

This report contains the data for the month of Sept

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Customer Contacts processed through CMS	8626	8105	8105	4661	7989	7312	7445	6163	7734	7339	7079	7390	7163
Average CMS response time	4.10	5.8	5.8	8	5.5	5.56	4.63	6.9	7.6	5.1	4.67	5.4	3.40
Members reps processed	753	716	728	413	660	732	780	683	787	737	670	656	806
Members reps Av. Response time (days)	13.99	12.31	8.9	9.5	9.46	9.11	10.56	7.45	10.11	9.85	9.25	12.98	9.51
Telephone calls answered	17353	15488	15488	10094	14124	14497	16082	13342	15426	14463	13929	14210	14532
Answered within 20 seconds (%)	83.3	83.90	83.90	95.3	93.5	88.6	90	85.8	92	94.5	96.4	96.5	94
Media queries responded to	37	40	36	22	36	55	41	32	28	41	24	48	54
Fix your street queries responded to	594	545	545	400	622	662	496	407	444	443	467	449	463
Web pages opened	225208	186629	190484	138635	222813	220935	236756	241660	241660	131530	122105	123548	147135
Social media followers	15172	15372	15444	15789	15193	16447	16538	16763	16714	16937	17207	17469	17981
Staff employed - WTE	1198	1202	1214	1216	1204	1201	1201	1206	1236	1234	1267	1277	1273
Apprenticeships/graduates	1	1	1	1	1	7	8	7	7	7	8	8	8
No. of CE participants	91	95	97	97	95	92	92	88	83	85	77	79	76
% of CE participants allocated	72	76	78	78	76	74	74	70	66	68	62	63	61
Training programme - No of participants	348	242	380	167	167	202	202	200	218	181	212	85	166
Number of Customer Care Queries/Complaints received in Irish	N/A	N/A	N/A	N/A	0	2	4	0	0	2	1	2	4

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
LEO - jobs supported	9	0	0	1	0	11	0	12	7	0	3	0	41
LEO - projects approved	6	0	0	2	0	5	0	7	6	0	4	0	4
LEO - training participants	69	106	119	86	31	80	37	71	103	81	41	0	81
LEO - mentoring sessions	27	30	40	28	36	33	33	49	45	8	7	34	36
Business support grants spend	0	32410	0	83,545.00	2500	26,000.00	8774.00	73610	0	4969.88	9228.35	27,500	54442
Business support grant spend (projects)	0	0	0	83,545.00	0	0	0	0	0	0	0	0	0
Business initiative with Chamber meetings held	15	13	31	11	9	17	18	29	31	22	8	18	32
Shopfront grants paid	0	0	4	1	0	0	0	0	0	0	0	0	
Grange Castle jobs sustained	2162	2162	2162	2162	2162	2162	2162	2162	3400	3400	3700	3975	4201
Library - visitors actual	91025	86364	92583	54872	56174	78530	89936	69200	88908	64695	71121	74686	74615
Library - visitors target	91025	86364	92583	54872	56174	78530	89936	69200	88908	64695	71121	74686	74615

Library visitors online	39903	39993	42570	30522	39726	38722	39000	43958	48532	36745	36572	37322	41055
Library - items borrowed	87941	87976	97328	61637	93935	124683	103285	89488	93830	88803	103859	96849	113894
Library - computer sessions	16881	16997	18687	11998	16519	15992	16584	14100	16000	20182	14601	15421	15802
Libraries - events hosted	361	419	484	323	329	377	333	420	420	353	210	145	339
Library wi-fi users	3753	4791	5912	3743	3585	4797	7948	9289	12422	10300	8515	12031	14724
Arts grants paid	1	1	2	0	0	0	2	1	2	12	0		2
Arts events hosted	8	0	0	1	1	1	1	12	0	42	0		2
Visitors civic theatre	20135	11349	37932	11160	203754	17935	22884	22012	26246	21812	22096	17773	17773
Visitors Rua Red	10638	12873	13066	7592	11037	11917	15467	10807	20861	9872	9582	8680	11384
GC Jobs (Construction)	1301	1301	1301	1301	1301	1301	1311	1311	1311	1114	1014	1063	1118
SDCC Investment in Tourism Projects	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	0	0	0	2767.50	0	0	0		0

