

September 2017 Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Aug

Corporate Performance and Change Management

Statistic Name	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Customer Contacts processed through CMS	8299	8626	8105	8105	4661	7989	7312	7445	6163	7734	7339	7079	7390
Average CMS response time	4.53	4.10	5.8	5.8	8	5.5	5.56	4.63	6.9	7.6	5.1	4.67	5.4
Members reps processed	735	753	716	728	413	660	732	780	683	787	737	670	656
Members reps Av. Response time (days)	9.46	13.99	12.31	8.9	9.5	9.46	9.11	10.56	7.45	10.11	9.85	9.25	12.98
Telephone calls answered	16086	17353	15488	15488	10094	14124	14497	16082	13342	15426	14463	13929	14210
Answered within 20 seconds (%)	84.5	83.3	83.90	83.90	95.3	93.5	88.6	90	85.8	92	94.5	96.4	96.5
Media queries responded to	32	37	40	36	22	36	55	41	32	28	41	24	48
Fix your street queries responded to	526	594	545	545	400	622	662	496	407	444	443	467	449
Web pages opened	226634	225208	186629	190484	138635	222813	220935	236756	241660	241660	131530	122105	123548
Social media followers	14999	15172	15372	15444	15789	15193	16447	16538	16763	16714	16937	17207	17469
Staff employed - WTE	1202	1198	1202	1214	1216	1204	1201	1201	1206	1236	1234	1267	1277
Apprenticeships/graduates	1	1	1	1	1	1	7	8	7	7	7	8	8
No. of Gateway participants	120	84	75	75	60	30	17	17	8	9	8	0	0
% of Gateway participants allocated	55	70	75	75	60	50	42	42	40	45	40	0	0
No. of CE participants	90	91	95	97	97	95	92	92	88	83	85	77	79
% of CE participants allocated	72	72	76	78	78	76	74	74	70	66	68	62	63
Training programme - No of participants	250	348	242	380	167	167	202	202	200	218	181	212	85
Number of Customer Care Queries/Complaints received in Irish	N/A	N/A	N/A	N/A	N/A	0	2	4	0	0	2	1	2

Economic, Enterprise and Tourism Development

Statistic Name	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
LEO - jobs supported	2	9	0	0	1	0	11	0	12	7	0	3	0
LEO - projects approved	2	6	0	0	2	0	5	0	7	6	0	4	0
LEO - training participants	0	69	106	119	86	31	80	37	71	103	81	41	0
LEO - mentoring sessions	21	27	30	40	28	36	33	33	49	45	8	7	34
Business support grants spend	0	0	32410	0	83,545.00	2500	26,000.00	8774.00	73610	0	4969.88	9228.35	27,500
Business support grant spend (projects)	0	0	0	0	83,545.00	0	0	0	0	0	0	0	0
Business initiative with Chamber meetings held	8	15	13	31	11	9	17	18	29	31	22	8	18
Shopfront grants paid	0	0	0	4	1	0	0	0	0	0	0	0	0
Grange Castle jobs	2161	2162	2162	2162	2162	2162	2162	2162	2162	3400	3400	3700	3975

sustained													
Library - visitors actual	83594	91025	86364	92583	54872	56174	78530	89936	69200	88908	64695	71121	74686
Library - visitors online	37468	39903	39993	42570	30522	39726	38722	39000	43958	48532	36745	36572	37322
Library - items borrowed	97383	87941	87976	97328	61637	93935	124683	103285	89488	93830	88803	103859	96849
Library - computer sessions	17657	16881	16997	18687	11998	16519	15992	16584	14100	16000	20182	14601	15421
Libraries - events hosted	178	361	419	484	323	329	377	333	420	420	353	210	145
Library wi-fi users	3846	3753	4791	5912	3743	3585	4797	7948	9289	12422	10300	8515	12031
Arts grants paid	0	1	1	2	0	0	0	2	1	2	12	0	
Arts events hosted	0	8	0	0	1	1	1	1	12	0	42	0	
Visitors civic theatre	1530	20135	11349	37932	11160	203754	17935	22884	22012	26246	21812	22096	17773
Visitors Rua Red	7834	10638	12873	13066	7592	11037	11917	15467	10807	20861	9872	9582	8680
GC Jobs (Construction)	1091	1301	1301	1301	1301	1301	1301	1311	1311	1311	1114	1014	1063
SDCC Investment in Tourism Projects	N/A	N/A	N/A	N/A	N/A	53,012	308,000	344519	291557.63	360282.68	777,672.00	168681	204058.35
SDCC Investment in Grange Castle Business Park Projects	N/A	N/A	N/A	N/A	N/A	0	0	0	2767.50	0	0	0	

