

## May 2018 Council Management Report

## Supporting Performance Statistics

This report contains the data for the month of Apr

## Corporate Performance and Change Management

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Customer Contacts processed through CMS	6163	7734	7339	7079	7390	7163	8156	8003	4503	8602	7252	6999	9579
Average CMS response time	6.9	7.6	5.1	4.67	5.4	3.40	7.3	5.5	6.7	5.16	4.8	3.6	3.4
Members reps processed	683	787	737	670	656	806	721	653	395	676	610	498	651
Members reps Av. Response time (days)	7.45	10.11	9.85	9.25	12.98	9.51	16.18	9.234	9.72	9.7	10.90	9.71	9.26
Telephone calls answered	13342	15426	14463	13929	14210	14532	15138	15979	9947	15973	14235	14377	16987
Answered within 20 seconds (%)	85.8	92	94.5	96.4	96.5	94	96.2	92	91	95.1	94.9	83.4	85.9
Media queries responded to	32	28	41	24	48	56	54	46	29	67	49	48	33
Fix your street queries responded to	407	444	443	467	449	463	404	405	398	520	309	503	454
Web pages opened	241660	241660	214853	207542	216414	231000	222519	216476	153381	235592	250300	333598	322913
Social media followers	16763	16714	16937	17207	17469	18042	18735	19135	19270	19517	19911	21415	21580
Staff employed - WTE	1206	1236	1234	1267	1277	1273	1271	1268	1229	1242	1255	1279	1279
Apprenticeships/graduates	7	7	7	8	8	8	8	8	8	8	8	8	8
No. of CE participants	88	83	85	77	79	76	82	88	83	93	95	93	93
% of CE participants allocated	70	66	68	62	63	61	66	70	66	74	76	72	72
Training programme - No of participants	200	218	181	212	85	157	309	582	351	252	175	306	306
Number of Customer Care Queries/Complaints received in Irish	0	0	2	1	2	4	0	2	0	0	0	5	2

## Economic, Enterprise and Tourism Development

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
LEO - jobs supported	12	7	0	3	0	41	0	7	0	0	0	11	0
LEO - projects approved	7	6	0	4	0	4	0	2	0	0	0	6	0
LEO - training participants	71	103	81	41	0	81	32	61	45	27	83	147	43
LEO - mentoring sessions	49	45	8	7	34	36	59	17	21	32	38	43	37
Business support grants spend	73610	0	4969.88	9228.35	27,500	54442	108365		98737.01	24010	28600.22	31500	2875
Business support grant spend (projects)	0	0	0	0	0	0	0	0	0	0	0	209590	0
Business initiative with Chamber meetings held	29	31	22	8	18	32	46	41	17	21	2	13	21
Shopfront grants paid	0	0	0	0	0		0	0	10	0	0	0	0
Grange Castle jobs sustained	2162	3400	3400	3700	3975	4201	4401	4401	4411	4411	4411	4411	4430
Library - visitors actual	69200	88908	64695	71121	74686	74615	73801	64406	53625	63770	66928	72081	93632
Library -	43058	48532	36745	36572	37322	41055	38713	43374	32633	50208	41700	38855	46070

visitors online	43550	46552	50743	55372	57522	41055	59715	45574	52055	50298	41759	56855	40079
Library - items borrowed	89488	93830	88803	103859	96849	113894	96937	96155	59805	105947	88799	94107	102178
Library - computer sessions	14100	16000	20182	14601	15421	15802	16402	19673	15994	14320	13071	12248	14759
Libraries - events hosted	420	420	353	210	145	339	386	452	216	282	295	336	288
Library wi-fi users	9289	12422	10300	8515	12031	14724	15709	16701	9943	9670	14177	11746	13707
Arts grants paid	1	2	12	0	0	2	3	5	2	0	1	0	3
Arts events hosted	12	0	42	0	0	2	9	1	1	0	1	4	5
Visitors civic theatre	22012	26246	21812	22096	17773	17773	24199	25947	20707	22125	17235	20042	19151
Visitors Rua Red	10807	20861	9872	9582	8680	11384	12859	14028	9904	13013	14771	12341	15717
GC Jobs (Construction) SDCC	1311	1311	1114	1014	1063	1118	1118	1118	931	991	1021	713	743
Investment in Tourism Projects SDCC	291557.63	360282.68	777,672.00	168681	204058.35		0	0	0	4997.58	7186.12	67881.62	71272
Investment in Grange Castle Business Park Projects	2767.50	0	0	0	0	0	0	0	0	0	0	0	0

