

June 2017 Council Management Report

Supporting Performance Statistics

This report contains the data for the month of May

Corporate Performance and Change Management

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Customer Contacts processed through CMS	7143	7222	7208	8299	8626	8105	8105	4661	7989	7312	7445	6163	7734
Average CMS response time	7	6.99	4.1	4.53	4.10	5.8	5.8	8	5.5	5.56	4.63	6.9	7.6
Members reps processed	527	730	627	735	753	716	728	413	660	732	780	683	787
Members reps Av. Response time (days)	6.90	9.534	12.58	9.46	13.99	12.31	8.9	9.5	9.46	9.11	10.56	7.45	10.11
Telephone calls answered	15405	14625	14727	16086	17353	15488	15488	10094	14124	14497	16082	13342	15426
Answered within 20 seconds (%)	81.9	79.7	80.2	84.5	83.3	83.90	83.90	95.3	93.5	88.6	90	85.8	92
Media queries responded to	30	23	37	32	37	40	36	22	36	55	41	32	28
Fix your street queries responded to	387	485	472	526	594	545	545	400	622	662	496	407	444
Web pages opened	216605	207219	201594	226634	225208	186629	190484	138635	222813	220935	236756	241660	241660
Social media followers	14398	14723	14920	14999	15172	15372	15444	15789	15193	16447	16538	16763	16714
Staff employed - WTE	1165	1172	1193	1202	1198	1202	1214	1216	1204	1201	1201	1206	1236
Apprenticeships/graduates	2	1	1	1	1	1	1	1	1	7	8	7	7
No. of Gateway participants	176	169	163	120	84	75	75	60	30	17	17	8	9
% of Gateway participants allocated	81	78	75	55	70	75	75	60	50	42	42	40	45
No. of CE participants	93	93	93	90	91	95	97	97	95	92	92	88	83
% of CE participants allocated	77	77	73	72	72	76	78	78	76	74	74	70	66
Training programme - No of participants	372	557	635	250	348	242	380	167	167	202	202	200	218
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	0	2	4	0	0

Economic, Enterprise and Tourism Development

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
LEO - jobs supported	8.5	0	7	2	9	0	0	1	0	11	0	12	7
LEO - projects approved	7	0	3	2	6	0	0	2	0	5	0	7	6
LEO - training participants	60	69	34	0	69	106	119	86	31	80	37	71	103
LEO - mentoring sessions	27	28	18	21	27	30	40	28	36	33	33	49	45
Business support grants spend	2,524	0	0	0	0	32410	0	83,545.00	2500	26,000.00	8774.00	73610	0
Business support grant spend (projects)	0	0	0	0	0	0	0	83,545.00	0	0	0	0	0
Business initiative with Chamber meetings held	21	12	12	8	15	13	31	11	9	17	18	29	31

Shopfront grants paid	0	0	0	0	0	0	4	1	0	0	0	0	0
Grange Castle jobs sustained	2151	2161	2161	2161	2162	2162	2162	2162	2162	2162	2162	2162	3400
Library - visitors actual	81204	81313	79498	83594	91025	86364	92583	54872	56174	78530	89936	69200	88908
Library - visitors online	30575	35650	36849	37468	39903	39993	42570	30522	39726	38722	39000	43958	48532
Library - items borrowed	88203	85305	87374	97383	87941	87976	97328	61637	93935	124683	103285	89488	93830
Library - computer sessions	17394	17189	17294	17657	16881	16997	18687	11998	16519	15992	16584	14100	16000
Libraries - events hosted	453	420	222	178	361	419	484	323	329	377	333	420	420
Library wi-fi users	8607	5502	3476	3846	3753	4791	5912	3743	3585	4797	7948	9289	12422
Arts grants paid	5	0	2	0	1	1	2	0	0	0	2	1	2
Arts events hosted	1	40	0	0	8	0	0	1	1	1	1	12	0
Visitors civic theatre	21529	19527	3160	1530	20135	11349	37932	11160	203754	17935	22884	22012	26246
Visitors Rua Red	12886	19527	7767	7834	10638	12873	13066	7592	11037	11917	15467	10807	20861
GC Jobs (Construction)	829	994	1091	1091	1301	1301	1301	1301	1301	1301	1311	1311	1311
SDCC Investment in Tourism Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	53,012	308,000	344519	291557.63	360282.68
SDCC Investment in Grange Castle Business Park Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	2767.50	0