Environment, Water & Climate Change

Statistic Name	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Grass cut - Hectares	670.14	815.15	456.25	438.14	137.73	26	35.76	87.21	281.72	886	835	973	1096
Trees inspected	409	482	438	740	182	517	399	259	439	487	319	194	379
Trees pruned	175	101	100	249	199	328	214	202	136	106	91	134	112
Trees removed	29	56	51	88	64	145	159	72	44	144	31	27	11
Trees planted	0	0	0	150	150	0	0	36	0	0	0	0	0
No. of stumps removed	30	45	36	60	43	221	0	53	10	5	0	0	0
No. of locations of hedge cuts	0	0	7	9	27	66	39	0	0	0	0	0	0
Hectares of park land maintained	1,750	1750	1750	1750	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	29	29	29	29	29	30	32	33	34	34	34	34	34
Tonnage of waste collected - street bins	35.4	36.76	31.74	34.36	27.46	39.08	29.48	38.96	29.52	41.12	35.02	36.58	38.50
Tonnage of waste collected - litter/illegal dumping	430.7	299.14	369.32	628.25	503.14	402.06	280.42	376.03	331.16	399.92	488.46	342.32	367.70
Tonnage of waste collected - road sweeping/gullies	297.32	346.93	394.72	853.36	470.36	494.48	479.88	501.53	464.33	444.93	404.66	365.73	408.17
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	974	930	930	974	885	931	889.48	978	889	934	975	934	975
Derelict site/Dangerous building inspections	61	34	36	38	28	38	20	46	28	27	32	25	19
No. of sites on derelict sites register	14	14	15	15	16	13	18	18	18	20	20	20	20
No. of environment inspections	114	72	65	84	69	75	32	65	74	20	26	5	12
Environment enforcement procedures commenced	32	21	33	27	3	1	0	1	12	7	1	1	2
Environment enforcement - cases closed	21	5	35	16	11	5	6	14	11	8	14	14	2
Litter - fines issued	22	47	36	45	23	23	21	43	31	45	40	22	48
Litter - court appearances	0	25	0	3	1	6	1	9	0	4	5	2	0
Litter - cases closed	294	259	208	175	165	251	339	340	275	298	435	349	691

Water - cases closed	207	200	200	170	100	201	000	070	270	200	700	070	001
Total number of waste permits in force	33	33	33	33	33	33	33	32	32	32	36	36	36
No. of waste enforcement notices issued	17	4	7	9	14	18	12	1	0	5	0	0	5
Water Quality (%)	100	100	100	100	100	100	100	100	100	100	100	100	100
% of unaccounted for water	35	36	34	34	34	35.9	38.1	38.4	38.4	38.8	38	38	39
Water maintenance repairs completed	38	46	48	46	49	64	56	49	40	51	45	44	50
Water pollution incidents dealt with	5	8	4	7	3	7	9	4	0	5	4	7	5
No. of dogs impounded	49	53	40	45	39	57	45	54	44	51	47	48	47
Number of dog licences in force	9424	9642	9654	9616	9624	9705	9763	9489	9363	9256	9071	9268	9309
DFB fire incidents mobilised	208	163	357	181	161	177	121	144	193	212	159	175	212
DFB Ambulance incidents mobilised	1082	1152	1136	1146	1264	1137	985	1115	1026	1009	1063	1080	1078
Number of horses impounded	20	40	19	15	9	30	16	34	17	20	18	5	7