## Environment, Water & Climate Change

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Grass cut - Hectares	281.72	886	835	973	1096	996	1043	260	7	0	0	45	433
Trees inspected	439	487	319	194	379	315	325	315	108	386	465	281	159
Trees pruned	136	106	91	134	112	81	98	64	116	238	265	140	61
Trees removed	44	144	31	27	11	58	114	170	39	85	62	86	15
Trees planted	0	0	0	0	0	0	0	120	450	712	372	385	0
No. of stumps removed	10	5	0	0	0	0	0	0	0	30	0	0	0
No. of locations of hedge cuts	0	0	0	0	0	17	25	27	31	46	34	0	0
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	421	421	421	421	421
Playing pitches provided/Maintained	163	163	163	163	163	162	162	162	162	163	163	163	163
Playgrounds provided/maintained	34	34	34	34	34	34	34	34	34	34	34	34	34
Tonnage of waste collected - street bins	29.52	41.12	35.02	36.58	38.50	32.28	36.44	40.20	29.84	38	31.92	38.36	40.08
Tonnage of waste collected - litter/illegal dumping	331.16	399.92	488.46	342.32	367.70	407.98	353.06	908.92	308.34	367.42	287.53	324.58	350.4
Tonnage of waste collected - road sweeping/gullies	464.33	444.93	404.66	365.73	408.17	491.15	587.61	653.85	319.18	549.86	457.24	483.40	574.34
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	134	134	134	134	134	134	134	134
Km. of roads swept monthly	889	934	975	934	975	934	931	975	889	974	885	930	885
Derelict site/Dangerous building inspections	26	27	31	26	21	35	29	23	15	38	22	22	15
No. of sites on derelict sites register	18	20	20	20	20	20	20	20	20	20	18	18	18
No. of environment inspections	73	36	26	21	12	27	25	66	118	27	63	114	68
Environment enforcement procedures commenced	3	5	0	1	0	3	3	1	0	0	0	0	0
Environment enforcement - cases closed	2	3	2	3	0	0	1	1	7	50	2	10	9
Litter - fines issued	31	45	40	22	48	88	106	37	49	55	70	53	47
Litter - court appearances	0	4	5	2	0	5	4	6	1	8	1	7	5
Litter - cases closed	275	298	435	349	691	406	467	352	204	370	341	379	396
Total number of waste permits in force	32	32	36	36	36	37	36	36	34	41	41	42	42
No. of waste enforcement notices issued	0	5	0	1	0	6	4	1	0	2	1	0	3
Water Quality (%)	100	100	100	100	100	100	100	100	99.5	100	100	100	100

% of unaccounted for water	38.4	38.8	38	38	39	39	39	40	41	41.7	40	39.9	38
Water maintenance repairs completed	40	51	45	44	50	47	37	48	52	61	55	59	63
Water pollution incidents dealt with	0	5	4	7	5	3	3	8	4	5	6	4	5
No. of dogs impounded	46	51	48	48	47	43	50	64	38	51	44	37	44
Number of dog licences in force	9363	9256	9071	9268	9309	9340	9175	8897	8840	8680	8387	8380	8412
DFB fire incidents mobilised	193	212	159	175	212	190	297	187	141	141	131	171	142
DFB Ambulance incidents mobilised	1026	1009	1063	1080	1078	1033	1050	1094	1245	1137	1030	1114	1089
Number of horses impounded	17	20	20	5	7	27	10	14	27	36	10	13	19

