

## August Council Management Report

### Supporting Performance Statistics

This report contains the data for the month of Jul

#### Corporate Performance and Change Management

Statistic Name	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Customer Contacts processed through CMS	7339	7079	7390	7163	8156	8003	4503	8602	7252	6999	9579	10977	7563	7708
Average CMS response time	5.1	4.67	5.4	3.40	7.3	5.5	6.7	5.16	4.8	3.6	3.4	3.4	7.8	4
Members reps processed	737	670	656	806	721	653	395	676	610	498	651	644	692	966
Members reps Av. Response time (days)	9.85	9.25	12.98	9.51	16.18	9.234	9.72	9.7	10.90	9.71	9.26	8.02	7.67	6.79
Telephone calls answered	14463	13929	14210	14532	15138	15979	9947	15973	14235	14377	16987	18851	14770	16103
Answered within 20 seconds (%)	94.5	96.4	96.5	94	96.2	92	91	95.1	94.9	83.4	85.9	87.4	91.3	94.4
Media queries responded to	41	24	48	56	54	46	29	67	49	47	34	36	48	54
Fix your street queries responded to	443	467	449	463	404	405	398	520	309	503	454	412	477	380
Web pages opened	214853	207542	216414	231000	222519	216476	153381	235592	250300	333598	322913	310335	299054	302140
Social media followers	16937	17207	17469	18042	18735	19135	19270	19517	19911	21415	21580	21972	22226	22439
Staff employed - WTE	1234	1267	1277	1273	1271	1268	1229	1242	1255	1279	1279	1272	1265	1269
Apprenticeships/graduates	7	8	8	8	8	8	8	8	8	8	8	8	8	8
Training programme - No of participants	181	212	85	157	309	582	351	252	175	306	306	418	528	331
Number of Customer Care Queries/Complaints received in Irish	2	1	2	4	0	2	0	0	0	5	2	2	0	3

#### Economic, Enterprise and Tourism Development

Statistic Name	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
LEO - jobs supported	0	3	0	41	0	7	0	0	0	11	0	5	2	0
LEO - projects approved	0	4	0	4	0	2	0	0	0	6	0	2	2	0
LEO - training participants	81	41	0	81	32	61	45	27	83	147	43	20	42	14
LEO - mentoring sessions	8	7	34	36	59	17	21	32	38	43	37	39	45	44
Business support grants spend	4969.88	9228.35	27,500	54442	108365		98737.01	24010	28600.22	31500	2875	57137.27	10197	16093
Business support grant spend (projects)	0	0	0	0	0	0	0	0	0	209590	0	0	0	0
Business initiative with Chamber meetings held	22	8	18	32	46	41	17	21	2	13	21	25	23	15
Shopfront grants paid	0	0	0		0	0	10	0	0	0	0	0	0	0
Grange Castle jobs sustained	3400	3700	3975	4201	4401	4401	4411	4411	4411	4411	4430	4090	4090	4090
Library - visitors actual	64695	71121	74686	74615	73801	64406	53625	63770	66928	72081	93632	100351	75755	91672
Library - visitors online	36745	36572	37322	41055	39713	43374	32633	50298	41799	38855	46079	47146	36222	37400
Library - items borrowed	88803	103859	96849	113894	96937	96155	59805	105947	88799	94107	102178	122971	89839	124291
Library - computer sessions	20182	14601	15421	15802	16402	19673	15994	14320	13071	12248	14759	15527	12072	13469

sessions															
Libraries - events hosted	353	210	145	339	386	452	216	282	295	336	288	277	248	238	
Library wi-fi users	10300	8515	12031	14724	15709	16701	9943	9670	14177	11746	13707	15368	12495	9981	
Arts grants paid	12	0	0	2	3	5	2	0	1	0	3	18	8	7	
Arts events hosted	42	0	0	2	9	1	1	0	1	4	5	3	53	0	
Visitors civic theatre	21812	22096	17773	17773	24199	25947	20707	22125	17235	20042	19151	26701	31758	17938	
Visitors Rua Red	9872	9582	8680	11384	12859	14028	9904	13013	14771	12341	15717	15571	12571	9131	
GC Jobs (Construction)	1114	1014	1063	1118	1118	1118	931	991	1021	713	743	565	565	565	
SDCC Investment in Tourism Projects	777,672.00	168681	204058.35		0	0	0	4997.58	7186.12	67881.62	71272	74446	420906.01	283032	
SDCC Investment in Grange Castle Business Park Projects	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