Environment, Water & Climate Change

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Grass cut - Hectares	815.15	456.25	438.14	137.73	26	35.76	87.21	281.72	886	835	973	1096	996
Trees inspected	482	438	740	182	517	399	259	439	487	319	194	379	315
Trees pruned	101	100	249	199	328	214	202	136	106	91	134	112	81
Trees removed	56	51	88	64	145	159	72	44	144	31	27	11	58
Trees planted	0	0	150	150	0	0	36	0	0	0	0	0	0
No. of stumps removed	45	36	60	43	221	0	53	10	5	0	0	0	0
No. of locations of hedge cuts	0	7	9	27	66	39	0	0	0	0	0	0	6
Hectares of park land maintained	1750	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	162
Playgrounds provided/maintained	29	29	29	29	30	32	33	34	34	34	34	34	34
Tonnage of waste collected - street bins	36.76	31.74	34.36	27.46	39.08	29.48	38.96	29.52	41.12	35.02	36.58	38.50	32.28
Tonnage of waste collected - litter/illegal dumping	299.14	369.32	628.25	503.14	402.06	280.42	376.03	331.16	399.92	488.46	342.32	367.70	407.98
Tonnage of waste collected - road sweeping/gullies	346.93	394.72	853.36	470.36	494.48	479.88	501.53	464.33	444.93	404.66	365.73	408.17	491.15
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	134
Km. of roads swept monthly	930	930	974	885	931	889.48	978	889	934	975	934	975	934
Derelict site/Dangerous building inspections	34	36	38	28	38	20	46	28	27	32	25	19	35
No. of sites on derelict sites register	14	15	15	16	13	18	18	18	20	20	20	20	20
No. of environment inspections	72	65	84	69	75	32	65	74	20	26	5	12	27
Environment enforcement procedures commenced	21	33	27	3	1	0	1	12	7	1	1	2	7
Environment enforcement - cases closed	5	35	16	11	5	6	14	11	8	14	14	2	5
Litter - fines issued	47	36	45	23	23	21	43	31	45	40	22	48	88
Litter - court appearances	25	0	3	1	6	1	9	0	4	5	2	0	5
Litter - cases closed	259	208	175	165	251	339	340	275	298	435	349	691	406
Total number of waste permits in force	33	33	33	33	33	33	32	32	32	36	36	36	37
No. of waste enforcement notices issued	4	7	9	14	18	12	1	0	5	0	0	5	5

issued													
Water Quality (%)	100	100	100	100	100	100	100	100	100	100	100	100	100
% of unaccounted for water	36	34	34	34	35.9	38.1	38.4	38.4	38.8	38	38	39	39
Water maintenance repairs completed	46	48	46	49	64	56	49	40	51	45	44	50	47
Water pollution incidents dealt with	8	4	7	3	7	9	4	0	5	4	7	5	3
No. of dogs impounded	53	40	45	39	57	45	54	44	51	47	48	47	40
Number of dog licences in force	9642	9654	9616	9624	9705	9763	9489	9363	9256	9071	9268	9309	9340
DFB fire incidents mobilised	163	357	181	161	177	121	144	193	212	159	175	212	190
DFB Ambulance incidents mobilised	1152	1136	1146	1264	1137	985	1115	1026	1009	1063	1080	1078	1033
Number of horses impounded	40	19	15	9	30	16	34	17	20	18	5	7	27

