

## November 2017 Council Management Report

## Supporting Performance Statistics

This report contains the data for the month of Oct

## Corporate Performance and Change Management

| Statistic Name                                               | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sept   | Oct    |
|--------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Customer Contacts processed through CMS                      | 8105   | 8105   | 4661   | 7989   | 7312   | 7445   | 6163   | 7734   | 7339   | 7079   | 7390   | 7163   | 8156   |
| Average CMS response time                                    | 5.8    | 5.8    | 8      | 5.5    | 5.56   | 4.63   | 6.9    | 7.6    | 5.1    | 4.67   | 5.4    | 3.40   | 7.3    |
| Members reps processed                                       | 716    | 728    | 413    | 660    | 732    | 780    | 683    | 787    | 737    | 670    | 656    | 806    | 721    |
| Members reps Av. Response time (days)                        | 12.31  | 8.9    | 9.5    | 9.46   | 9.11   | 10.56  | 7.45   | 10.11  | 9.85   | 9.25   | 12.98  | 9.51   | 16.18  |
| Telephone calls answered                                     | 15488  | 15488  | 10094  | 14124  | 14497  | 16082  | 13342  | 15426  | 14463  | 13929  | 14210  | 14532  | 15138  |
| Answered within 20 seconds (%)                               | 83.90  | 83.90  | 95.3   | 93.5   | 88.6   | 90     | 85.8   | 92     | 94.5   | 96.4   | 96.5   | 94     | 96.2   |
| Media queries responded to                                   | 40     | 36     | 22     | 36     | 55     | 41     | 32     | 28     | 41     | 24     | 48     | 56     | 53     |
| Fix your street queries responded to                         | 545    | 545    | 400    | 622    | 662    | 496    | 407    | 444    | 443    | 467    | 449    | 463    | 404    |
| Web pages opened                                             | 186629 | 190484 | 138635 | 222813 | 220935 | 236756 | 241660 | 241660 | 214853 | 207542 | 216414 | 147135 | 222519 |
| Social media followers                                       | 15372  | 15444  | 15789  | 15193  | 16447  | 16538  | 16763  | 16714  | 16937  | 17207  | 17469  | 18042  | 18735  |
| Staff employed - WTE                                         | 1202   | 1214   | 1216   | 1204   | 1201   | 1201   | 1206   | 1236   | 1234   | 1267   | 1277   | 1273   | 1271   |
| Apprenticeships/graduates                                    | 1      | 1      | 1      | 1      | 7      | 8      | 7      | 7      | 7      | 8      | 8      | 8      | 8      |
| No. of CE participants                                       | 95     | 97     | 97     | 95     | 92     | 92     | 88     | 83     | 85     | 77     | 79     | 76     | 82     |
| % of CE participants allocated                               | 76     | 78     | 78     | 76     | 74     | 74     | 70     | 66     | 68     | 62     | 63     | 61     | 66     |
| Training programme - No of participants                      | 242    | 380    | 167    | 167    | 202    | 202    | 200    | 218    | 181    | 212    | 85     | 166    | 261    |
| Number of Customer Care Queries/Complaints received in Irish | N/A    | N/A    | N/A    | 0      | 2      | 4      | 0      | 0      | 2      | 1      | 2      | 4      | 0      |

