

January 2018 Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Dec

Corporate Performance and Change Management

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Customer Contacts processed through CMS	4661	7989	7312	7445	6163	7734	7339	7079	7390	7163	8156	8003	4503
Average CMS response time	8	5.5	5.56	4.63	6.9	7.6	5.1	4.67	5.4	3.40	7.3	5.5	6.7
Members reps processed	413	660	732	780	683	787	737	670	656	806	721	653	395
Members reps Av. Response time (days)	9.5	9.46	9.11	10.56	7.45	10.11	9.85	9.25	12.98	9.51	16.18	9.234	9.72
Telephone calls answered	10094	14124	14497	16082	13342	15426	14463	13929	14210	14532	15138	15979	9947
Answered within 20 seconds (%)	95.3	93.5	88.6	90	85.8	92	94.5	96.4	96.5	94	96.2	92	91
Media queries responded to	22	36	55	41	32	28	41	24	48	56	54	46	28
Fix your street queries responded to	400	622	662	496	407	444	443	467	449	463	404	405	398
Web pages opened	138635	222813	220935	236756	241660	241660	214853	207542	216414	231000	222519	216476	153381
Social media followers	15789	15193	16447	16538	16763	16714	16937	17207	17469	18042	18735	19135	19270
Staff employed - WTE	1216	1204	1201	1201	1206	1236	1234	1267	1277	1273	1271	1268	1229
Apprenticeships/graduates	1	1	7	8	7	7	7	8	8	8	8	8	8
No. of CE participants	97	95	92	92	88	83	85	77	79	76	82	88	83
% of CE participants allocated	78	76	74	74	70	66	68	62	63	61	66	70	66
Training programme - No of participants	167	167	202	202	200	218	181	212	85	157	309	582	351
Number of Customer Care Queries/Complaints received in Irish	N/A	0	2	4	0	0	2	1	2	4	0	2	0

Economic, Enterprise and Tourism Development

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
LEO - jobs supported	1	0	11	0	12	7	0	3	0	41	0	7	0
LEO - projects approved	2	0	5	0	7	6	0	4	0	4	0	2	0
LEO - training participants	86	31	80	37	71	103	81	41	0	81	32	61	45
LEO - mentoring sessions	28	36	33	33	49	45	8	7	34	36	59	17	21
Business support grants spend	83,545.00	2500	26,000.00	8774.00	73610	0	4969.88	9228.35	27,500	54442	108365		98737.01
Business support grant spend (projects)	83,545.00	0	0	0	0	0	0	0	0	0	0	0	0
Business initiative with Chamber meetings held	11	9	17	18	29	31	22	8	18	32	46	41	17
Shopfront grants paid	1	0	0	0	0	0	0	0	0		0	0	10
Grange Castle jobs sustained	2162	2162	2162	2162	2162	3400	3400	3700	3975	4201	4401	4401	4411
Library - visitors actual	54872	56174	78530	89936	69200	88908	64695	71121	74686	74615	73801	64406	53625
Library - visitors online	30522	39726	38722	39000	43958	48532	36745	36572	37322	41055	39713	43374	32633

Library - items borrowed	61637	93935	124683	103285	89488	93830	88803	103859	96849	113894	96937	96155	59805
Library - computer sessions	11998	16519	15992	16584	14100	16000	20182	14601	15421	15802	16402	19673	15994
Libraries - events hosted	323	329	377	333	420	420	353	210	145	339	386	452	216
Library wi-fi users	3743	3585	4797	7948	9289	12422	10300	8515	12031	14724	15709	16701	9943
Arts grants paid	0	0	0	2	1	2	12	0	0	2	3	5	2
Arts events hosted	1	1	1	1	12	0	42	0	0	2	9	1	1
Visitors civic theatre	11160	203754	17935	22884	22012	26246	21812	22096	17773	17773	24199	25947	20707
Visitors Rua Red	7592	11037	11917	15467	10807	20861	9872	9582	8680	11384	12859	14028	9904
GC Jobs (Construction)	1301	1301	1301	1311	1311	1311	1114	1014	1063	1118	1118	1118	931
SDCC Investment in Tourism Projects	N/A	53,012	308,000	344519	291557.63	360282.68	777,672.00	168681	204058.35		0	0	0
SDCC Investment in Grange Castle Business Park Projects	N/A	0	0	0	2767.50	0	0	0	0	0	0	0	0

