103285	89488
Library - computer sessions	18802	17394	17189	17294	17657	16881	16997	18687	11998	16519	15992	16584	14100
Libraries - events hosted	450	453	420	222	178	361	419	484	323	329	377	333	420
Library wi-fi users	6969	8607	5502	3476	3846	3753	4791	5912	3743	3585	4797	7948	9289
Arts grants paid	0	5	0	2	0	1	1	2	0	0	0	2	1
Arts events hosted	1	1	40	0	0	8	0	0	1	1	1	1	12
Visitors civic theatre	27955	21529	19527	3160	1530	20135	11349	37932	11160	203754	17935	22884	22012
Visitors Rua Red	14780	12886	19527	7767	7834	10638	12873	13066	7592	11037	11917	15467	10807
GC Jobs (Construction)	829	829	994	1091	1091	1301	1301	1301	1301	1301	1301	1311	1311
SDCC Investment in Tourism Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	53,012	308,000	344519	291557.63
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	0	0	0	2767.50

[illegible]

in force	39	39	39	33	33	33	33	33	33	33	33	32	32
No. of waste enforcement notices issued	6	6	13	8	17	4	7	9	14	18	12	1	0
Water Quality (%)	98	99	99	99	100	100	100	100	100	100	100	100	100
% of unaccounted for water	37	36	37	34	35	36	34	34	34	35.9	38.1	38.4	38.4
Water maintenance repairs completed	49	53	44	45	38	46	48	46	49	64	56	49	40
Water pollution incidents dealt with	5	5	5	9	5	8	4	7	3	7	9	4	0
No. of dogs impounded	68	49	43	35	49	53	40	45	39	57	45	54	44
Number of dog licences in force	9119	9261	9317	9273	9424	9642	9654	9616	9624	9705	9763	9489	9363
DFB fire incidents mobilised	154	158	140	136	208	163	357	181	161	177	121	144	193
DFB Ambulance incidents mobilised	936	1125	1078	1171	1082	1152	1136	1146	1264	1137	985	1115	1026
Number of horses impounded	24	33	22	15	20	40	19	15	9	30	16	34	17

Housing, Social & Community Development

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Total housing stock	9031	9040	9036	9036	9075	9085	9087	9095	9124	9126	9133	9134	9136
Construction starts	0	0	0	0	0	0	0	0	0	0	18	0	29
Construction completions	0	0	0	0	0	2	8	2	0	0	0	0	0
Total housing needs assessed	9100	9133	9157	9053	9059	9072	6856	7310	7895	8087	8142	8187	8200
Allocations - Homeless/Other	27	31	14	12	18	18	21	36	20	10	25	16	24
No. of voids	44	51	46	47	43	50	57	58	47	47	47	52	43
Time taken to re-let dwellings (weeks)	9.47	10.15	8.62	9.58	11.26	7.36	10.4	12.83	9.33	9	11.57	10.9	11.25
Total RAS units	1543	1521	1515	1513	1511	1508	1501	1494	1489	1480	1480	1471	1467
Total HAP units	756	866	946	1015	1107	1181	1287	1362	1434	1477	1532	1603	1662
Total units leased	735	739	742	743	746	748	773	789	792	794	794	823	824
No. of housing grants approved	20	29	13	18	11	17	19	34	4	34	26	22	18
Housing Maintenance requests received	1429	1347	1255	1239	1331	1591	1682	2195	1261	2042	1870	1762	1270
Housing Maintenance requests completed	1027	974	824	959	1051	1221	1192	1444	460	804	767	1152	784
Planned Maintenance - units completed	20	15	18	20	22	0	0	0	1	0	42	30	24
Total PPN registrations	19	7	6	0	13	16	13	3	2	5	7	30	8
No. of community grants issued	2	2	44	1	0	0	0	29	0	0	3	0	2
No. of sports programmes	258	3	112	136	169	206	209	249	132	196	214	280	232
No. of sports programme participants	14226	45	4258	5864	4639	7700	8152	9853	4388	6393	9723	13491	11066
No. of community events	28	108	27	10	16	9	13	67	33	11	8	12	12
No. of community event participants	1588	4321	2996	584	2000	26088	915	4632	4898	88	64	9522	897
Visitors to leisure facilities	52406	49883	44056	41902	38901	47501	52785	52196	32054	49359	53838	59598	51834
PRTB inspections	92	74	65	74	1	28	157	170	0	0	0	0	0
PRTB called no access	63	52	70	85	0	31	38	29	0	0	0	0	0
BER inspections	0	0	2	6	2	0	0	0	0	0	113	0	0
BER Certs published	13	19	2	48	2	11	92	4	10	75	7	8	3
Mechanical Inspections	217	196	233	248	266	222	250	230	189	230	211	211	188
Energy upgrades completed	0	0	0	35	0	49	49	59	29	59	61	0	0
Electrical inspections completed	204	181	165	177	240	206	181	228	219	259	204	177	188
No of anti-social incidents reported	61	81	63	66	88	53	85	67	47	48	55	54	54
No of actions taken in response to reports	583	742	698	736	837	498	760	568	424	653	619	755	475
JPC and Policing Fora meetings held	3	3	2	4	0	5	3	3	2	3	4	4	1
No of Local Festivals supported	0	0	2	0	0	3	0	0	0	0	0	3	2
DPG Works	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	20	8	18	20
Tidy Towns Groups Supported	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	11	11	11

Land Use Planning & Transportation

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Planning applications received - new housing	13	14	13	13	9	5	10	15	24	7	19	29	12
Planning applications received - new housing (units)	94	87	377	743	172	86	146	351	525	35	110	612	358
Planning granted new houses - applications	9	2	7	7	6	7	3	6	4	9	4	4	13
Planning granted new houses - applications (units)	32	2	84	229	235	193	4	25	21	584	66	10	347
Planning applications housing - applications	13	14	13	13	9	5	10	15	24	7	19	29	12
Planning applications housing - applications (units)	94	87	377	743	172	86	146	351	525	35	110	612	358
Planning Refused - no of houses	121	48	2	35	9	448	58	1	1	47	26	4	2
Planning applications - other	76	62	52	91	60	58	58	65	71	42	58	74	55
Planning other - no granted	55	44	72	50	37	56	41	45	45	52	55	45	50
Planning other - no. refused	3	3	4	4	2	8	2	3	3	4	5	1	1
Additional information requests - all classes	18	9	19	26	19	25	16	21	10	11	24	22	25
% decisions upheld by ABP	100	100	63	100	80	66	100	86	78	66	60	66	43
Pre planning meetings held	16	24	18	10	20	14	9	46	7	6	20	21	10
Planning enforcements initiated	10	8	4	13	11	6	9	4	4	5	10	6	14
Enforcement files closed	7	4	29	7	8	4	10	12	35	5	14	15	8
Building control inspections	25	25	24	21	19	42	10	27	0	21	13	23	28
Commencement notices received	36	32	32	36	46	53	65	121	37	37	78	218	71
TIC requests received	0	1	0	0	0	0	0	0	1	1	0	0	0
TIC completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Area of footpath repaired in m2	2360	2290	3510	4200	3060	3740	4972	7218	4614	3355	2062	4010	3450
Area of road repaired in m2	7950	9410	12300	13700	17800	10860	26650	15474	9995	846	1196	22393	11978
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	622	589	521	533	515	590	613	610	556	894	549	891	494
Traffic lights repaired	101	87	92	102	108	87	45	42	35	63	84	92	101