## Economic, Enterprise and Tourism Development

| Statistic Name                                 | Oct   | Nov   | Dec       | Jan   | Feb       | Mar     | Apr   | May   | Jun     | Jul     | Aug    | Sept  | Oct    |
|------------------------------------------------|-------|-------|-----------|-------|-----------|---------|-------|-------|---------|---------|--------|-------|--------|
| LEO - jobs supported                           | 0     | 0     | 1         | 0     | 11        | 0       | 12    | 7     | 0       | 3       | 0      | 41    | 0      |
| LEO - projects approved                        | 0     | 0     | 2         | 0     | 5         | 0       | 7     | 6     | 0       | 4       | 0      | 4     | 0      |
| LEO - training participants                    | 106   | 119   | 86        | 31    | 80        | 37      | 71    | 103   | 81      | 41      | 0      | 81    | 32     |
| LEO - mentoring sessions                       | 30    | 40    | 28        | 36    | 33        | 33      | 49    | 45    | 8       | 7       | 34     | 36    | 59     |
| Business support grants spend                  | 32410 | 0     | 83,545.00 | 2500  | 26,000.00 | 8774.00 | 73610 | 0     | 4969.88 | 9228.35 | 27,500 | 54442 | 108365 |
| Business support grant spend (projects)        | 0     | 0     | 83,545.00 | 0     | 0         | 0       | 0     | 0     | 0       | 0       | 0      | 0     | 0      |
| Business initiative with Chamber meetings held | 13    | 31    | 11        | 9     | 17        | 18      | 29    | 31    | 22      | 8       | 18     | 32    | 46     |
| Shopfront grants paid                          | 0     | 4     | 1         | 0     | 0         | 0       | 0     | 0     | 0       | 0       | 0      |       | 0      |
| Grange Castle jobs sustained                   | 2162  | 2162  | 2162      | 2162  | 2162      | 2162    | 2162  | 3400  | 3400    | 3700    | 3975   | 4201  | 4401   |
| Library - visitors actual                      | 86364 | 92583 | 54872     | 56174 | 78530     | 89936   | 69200 | 88908 | 64695   | 71121   | 74686  | 74615 | 73801  |

## Environment, Water & Climate Change

[illegible]

|                                            |      |      |      |      |      |      |      |      |      |      |      |      |      |
|--------------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Number of waste management requests issued | 7    | 9    | 14   | 18   | 12   | 1    | 0    | 5    | 0    | 0    | 5    | 5    | 4    |
| Water Quality (%)                          | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
| % of unaccounted for water                 | 34   | 34   | 34   | 35.9 | 38.1 | 38.4 | 38.4 | 38.8 | 38   | 38   | 39   | 39   | 39   |
| Water maintenance repairs completed        | 48   | 46   | 49   | 64   | 56   | 49   | 40   | 51   | 45   | 44   | 50   | 47   | 37   |
| Water pollution incidents dealt with       | 4    | 7    | 3    | 7    | 9    | 4    | 0    | 5    | 4    | 7    | 5    | 3    | 3    |
| No. of dogs impounded                      | 40   | 45   | 39   | 57   | 45   | 54   | 44   | 51   | 47   | 48   | 47   | 40   | 50   |
| Number of dog licences in force            | 9654 | 9616 | 9624 | 9705 | 9763 | 9489 | 9363 | 9256 | 9071 | 9268 | 9309 | 9340 | 9175 |
| DFB fire incidents mobilised               | 357  | 181  | 161  | 177  | 121  | 144  | 193  | 212  | 159  | 175  | 212  | 190  | 297  |
| DFB Ambulance incidents mobilised          | 1136 | 1146 | 1264 | 1137 | 985  | 1115 | 1026 | 1009 | 1063 | 1080 | 1078 | 1033 | 1050 |
| Number of horses impounded                 | 19   | 15   | 9    | 30   | 16   | 34   | 17   | 20   | 18   | 5    | 7    | 27   | 10   |