## Environment, Water & Climate Change

Statistic Name	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Grass cut - Hectares	835	973	1096	996	1043	260	7	0	0	45	433	1012	923	572
Trees inspected	319	194	379	315	325	315	108	386	465	281	159	106	170	221
Trees pruned	91	134	112	81	98	64	116	238	265	140	135	149	156	181
Trees removed	31	27	11	58	114	170	39	85	62	86	92	107	86	97
Trees planted	0	0	0	0	0	120	450	712	372	385	0	0	0	0
No. of stumps removed	0	0	0	0	0	0	0	30	0	0	0	0	0	0
No. of locations of hedge cuts	0	0	0	17	25	27	31	46	34	0	0	0	0	0
Hectares of park land maintained	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750
No of allotments provided	433	433	433	433	433	433	421	421	421	421	421	421	421	421
Playing pitches provided/Maintained	163	163	163	162	162	162	162	163	163	163	163	163	163	163
Playgrounds provided/maintained	34	34	34	34	34	34	34	34	34	34	34	34	34	34
Tonnage of waste collected - street bins	35.02	36.58	38.50	32.28	36.44	40.20	29.84	38	31.92	38.36	40.08	48.48	43.98	45.32
Tonnage of waste collected - litter/illegal dumping	488.46	342.32	367.70	407.98	353.06	908.92	308.34	367.42	287.53	324.58	350.4	466.14	392.50	627.32
Tonnage of waste collected - road sweeping/gullies	404.66	365.73	408.17	491.15	587.61	653.85	319.18	549.86	457.24	483.40	574.34	519.48	461.24	507.94
No. of bring banks provided	74	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	2
No. of green flag schools	131	131	131	134	134	134	134	134	134	134	134	134	134	134
Km. of roads swept monthly	975	934	975	934	931	975	889	974	885	930	885	974	885	974
Derelict site/Dangerous building inspections	31	26	21	35	29	23	15	38	22	22	15	28	27	30
No. of sites on derelict sites register	20	20	20	20	20	20	20	20	18	18	18	17	17	17
No. of environment inspections	26	21	12	27	25	66	118	27	63	114	68	62	100	43
Environment enforcement procedures commenced	0	1	0	3	3	1	0	0	0	0	0	0	0	0
Environment enforcement - cases closed	2	3	0	0	1	1	7	50	2	10	9	3	9	3
Litter - fines issued	40	22	48	88	106	37	49	55	70	53	47	76	64	25
Litter - court appearances	5	2	0	5	4	6	1	8	1	7	5	8	7	1
Litter - cases closed	435	349	691	406	467	352	204	370	341	379	395	406	317	322
Total number of waste permits in force	36	36	36	37	36	36	34	41	41	42	42	42	41	41
No. of waste enforcement notices issued	0	1	0	6	4	1	0	2	1	0	3	1	0	1
Water Quality (%)	100	100	100	100	100	100	99.5	100	100	100	100	100	100	100
% of unaccounted for water	38	38	39	39	39	40	41	41.7	40	39.9	38	38.65	36	35
Water maintenance repairs completed	45	44	50	47	37	48	52	61	55	59	63	54	62	56
Water pollution incidents dealt with	4	7	5	3	3	8	4	5	6	4	5	6	8	9
No. of dogs impounded	48	48	47	43	50	64	38	51	44	37	44	33	50	26
Number of dog licences in force	9071	9268	9309	9340	9175	8897	8840	8680	8387	8380	8412	8458	8225	8354
DFB fire incidents mobilised	159	175	212	190	297	187	141	141	131	171	142	190	252	

DFB Ambulance incidents mobilised	1063	1080	1078	1033	1050	1094	1245	1137	1030	1114	1089	1146	1125	
Number of horses impounded	20	5	7	27	10	14	27	36	10	13	19	7	18	10