## Housing, Social & Community Development

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Total housing stock	9136	9147	9147	9149	9152	9154	9159	9160	9167	9170	9171	9175	9175
Construction starts	29	42	0	0	108	134	259	259	299	282	282	282	282
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	8200	8301	8238	8097	8160	8181	8165	8193	8172	8115	8061	8028	7702
Allocations - Homeless/Other	24	39	14	21	13	31	28	19	18	12	14	13	20
No. of voids	43	22	26	31	50	47	48	53	48	46	42	42	58
Time taken to re-let dwellings (weeks)	11.25	10.59	6.84	8.4	12.88	10.43	8.73	12.57	11.51	8.14	16.69	15.71	18.51
Total RAS units	1467	1462	1460	1459	1406	1406	1407	1399	1397	1402	1392	1383	1392
Total HAP units	1662	1740	1818	1892	1984	2069	2154	2210	2339	2400	2452	2508	2566
Total units leased	824	835	835	871	871	880	895	902	892	893	893	913	922
No. of housing grants approved	18	23	16	24	18	20	30	13	17	23	10	13	36
Housing Maintenance requests received	1270	1523	1379	1348	1598	1508	1602	2044	1361	2197	1626	1858	1582
Housing Maintenance requests completed	784	721	694	853	936	556	546	647	551	951	507	714	573
Planned Maintenance - units completed	24	0	13	2	0	1	6	9	1	18	21	18	2
Total PPN registrations	8	11	11	6	4	12	11	1	0	4	9	0	0
No. of community grants issued	2	1	55	3	1	0	0	27	4	1	4	0	166
No. of sports programmes	232	133	146	137	137	193	317	309	143	173	187	229	10
No. of sports programme participants	11066	13586	8941	10714	4522	9838	15789	14873	5156	7283	11627	15881	401
No. of community events	12	89	15	15	10	18	33	78	22	7	6	20	11
No. of community event participants	897	3002	16604	7347	752	15514	4229	3721	5690	65	110	9050	266
Visitors to leisure facilities	51834	56045	49003	46145	37575	47335	50227	53346	32419	50503	45229	37413	51674
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	0	0	66	0	0	0	0	0	101	0	12
BER Certs published	3	47	20	48	5	5	0	0	0	0	101	0	0
Mechanical Inspections	188	204	192	219	220	210	88	108	87	112	104	79	100
Energy upgrades completed	0	0	24	38	52	50	0	35	0	4	98	56	31
Electrical inspections completed	188	200	162	213	175	80	192	210	83	209	208	156	168
No of anti-social incidents reported	54	83	63	79	51	42	50	48	36	49	48	79	39
No of actions taken in response to reports	475	700	706	671	705	582	710	818	391	804	676	719	510
JPC and Policing Fora meetings held	1	4	1	3	0	6	5	4	2	1	4	3	3
No of Local Festivals supported	2	0	1	3	0	1	0	0	0	0	0	0	0
DPG Works	20	11	13	12	17	19	10	31	17	17	17	13	2
Tidy Towns Groups Supported	11	11	12	12	12	11	11	11	11	11	11	11	11

## Land Use Planning & Transportation

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Planning applications received - new housing	12	11	20	17	22	23	15	15	17	13	7	17	15
Planning applications received - new housing (units)	358	74	375	86	79	159	172	157	126	418	52	258	22
Planning granted new houses - applications	13	12	9	12	10	6	9	8	8	5	13	7	10
Planning granted new houses - applications (units)	347	293	77	212	357	7	54	37	9	26	174	343	172
Planning applications housing - applications	12	11	20	17	22	23	15	15	17	13	7	17	25
Planning applications housing - applications (units)	358	74	375	86	79	159	172	157	126	418	52	258	194
Planning Refused - no of houses	2	7	3	63	38	16	6	48	2	3	12	4	4

Planning applications - other	55	70	60	65	63	52	50	50	53	50	72	77	87
Planning other - no granted	50	60	58	53	41	49	54	47	31	36	57	37	60
Planning other - no. refused	1	8	5	8	6	7	9	4	5	1	5	7	7
Additional information requests - all classes	25	11	6	14	14	16	10	13	13	7	13	15	11
% decisions upheld by ABP	43	60	100	0	83	78	29	33	100	80	100	84	60
Pre planning meetings held	10	20	21	16	9	20	22	24	17	24	7	3	19
Planning enforcements initiated	14	12	11	6	13	5	3	7	5	6	8	14	16
Enforcement files closed	8	5	1	3	16	5	5	1	6	0	19	9	10
Building control inspections	28	43	28	25	39	22	19	31	21	28	37	27	38
Commencement notices received	71	60	210	36	185	323	93	113	93	92	197	64	171
TIC requests received	0		0	0	0	0	0	0	0	0	0	2	1
TIC completions	0		0	0	0	0	3	0	0	0	0	0	0
Area of footpath repaired in m2	3450	8097	8943	10036	11600	12127	9757	6494	3850	1254	1270	1588	8209
Area of road repaired in m2	11978	4229	12046	22066	13100	13415	7823	15813	4550	1289	1020	3421	15350
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	494	532	377	513	429	336	581	569	244	902	591	396	611
Traffic lights repaired	101	101	73	72	71	76	87	94	91	69	73	84	87