## Housing, Social & Community Development

| Statistic Name                             | Oct   | Nov   | Dec   | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sept  | Oct   |
|--------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Total housing stock                        | 9087  | 9095  | 9124  | 9126  | 9133  | 9134  | 9136  | 9147  | 9147  | 9149  | 9152  | 9154  | 9159  |
| Construction starts                        | 0     | 0     | 0     | 0     | 18    | 0     | 29    | 42    | 0     | 0     | 108   | 134   | 259   |
| Construction completions                   | 8     | 2     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| Total housing needs assessed               | 6856  | 7310  | 7895  | 8087  | 8142  | 8187  | 8200  | 8301  | 8238  | 8097  | 8160  | 8181  | 8165  |
| Allocations - Homeless/Other               | 21    | 36    | 20    | 10    | 25    | 16    | 24    | 39    | 14    | 21    | 13    | 31    | 28    |
| No. of voids                               | 57    | 58    | 47    | 47    | 47    | 52    | 43    | 22    | 26    | 31    | 50    | 47    | 48    |
| Time taken to re-let dwellings (weeks)     | 10.4  | 12.83 | 9.33  | 9     | 11.57 | 10.9  | 11.25 | 10.59 | 6.84  | 8.4   | 12.88 | 10.43 | 8.73  |
| Total RAS units                            | 1501  | 1494  | 1489  | 1480  | 1480  | 1471  | 1467  | 1462  | 1460  | 1459  | 1406  | 1406  | 1407  |
| Total HAP units                            | 1287  | 1362  | 1434  | 1477  | 1532  | 1603  | 1662  | 1740  | 1818  | 1892  | 1984  | 2069  | 2154  |
| Total units leased                         | 773   | 789   | 792   | 794   | 794   | 823   | 824   | 835   | 835   | 871   | 871   | 880   | 895   |
| No. of housing grants approved             | 19    | 34    | 4     | 34    | 26    | 22    | 18    | 23    | 16    | 24    | 18    | 20    | 30    |
| Housing Maintenance requests received      | 1682  | 2195  | 1261  | 2042  | 1870  | 1762  | 1270  | 1523  | 1379  | 1348  | 1598  | 1508  | 1602  |
| Housing Maintenance requests completed     | 1192  | 1444  | 460   | 804   | 767   | 1152  | 784   | 721   | 694   | 853   | 936   | 556   | 546   |
| Planned Maintenance - units completed      | 0     | 0     | 1     | 23    | 25    | 30    | 24    | 0     | 13    | 2     | 0     | 1     | 6     |
| Total PPN registrations                    | 13    | 3     | 2     | 5     | 7     | 30    | 8     | 11    | 11    | 6     | 4     | 12    | 11    |
| No. of community grants issued             | 0     | 29    | 0     | 0     | 3     | 0     | 2     | 1     | 55    | 3     | 1     | 0     | 0     |
| No. of sports programmes                   | 209   | 249   | 132   | 196   | 214   | 280   | 232   | 133   | 146   | 137   | 137   | 193   | 301   |
| No. of sports programme participants       | 8152  | 9853  | 4388  | 6393  | 9723  | 13491 | 11066 | 13586 | 8941  | 10714 | 4522  | 9838  | 15492 |
| No. of community events                    | 13    | 67    | 33    | 11    | 8     | 12    | 12    | 89    | 15    | 15    | 10    | 18    | 33    |
| No. of community event participants        | 915   | 4632  | 4898  | 88    | 64    | 9522  | 897   | 3002  | 16604 | 7347  | 752   | 15514 | 4229  |
| Visitors to leisure facilities             | 52785 | 52196 | 32054 | 49359 | 53838 | 59598 | 51834 | 56045 | 49003 | 46145 | 37575 | 47335 | 50227 |
| PRTB inspections                           | 157   | 170   | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| PRTB called no access                      | 38    | 29    | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| BER inspections                            | 0     | 0     | 0     | 0     | 113   | 0     | 0     | 0     | 0     | 0     | 66    | 0     | 0     |
| BER Certs published                        | 92    | 4     | 10    | 75    | 7     | 8     | 3     | 47    | 20    | 48    | 5     | 5     | 0     |
| Mechanical Inspections                     | 250   | 230   | 189   | 230   | 211   | 211   | 188   | 204   | 192   | 219   | 220   | 210   | 88    |
| Energy upgrades completed                  | 49    | 59    | 29    | 59    | 61    | 0     | 0     | 0     | 24    | 38    | 52    | 50    | 0     |
| Electrical inspections completed           | 181   | 228   | 219   | 259   | 204   | 177   | 188   | 200   | 162   | 213   | 175   | 80    | 192   |
| No of anti-social incidents reported       | 85    | 67    | 47    | 48    | 55    | 54    | 54    | 83    | 63    | 79    | 51    | 42    | 50    |
| No of actions taken in response to reports | 760   | 568   | 424   | 653   | 619   | 755   | 475   | 700   | 706   | 671   | 705   | 582   | 710   |
| JPC and Policing Fora meetings held        | 3     | 3     | 2     | 3     | 4     | 4     | 1     | 4     | 1     | 3     | 0     | 6     | 5     |
| No of Local Festivals supported            | 0     | 0     | 0     | 0     | 0     | 3     | 2     | 0     | 1     | 3     | 0     | 1     | 0     |
| DPG Works                                  | N/A   | N/A   | N/A   | 20    | 8     | 18    | 20    | 11    | 13    | 12    | 17    | 19    | 10    |
| Tidy Towns Groups Supported                | N/A   | N/A   | N/A   | 11    | 11    | 11    | 11    | 11    | 12    | 12    | 12    | 11    | 11    |