Environment, Water & Climate Change

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Grass cut - Hectares	137.73	26	35.76	87.21	281.72	886	835	973	1096	996	1043	260	7
Trees inspected	182	517	399	259	439	487	319	194	379	315	325	315	108
Trees pruned	199	412	214	202	136	106	91	134	112	81	98	64	116
Trees removed	64	163	159	72	44	144	31	27	11	58	114	170	39
Trees planted	150	0	0	36	0	0	0	0	0	0	0	120	450
No. of stumps removed	43	221	39	53	10	5	0	0	0	0	0	0	0
No. of locations of hedge cuts	27	66	39	0	0	0	0	0	0	17	25	27	31
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	162	162	162	162
Playgrounds provided/maintained	29	30	32	33	34	34	34	34	34	34	34	34	34
Tonnage of waste collected - street bins	27.46	39.08	29.48	38.96	29.52	41.12	35.02	36.58	38.50	32.28	36.44	40.20	29.84
Tonnage of waste collected - litter/illegal dumping	503.14	402.06	280.42	376.03	331.16	399.92	488.46	342.32	367.70	407.98	353.06	908.92	308.34
Tonnage of waste collected - road sweeping/gullies	470.36	494.48	479.88	501.53	464.33	444.93	404.66	365.73	408.17	491.15	587.61	653.85	319.18
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	134	134	134	131
Km. of roads swept monthly	885	931	889.48	978	889	934	975	934	975	934	931	975	889
Derelict site/Dangerous building inspections	28	39	19	52	26	27	31	26	21	35	29	23	15
No. of sites on derelict sites register	16	13	18	18	18	20	20	20	20	20	20	20	20
No. of environment inspections	69	63	82	66	73	36	26	21	12	27	25	66	118
Environment enforcement procedures commenced	3	1	2	4	3	5	0	1	0	3	3	1	0
Environment enforcement - cases closed	11	1	1	3	2	3	2	3	0	0	1	1	7
Litter - fines issued	23	23	21	43	31	45	40	22	48	88	106	37	49
Litter - court appearances	1	6	1	9	0	4	5	2	0	5	4	6	1
Litter - cases closed	165	251	339	340	275	298	435	349	691	406	467	352	204
Total number of waste permits in force	33	33	33	32	32	32	36	36	36	37	36	36	34
No. of waste enforcement notices issued	14	1	2	1	0	5	0	1	0	6	4	1	0
Water Quality (%)	100	100	100	100	100	100	100	100	100	100	100	100	99.5
% of unaccounted for water	34	35.9	38.1	38.4	38.4	38.8	38	38	39	39	39	40	41

Water maintenance repairs completed	49	64	56	49	40	51	45	44	50	47	37	48	52
Water pollution incidents dealt with	3	7	9	4	0	5	4	7	5	3	3	8	4
No. of dogs impounded	39	57	45	54	46	51	48	48	47	43	50	64	38
Number of dog licences in force	9624	9705	9763	9489	9363	9256	9071	9268	9309	9340	9175	8897	8840
DFB fire incidents mobilised	161	177	121	144	193	212	159	175	212	190	297	187	141
DFB Ambulance incidents mobilised	1264	1137	985	1115	1026	1009	1063	1080	1078	1033	1050	1094	1245
Number of horses impounded	9	30	16	34	17	20	20	5	7	27	10	14	27