## Housing, Social & Community Development

Statistic Name	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Total housing stock	9147	9149	9152	9154	9159	9160	9167	9170	9171	9175	9175	9213	9225	9242
Construction starts	0	0	108	134	259	259	299	24	0	0	0	0	0	0
Construction completions	0	0	0	0	0	0	0	0	0	0	0	34	13	17
Total housing needs assessed	8238	8097	8160	8181	8165	8193	8172	8115	8061	8028	7702	7701	6918	6964
Allocations - Homeless/Other	14	21	13	31	28	19	18	12	14	13	20	18	46	30
No. of voids	26	31	50	47	48	53	48	46	42	42	49	51	52	61
Time taken to re-let dwellings (weeks)	6.84	8.4	12.88	10.43	8.73	12.57	11.51	8.14	16.69	15.71	18.51	18.49	16.86	15.21
Total RAS units	1460	1459	1406	1406	1407	1399	1397	1402	1392	1383	1392	1387	1384	1375
Total HAP units	1818	1892	1984	2069	2154	2210	2339	2400	2452	2508	2566	2607	2661	2727
Total units leased	835	871	871	880	895	902	892	893	893	913	922	947	951	951
No. of housing grants approved	16	24	18	20	30	13	17	23	10	13	36	39	26	22
Housing Maintenance requests received	1379	1348	1598	1508	1602	2044	1361	2197	1626	1858	1582	1411	1281	1325
Housing Maintenance requests completed	694	853	936	556	546	647	551	951	507	714	573	542	422	523
Planned Maintenance - units completed	13	2	0	1	6	9	1	18	21	18	2	21	8	9
Total PPN registrations	11	6	4	12	11	1	0	4	9	0	0	0	18	9
No. of community grants issued	55	3	1	0	0	27	4	1	4	3	166	2	65	1
No. of sports programmes	146	137	137	193	317	309	143	173	187	338	210	264	186	160
No. of sports programme participants	8941	10714	4522	9838	15789	14873	5156	7283	11627	16785	15011	16307	9408	8025
No. of community events	15	15	10	18	33	78	22	7	6	20	11	98	6	4
No. of community event participants	16604	7347	752	15514	4229	3721	5690	65	110	9050	266	2410	21800	9800
Visitors to leisure facilities	49003	46145	37575	47335	50227	53346	32419	50503	45229	37413	51674	53956	47019	39414
PRTB inspections	0	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	0
BER inspections	0	0	66	0	0	0	0	0	101	0	12	0	0	0
BER Certs published	20	48	5	5	0	0	0	0	101	0	0	0	0	0
Mechanical Inspections	192	219	220	210	88	108	87	112	104	79	100	72	83	137
Energy upgrades completed	24	38	52	50	0	35	0	4	98	56	31	0	0	0
Electrical inspections completed	162	213	175	80	192	210	83	209	208	156	168	144	136	179
No of anti-social incidents reported	63	79	51	42	50	48	36	49	48	79	39	89	62	69
No of actions taken in response to reports	706	671	705	582	710	818	391	804	676	719	510	722	643	632
JPC and Policing Fora meetings held	1	3	0	6	5	4	2	1	4	3	3	4	3	2
No of Local Festivals supported	1	3	0	1	0	0	0	0	0	0	0	0	1	0
DPG Works	13	12	17	19	10	31	17	17	17	13	2	7	9	15
Tidy Towns Groups Supported	12	12	12	11	11	11	11	11	11	11	11	11	11	11
No. of CE participants	85	77	79	76	82	88	83	93	95	93	93	95	97	96
% of CE participants allocated	68	62	63	61	66	70	66	74	76	72	72	74	75	74

## Land Use Planning & Transportation

Statistic Name	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Planning applications received - new housing	20	17	22	23	15	15	17	13	7	17	15	21	19	19
Planning applications received - new housing (units)	375	86	79	159	172	157	126	418	52	258	22	141	375	230
Planning granted new houses - applications	9	12	10	6	9	8	8	5	13	7	10	13	5	10
Planning granted new houses - applications (units)	77	212	357	7	54	37	9	26	174	343	172	374	16	142
Planning applications housing - applications	20	17	22	23	15	15	17	13	7	17	25	34	24	29
Planning applications housing - applications (units)	375	86	79	159	172	157	126	418	52	258	194	515	391	372
Planning Refused - no of houses	3	63	38	16	6	48	2	3	12	4	4	8	7	91
Planning applications - other	60	65	63	52	50	50	53	50	72	77	87	90	61	64
Planning other - no granted	58	53	41	49	54	47	31	36	57	37	60	59	63	67
Planning other - no. refused	5	8	6	7	9	4	5	1	5	7	7	6	13	9
Additional information requests - all classes	6	14	14	16	10	13	13	7	13	15	11	10	19	16
% decisions upheld by ABP	100	0	83	78	29	33	100	80	100	84	60	17	0	63
Pre planning meetings held	21	16	9	20	22	24	17	24	7	3	19	15	15	12
Planning enforcement initiated	11	6	12	5	2	7	5	6	6	11	16	17	21	25

Planning enforcements initiated	11	6	13	5	3	7	5	6	8	14	16	17	31	35
Enforcement files closed	1	3	16	5	5	1	6	0	19	9	10	4	6	13
Building control inspections	28	25	39	22	19	31	21	28	37	27	38	34	23	25
Commencement notices received	210	36	185	323	93	113	93	92	197	64	171	38	89	281
TIC requests received	0	0	0	0	0	0	0	0	0	2	1	0	0	0
TIC completions	0	0	0	0	3	0	0	0	0	0	0	0	0	0
Area of footpath repaired in m2	8943	10036	11600	12127	9757	6494	3850	1254	1270	1588	8209	12628	14193	13987
Area of road repaired in m2	12046	22066	13100	13415	7823	15813	4550	1289	1020	3421	15350	18604	21316	10693
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	377	513	429	336	581	569	244	902	591	396	611	462	296	331
Traffic lights repaired	73	72	71	76	87	94	91	69	73	84	87	81	79	76