Environment, Water & Climate Change

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Grass cut - Hectares	974.17	771.95	847.67	670.14	815.15	456.25	438.14	137.73	26	35.76	87.21	281.72	886
Trees inspected	308	222	429	409	482	438	740	182	517	399	259	439	487
Trees pruned	148	80	216	175	101	100	249	199	328	214	202	136	106
Trees removed	49	65	39	29	56	51	88	64	145	159	72	44	144
Trees planted	0	0	0	0	0	0	150	150	0	0	36	0	0
No. of stumps removed	117	0	39	30	45	36	60	43	221	0	53	10	5
No. of locations of hedge cuts	0	0	0	0	0	7	9	27	66	39	0	0	0
Hectares of park land maintained	1,750	1750	1,750	1,750	1750	1750	1750	1750	1750	1750	1750	1750	1750
No of allotments provided	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
Playgrounds provided/maintained	28	29	29	29	29	29	29	29	30	32	33	34	34
Tonnage of waste collected - street bins	33.54	30.92	17.72	35.4	36.76	31.74	34.36	27.46	39.08	29.48	38.96	29.52	48.24
Tonnage of waste collected - litter/illegal dumping	353.02	513.18	352.20	430.7	299.14	369.32	628.25	503.14	402.06	280.42	376.03	331.16	392.80
Tonnage of waste collected - road sweeping/gullies	454.40	385.29	356.56	297.32	346.93	394.72	853.36	470.36	494.48	479.88	501.53	464.33	444.93
No. of bring banks provided	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
No. of green flag schools	131	131	131	131	131	131	131	131	131	131	131	131	131
Km. of roads swept monthly	885	974	930	974	930	930	974	885	931	889.48	978	889	934
Derelict site/Dangerous building inspections	29	25	17	61	34	36	38	28	38	20	46	28	27
No. of sites on derelict sites register	11	11	11	14	14	15	15	16	13	18	18	18	20
No. of environment inspections	103	86	116	114	72	65	84	69	75	32	65	74	20

Environment enforcement procedures commenced	9	17	18	32	21	33	27	3	1	0	1	12	7
Environment enforcement - cases closed	15	16	21	21	5	35	16	11	5	6	14	11	8
Litter - fines issued	37	26	32	22	47	36	45	23	23	21	43	31	45
Litter - court appearances	3	1	2	0	25	0	3	1	6	1	9	0	4
Litter - cases closed	251	361	275	294	259	208	175	165	251	339	340	275	298
Total number of waste permits in force	39	39	33	33	33	33	33	33	33	33	32	32	32
No. of waste enforcement notices issued	6	13	8	17	4	7	9	14	18	12	1	0	5
Water Quality (%)	99	99	99	100	100	100	100	100	100	100	100	100	100
% of unaccounted for water	36	37	34	35	36	34	34	34	35.9	38.1	38.4	38.4	38.8
Water maintenance repairs completed	53	44	45	38	46	48	46	49	64	56	49	40	51
Water pollution incidents dealt with	5	5	9	5	8	4	7	3	7	9	4	0	5
No. of dogs impounded	49	43	35	49	53	40	45	39	57	45	54	44	51
Number of dog licences in force	9261	9317	9273	9424	9642	9654	9616	9624	9705	9763	9489	9363	9256
DFB fire incidents mobilised	158	140	136	208	163	357	181	161	177	121	144	193	212
DFB Ambulance incidents mobilised	1125	1078	1171	1082	1152	1136	1146	1264	1137	985	1115	1026	1009
Number of horses impounded	33	22	15	20	40	19	15	9	30	16	34	17	20

[illegible]

reported	81	63	66	88	53	85	67	47	48	55	54	54	83
No of actions taken in response to reports	742	698	736	837	498	760	568	424	653	619	755	475	700
JPC and Policing Fora meetings held	3	2	4	0	5	3	3	2	3	4	4	1	4
No of Local Festivals supported	0	2	0	0	3	0	0	0	0	0	3	2	0
DPG Works	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	20	8	18	20	11
Tidy Towns Groups Supported	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	11	11	11	11

Land Use Planning & Transportation

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Planning applications received - new housing	14	13	13	9	5	10	15	24	7	19	29	12	11
Planning applications received - new housing (units)	87	377	743	172	86	146	351	525	35	110	612	358	74
Planning granted new houses - applications	2	7	7	6	7	3	6	4	9	4	4	13	12
Planning granted new houses - applications (units)	2	84	229	235	193	4	25	21	584	66	10	347	293
Planning applications housing - applications	14	13	13	9	5	10	15	24	7	19	29	12	11
Planning applications housing - applications (units)	87	377	743	172	86	146	351	525	35	110	612	358	74
Planning Refused - no of houses	48	2	35	9	448	58	1	1	47	26	4	2	7
Planning applications - other	62	52	91	60	58	58	65	71	42	58	74	55	70
Planning other - no granted	44	72	50	37	56	41	45	45	52	55	45	50	60
Planning other - no. refused	3	4	4	2	8	2	3	3	4	5	1	1	8
Additional information requests - all classes	9	19	26	19	25	16	21	10	11	24	22	25	11
% decisions upheld by ABP	100	63	100	80	66	100	86	78	66	60	66	43	60
Pre planning meetings held	24	18	10	20	14	9	46	7	6	20	21	10	20
Planning enforcements initiated	8	4	13	11	6	9	4	4	5	10	6	14	12
Enforcement files closed	4	29	7	8	4	10	12	35	5	14	15	8	5
Building control inspections	25	24	21	19	42	10	27	0	21	13	23	28	
Commencement notices received	32	32	36	46	53	65	121	37	37	78	218	71	
TIC requests received	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	
Area of footpath repaired in m2	2290	3510	4200	3060	3740	4972	7218	4614	3355	2062	4010	3450	8097
Area of road repaired in m2	9410	12300	13700	17800	10860	26650	15474	9995	846	1196	22393	11978	4229
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	589	521	533	515	590	613	610	556	894	549	891	494	532
Traffic lights repaired	87	92	102	108	87	45	42	35	63	84	92	101	101