Housing, Social & Community Development

Statistic Name	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total housing stock	9075	9085	9087	9095	9124	9126	9133	9134	9136	9147	9147	9149	9152
Construction starts	0	0	0	0	0	0	18	0	29	42	0	0	108
Construction completions	0	2	8	2	0	0	0	0	0	0	0	0	0
Total housing needs assessed	9059	9072	6856	7310	7895	8087	8142	8187	8200	8301	8238	8097	8160
Allocations - Homeless/Other	18	18	21	36	20	10	25	16	24	39	14	21	13
No. of voids	43	50	57	58	47	47	47	52	43	22	26	31	50
Time taken to re-let dwellings (weeks)	11.26	7.36	10.4	12.83	9.33	9	11.57	10.9	11.25	10.59	6.84	8.4	12.88
Total RAS units	1511	1508	1501	1494	1489	1480	1480	1471	1467	1462	1460	1459	1406
Total HAP units	1107	1181	1287	1362	1434	1477	1532	1603	1662	1740	1818	1892	1984
Total units leased	746	748	773	789	792	794	794	823	824	835	835	871	871
No. of housing grants approved	11	17	19	34	4	34	26	22	18	23	16	24	18
Housing Maintenance requests received	1331	1591	1682	2195	1261	2042	1870	1762	1270	1523	1379	1348	1598
Housing Maintenance requests completed	1051	1221	1192	1444	460	804	767	1152	784	721	694	853	936
Planned Maintenance - units completed	22	0	0	0	1	23	25	30	24	0	13	2	0
Total PPN registrations	13	16	13	3	2	5	7	30	8	11	11	6	4
No. of community grants issued	0	0	0	29	0	0	3	0	2	1	55	3	1
No. of sports programmes	169	206	209	249	132	196	214	280	232	133	146	137	137
No. of sports programme participants	4639	7700	8152	9853	4388	6393	9723	13491	11066	13586	8941	10714	4522
No. of community events	16	9	13	67	33	11	8	12	12	89	15	15	10
No. of community event participants	2000	26088	915	4632	4898	88	64	9522	897	3002	16604	7347	752
Visitors to leisure facilities	38901	47501	52785	52196	32054	49359	53838	59598	51834	56045	49003	46145	37575
PRTB inspections	1	28	157	170	0	0	0	0	0	0	0	0	0
PRTB called no access	0	31	38	29	0	0	0	0	0	0	0	0	0
BER inspections	2	0	0	0	0	0	113	0	0	0	0	0	66
BER Certs published	2	11	92	4	10	75	7	8	3	47	20	48	5
Mechanical Inspections	266	222	250	230	189	230	211	211	188	204	192	219	220
Energy upgrades completed	0	49	49	59	29	59	61	0	0	0	24	38	52
Electrical inspections completed	240	206	181	228	219	259	204	177	188	200	162	213	175
No of anti-social incidents reported	88	53	85	67	47	48	55	54	54	83	63	79	51
No of actions taken in response to reports	837	498	760	568	424	653	619	755	475	700	706	671	705
JPC and Policing Fora meetings held	0	5	3	3	2	3	4	4	1	4	1	3	0
No of Local Festivals supported	0	3	0	0	0	0	0	3	2	0	1	3	0
DPG Works	N/A	N/A	N/A	N/A	N/A	20	8	18	20	11	13	12	17
Tidy Towns Groups Supported	N/A	N/A	N/A	N/A	N/A	11	11	11	11	11	12	12	12

Land Use Planning & Transportation

Statistic Name	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Planning applications received - new housing	9	5	10	15	24	7	19	29	12	11	20	17	22
Planning applications received - new housing (units)	172	86	146	351	525	35	110	612	358	74	375	86	79
Planning granted new houses - applications	6	7	3	6	4	9	4	4	13	12	9	12	10

applications													
Planning granted new houses - applications (units)	235	193	4	25	21	584	66	10	347	293	77	212	357
Planning applications housing - applications	9	5	10	15	24	7	19	29	12	11	20	17	22
Planning applications housing - applications (units)	172	86	146	351	525	35	110	612	358	74	375	86	79
Planning Refused - no of houses	9	448	58	1	1	47	26	4	2	7	3	63	38
Planning applications - other	60	58	58	65	71	42	58	74	55	70	60	65	63
Planning other - no granted	37	56	41	45	45	52	55	45	50	60	58	53	41
Planning other - no. refused	2	8	2	3	3	4	5	1	1	8	5	8	6
Additional information requests - all classes	19	25	16	21	10	11	24	22	25	11	6	14	14
% decisions upheld by ABP	80	66	100	86	78	66	60	66	43	60	100	0	83
Pre planning meetings held	20	14	9	46	7	6	20	21	10	20	21	16	9
Planning enforcements initiated	11	6	9	4	4	5	10	6	14	12	11	6	13
Enforcement files closed	8	4	10	12	35	5	14	15	8	5	1	3	16
Building control inspections	19	42	10	27	0	21	13	23	28	43	28	25	39
Commencement notices received	46	53	65	121	37	37	78	218	71	60	210	36	185
TIC requests received	0	0	0	0	1	1	0	0	0		0	0	0
TIC completions	0	0	0	0	0	0	0	0	0		0	0	0
Area of footpath repaired in m2	3060	3740	4972	7218	4614	3355	2062	4010	3450	8097	8943	10036	11600
Area of road repaired in m2	17800	10860	26650	15474	9995	846	1196	22393	11978	4229	12046	22066	13100
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	515	590	613	610	556	894	549	891	494	532	377	513	429
Traffic lights repaired	108	87	45	42	35	63	84	92	101	101	73	72	71