Housing, Social & Community Development

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Total housing stock	9085	9087	9095	9124	9126	9133	9134	9136	9147	9147	9149	9152	9154
Construction starts	0	0	0	0	0	18	0	29	42	0	0	108	134
Construction completions	2	8	2	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	9072	6856	7310	7895	8087	8142	8187	8200	8301	8238	8097	8160	8181
Allocations - Homeless/Other	18	21	36	20	10	25	16	24	39	14	21	13	31
No. of voids	50	57	58	47	47	47	52	43	22	26	31	50	47
Time taken to re-let dwellings (weeks)	7.36	10.4	12.83	9.33	9	11.57	10.9	11.25	10.59	6.84	8.4	12.88	10.43
Total RAS units	1508	1501	1494	1489	1480	1480	1471	1467	1462	1460	1459	1406	1406
Total HAP units	1181	1287	1362	1434	1477	1532	1603	1662	1740	1818	1892	1984	2069
Total units leased	748	773	789	792	794	794	823	824	835	835	871	871	880
No. of housing grants approved	17	19	34	4	34	26	22	18	23	16	24	18	20
Housing Maintenance requests received	1591	1682	2195	1261	2042	1870	1762	1270	1523	1379	1348	1598	1508
Housing Maintenance requests completed	1221	1192	1444	460	804	767	1152	784	721	694	853	936	556
Planned Maintenance - units completed	0	0	0	1	23	25	30	24	0	13	2	0	1
Total PPN registrations	16	13	3	2	5	7	30	8	11	11	6	4	12
No. of community grants issued	0	0	29	0	0	3	0	2	1	55	3	1	0
No. of sports programmes	206	209	249	132	196	214	280	232	133	146	137	137	193
No. of sports programme participants	7700	8152	9853	4388	6393	9723	13491	11066	13586	8941	10714	4522	9838
No. of community events	9	13	67	33	11	8	12	12	89	15	15	10	18
No. of community event participants	26088	915	4632	4898	88	64	9522	897	3002	16604	7347	752	15514
Visitors to leisure facilities	47501	52785	52196	32054	49359	53838	59598	51834	56045	49003	46145	37575	47335
PRTB inspections	28	157	170	0	0	0	0	0	0	0	0	0	0
PRTB called no access	31	38	29	0	0	0	0	0	0	0	0	0	0
BER inspections	0	0	0	0	0	113	0	0	0	0	0	66	0
BER Certs published	11	92	4	10	75	7	8	3	47	20	48	5	5
Mechanical Inspections	222	250	230	189	230	211	211	188	204	192	219	220	210
Energy upgrades completed	49	49	59	29	59	61	0	0	0	24	38	52	50
Electrical inspections completed	206	181	228	219	259	204	177	188	200	162	213	175	80
No of anti-social incidents reported	53	85	67	47	48	55	54	54	83	63	79	51	42
No of actions taken in response to reports	498	760	568	424	653	619	755	475	700	706	671	705	582
JPC and Policing Fora meetings held	5	3	3	2	3	4	4	1	4	1	3	0	6
No of Local Festivals supported	3	0	0	0	0	0	3	2	0	1	3	0	1
DPG Works	N/A	N/A	N/A	N/A	20	8	18	20	11	13	12	17	19
Tidy Towns Groups Supported	N/A	N/A	N/A	N/A	11	11	11	11	11	12	12	12	11

Land Use Planning & Transportation

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Planning applications received - new housing	5	10	15	24	7	19	29	12	11	20	17	22	23
Planning applications received - new housing (units)	86	146	351	525	35	110	612	358	74	375	86	79	159
Planning granted new houses - applications	7	3	6	4	9	4	4	13	12	9	12	10	6
Planning granted new houses - applications (units)	193	4	25	21	584	66	10	347	293	77	212	357	7
Planning applications housing - applications	5	10	15	24	7	19	29	12	11	20	17	22	23

Planning applications housing - applications (units)	86	146	351	525	35	110	612	358	74	375	86	79	159
Planning Refused - no of houses	448	58	1	1	47	26	4	2	7	3	63	38	16
Planning applications - other	58	58	65	71	42	58	74	55	70	60	65	63	52
Planning other - no granted	56	41	45	45	52	55	45	50	60	58	53	41	49
Planning other - no. refused	8	2	3	3	4	5	1	1	8	5	8	6	7
Additional information requests - all classes	25	16	21	10	11	24	22	25	11	6	14	14	16
% decisions upheld by ABP	66	100	86	78	66	60	66	43	60	100	0	83	78
Pre planning meetings held	14	9	46	7	6	20	21	10	20	21	16	9	20
Planning enforcements initiated	6	9	4	4	5	10	6	14	12	11	6	13	5
Enforcement files closed	4	10	12	35	5	14	15	8	5	1	3	16	5
Building control inspections	42	10	27	0	21	13	23	28	43	28	25	39	22
Commencement notices received	53	65	121	37	37	78	218	71	60	210	36	185	323
TIC requests received	0	0	0	1	1	0	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	3740	4972	7218	4614	3355	2062	4010	3450	8097	8943	10036	11600	12127
Area of road repaired in m2	10860	26650	15474	9995	846	1196	22393	11978	4229	12046	22066	13100	13415
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	590	613	610	556	894	549	891	494	532	377	513	429	336
Traffic lights repaired	87	45	42	35	63	84	92	101	101	73	72	71	76