Housing, Social & Community Development

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Total housing stock	9124	9126	9133	9134	9136	9147	9147	9149	9152	9154	9159	9160	9167
Construction starts	0	0	18	0	29	42	0	0	108	134	259	259	299
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	7895	8087	8142	8187	8200	8301	8238	8097	8160	8181	8165	8193	8172
Allocations - Homeless/Other	20	10	25	16	24	39	14	21	13	31	28	19	18
No. of voids	47	47	47	52	43	22	26	31	50	47	48	53	48
Time taken to re-let dwellings (weeks)	9.33	9	11.57	10.9	11.25	10.59	6.84	8.4	12.88	10.43	8.73	12.57	11.51
Total RAS units	1489	1480	1480	1471	1467	1462	1460	1459	1406	1406	1407	1399	1397
Total HAP units	1434	1477	1532	1603	1662	1740	1818	1892	1984	2069	2154	2210	2339
Total units leased	792	794	794	823	824	835	835	871	871	880	895	902	892
No. of housing grants approved	4	34	26	22	18	23	16	24	18	20	30	13	17
Housing Maintenance requests received	1261	2042	1870	1762	1270	1523	1379	1348	1598	1508	1602	2044	1361
Housing Maintenance requests completed	460	804	767	1152	784	721	694	853	936	556	546	647	551
Planned Maintenance - units completed	1	23	25	30	24	0	13	2	0	1	6	9	1
Total PPN registrations	2	5	7	30	8	11	11	6	4	12	11	1	0
No. of community grants issued	0	0	3	0	2	1	55	3	1	0	0	27	4
No. of sports programmes	132	196	214	280	232	133	146	137	137	193	317	309	143
No. of sports programme participants	4388	6393	9723	13491	11066	13586	8941	10714	4522	9838	15789	14873	5156
No. of community events	33	11	8	12	12	89	15	15	10	18	33	78	22
No. of community event participants	4898	88	64	9522	897	3002	16604	7347	752	15514	4229	3721	5690
Visitors to leisure facilities	32054	49359	53838	59598	51834	56045	49003	46145	37575	47335	50227	53346	32419
PRTB inspections	0	0	0	0	0	0	0	0	0	0	0	0	0
PRTB called no access	0	0	0	0	0	0	0	0	0	0	0	0	0
BER inspections	0	0	113	0	0	0	0	0	66	0	0	0	0
BER Certs published	10	75	7	8	3	47	20	48	5	5	0	0	0
Mechanical Inspections	189	230	211	211	188	204	192	219	220	210	88	108	87
Energy upgrades completed	29	59	61	0	0	0	24	38	52	50	0	35	0
Electrical inspections completed	219	259	204	177	188	200	162	213	175	80	192	210	83
No of anti-social incidents reported	47	48	55	54	54	83	63	79	51	42	50	48	36
No of actions taken in response to reports	424	653	619	755	475	700	706	671	705	582	710	818	391
JPC and Policing Fora meetings held	2	3	4	4	1	4	1	3	0	6	5	4	2
No of Local Festivals supported	0	0	0	3	2	0	1	3	0	1	0	0	0
DPG Works	N/A	20	8	18	20	11	13	12	17	19	10	31	17
Tidy Towns Groups Supported	N/A	11	11	11	11	11	12	12	12	11	11	11	11

Land Use Planning & Transportation

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Planning applications received - new housing	24	7	19	29	12	11	20	17	22	23	15	15	17
Planning applications received - new housing (units)	525	35	110	612	358	74	375	86	79	159	172	157	126
Planning granted new houses - applications	4	9	4	4	13	12	9	12	10	6	9	8	8
Planning granted new houses - applications (units)	21	584	66	10	347	293	77	212	357	7	54	37	9
Planning applications housing - applications	24	7	19	29	12	11	20	17	22	23	15	15	17
Planning applications housing - applications (units)	525	35	110	612	358	74	375	86	79	159	172	157	126
Planning Refused - no of houses	1	47	26	4	2	7	3	63	38	16	6	48	2
Planning applications - other	71	42	58	74	55	70	60	65	63	52	50	50	53
Planning other - no granted	45	52	55	45	50	60	58	53	41	49	54	47	31
Planning other - no. refused	3	4	5	1	1	8	5	8	6	7	9	4	5

Additional information requests - all classes	10	11	24	22	25	11	6	14	14	16	10	13	13
% decisions upheld by ABP	78	66	60	66	43	60	100	0	83	78	29	33	100
Pre planning meetings held	7	6	20	21	10	20	21	16	9	20	22	24	17
Planning enforcements initiated	4	5	10	6	14	12	11	6	13	5	3	7	5
Enforcement files closed	35	5	14	15	8	5	1	3	16	5	5	1	6
Building control inspections	0	21	13	23	28	43	28	25	39	22	19	31	21
Commencement notices received	37	37	78	218	71	60	210	36	185	323	93	113	93
TIC requests received	1	1	0	0	0		0	0	0	0	0	0	0
TIC completions	0	0	0	0	0		0	0	0	0	3	0	0
Area of footpath repaired in m2	4614	3355	2062	4010	3450	8097	8943	10036	11600	12127	9757	6494	3850
Area of road repaired in m2	9995	846	1196	22393	11978	4229	12046	22066	13100	13415	7823	15813	4550
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	556	894	549	891	494	532	377	513	429	336	581	569	244
Traffic lights repaired	35	63	84	92	101	101	73	72	71	76	87	94	91