## Land Use Planning & Transportation

| Statistic Name                                       | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct |
|------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|
| Planning applications received - new housing         | 10  | 15  | 24  | 7   | 19  | 29  | 12  | 11  | 20  | 17  | 22  | 23   | 15  |
| Planning applications received - new housing (units) | 146 | 351 | 525 | 35  | 110 | 612 | 358 | 74  | 375 | 86  | 79  | 159  | 172 |
| Planning granted new houses - applications           | 3   | 6   | 4   | 9   | 4   | 4   | 13  | 12  | 9   | 12  | 10  | 6    | 9   |
| Planning granted new houses - applications (units)   | 4   | 25  | 21  | 584 | 66  | 10  | 347 | 293 | 77  | 212 | 357 | 7    | 54  |
| Planning applications housing -                      | 10  | 15  | 24  | 7   | 19  | 29  | 12  | 11  | 20  | 17  | 22  | 23   | 15  |

|                                                      |       |       |       |       |       |       |       |       |       |       |       |       |       |
|------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| applications                                         |       |       |       |       |       |       |       |       |       |       |       |       |       |
| Planning applications housing - applications (units) | 146   | 351   | 525   | 35    | 110   | 612   | 358   | 74    | 375   | 86    | 79    | 159   | 172   |
| Planning Refused - no of houses                      | 58    | 1     | 1     | 47    | 26    | 4     | 2     | 7     | 3     | 63    | 38    | 16    | 6     |
| Planning applications - other                        | 58    | 65    | 71    | 42    | 58    | 74    | 55    | 70    | 60    | 65    | 63    | 52    | 50    |
| Planning other - no granted                          | 41    | 45    | 45    | 52    | 55    | 45    | 50    | 60    | 58    | 53    | 41    | 49    | 54    |
| Planning other - no. refused                         | 2     | 3     | 3     | 4     | 5     | 1     | 1     | 8     | 5     | 8     | 6     | 7     | 9     |
| Additional information requests - all classes        | 16    | 21    | 10    | 11    | 24    | 22    | 25    | 11    | 6     | 14    | 14    | 16    | 10    |
| % decisions upheld by ABP                            | 100   | 86    | 78    | 66    | 60    | 66    | 43    | 60    | 100   | 0     | 83    | 78    | 29    |
| Pre planning meetings held                           | 9     | 46    | 7     | 6     | 20    | 21    | 10    | 20    | 21    | 16    | 9     | 20    | 22    |
| Planning enforcements initiated                      | 9     | 4     | 4     | 5     | 10    | 6     | 14    | 12    | 11    | 6     | 13    | 5     | 1     |
| Enforcement files closed                             | 10    | 12    | 35    | 5     | 14    | 15    | 8     | 5     | 1     | 3     | 16    | 5     | 5     |
| Building control inspections                         | 10    | 27    | 0     | 21    | 13    | 23    | 28    | 43    | 28    | 25    | 39    | 22    | 19    |
| Commencement notices received                        | 65    | 121   | 37    | 37    | 78    | 218   | 71    | 60    | 210   | 36    | 185   | 323   | 93    |
| TIC requests received                                | 0     | 0     | 1     | 1     | 0     | 0     | 0     |       | 0     | 0     | 0     | 0     | 0     |
| TIC completions                                      | 0     | 0     | 0     | 0     | 0     | 0     | 0     |       | 0     | 0     | 0     | 0     | 3     |
| Area of footpath repaired in m2                      | 4972  | 7218  | 4614  | 3355  | 2062  | 4010  | 3450  | 8097  | 8943  | 10036 | 11600 | 12127 | 9757  |
| Area of road repaired in m2                          | 26650 | 15474 | 9995  | 846   | 1196  | 22393 | 11978 | 4229  | 12046 | 22066 | 13100 | 13415 | 7823  |
| No of public lights in charge                        | 29269 | 29269 | 29269 | 29269 | 29269 | 29269 | 29269 | 29269 | 29269 | 29269 | 29269 | 29269 | 29269 |
| No of public lights repaired                         | 613   | 610   | 556   | 894   | 549   | 891   | 494   | 532   | 377   | 513   | 429   | 336   | 411   |
| Traffic lights repaired                              | 45    | 42    | 35    | 63    | 84    | 92    | 101   | 101   | 73    | 72    | 71    | 76    | 87    |