

September 2018 Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Aug

Corporate Performance and Change Management

Statistic Name	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Customer Contacts processed through CMS	7390	7163	8156	8003	4503	8602	7252	6999	9579	10977	7563	7708	6922
Average CMS response time	5.4	3.40	7.3	5.5	6.7	5.16	4.8	3.6	3.4	3.4	7.8	4	4.6
Members reps processed	656	806	721	653	395	676	610	498	651	644	692	966	680
Members reps Av. Response time (days)	12.98	9.51	16.18	9.234	9.72	9.7	10.90	9.71	9.26	8.02	7.67	6.79	8.9
Telephone calls answered	14210	14532	15138	15979	9947	15973	14235	14377	16987	18851	14770	16103	15484
Answered within 20 seconds (%)	96.5	94	96.2	92	91	95.1	94.9	83.4	85.9	87.4	91.3	94.4	90.6
Media queries responded to	48	56	54	46	29	67	49	47	34	36	48	54	50
Fix your street queries responded to	449	463	404	405	398	520	309	503	454	412	477	380	419
Web pages opened	216414	231000	222519	216476	153381	235592	250300	333598	322913	310335	299054	302140	270717
Social media followers	17469	18042	18735	19135	19270	19517	19911	21415	21580	21972	22226	22439	22567
Staff employed - WTE	1277	1273	1271	1268	1229	1242	1255	1279	1279	1272	1265	1269	1273
Apprenticeships/graduates	8	8	8	8	8	8	8	8	8	8	8	8	7
Training programme - No of participants	85	157	309	582	351	252	175	306	306	432	528	331	84
Number of Customer Care Queries/Complaints received in Irish	2	4	0	2	0	0	0	5	2	2	0	3	2

Economic, Enterprise and Tourism Development

Statistic Name	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
LEO - jobs supported	0	41	0	7	0	0	0	11	0	5	2	0	0
LEO - projects approved	0	4	0	2	0	0	0	6	0	2	2	0	0
LEO - training participants	0	81	32	61	45	27	83	147	43	20	42	14	39
LEO - mentoring sessions	34	36	59	17	21	32	38	43	37	39	45	44	42
Business support grants spend	27,500	54442	108365		98737.01	24010	28600.22	31500	2875	57137.27	10197	16093	7070
Business support grant spend (projects)	0	0	0	0	0	0	0	209590	0	0	0	0	0
Business initiative with Chamber meetings held	18	32	46	41	17	21	2	13	21	25	23	15	8
Shopfront grants paid	0		0	0	10	0	0	0	0	0	0	0	0
Grange Castle jobs sustained	3975	4201	4401	4401	4411	4411	4411	4411	4430	4090	4090	4090	
Library -	74686	74615	73801	64406	53625	63770	66928	72081	93632	100351	75755	91672	93840

Environment enforcement - cases closed	0	0	1	1	7	50	2	10	9	3	9	3	13
Litter - fines issued	48	88	106	37	49	55	70	53	47	76	64	25	67
Litter - court appearances	0	5	4	6	1	8	1	7	5	8	8	0	0
Litter - cases closed	691	406	467	352	204	370	341	379	395	406	317	322	576
Total number of waste permits in force	36	37	36	36	34	41	41	42	42	42	41	41	40
No. of waste enforcement notices issued	0	6	4	1	0	2	1	0	3	1	0	1	1
Water Quality (%)	100	100	100	100	99.5	100	100	100	100	100	100	100	100
% of unaccounted for water	39	39	39	40	41	41.7	40	39.9	38	39.84	41	38	37
Water maintenance repairs completed	50	47	37	48	52	61	55	59	63	54	62	56	57
Water pollution incidents dealt with	5	3	3	8	4	5	6	4	5	6	8	9	9
No. of dogs impounded	47	43	50	64	38	51	44	37	44	33	50	26	29
Number of dog licences in force	9309	9340	9175	8897	8840	8680	8387	8380	8412	8458	8225	8354	8511
DFB fire incidents mobilised	212	190	297	187	141	141	131	171	142	190	252	374	212
DFB Ambulance incidents mobilised	1078	1033	1050	1094	1245	1137	1030	1114	1089	1146	1125	1112	1052
Number of horses impounded	7	27	10	14	27	36	10	13	19	7	18	10	9

Housing, Social & Community Development

Statistic Name	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total housing stock	9152	9154	9159	9160	9167	9170	9171	9175	9175	9213	9227	9243	9271
Construction starts	108	134	259	259	299	24	0	0	0	0	0	0	0
Construction completions	0	0	0	0	0	0	0	0	0	34	13	17	22
Total housing needs assessed	8160	8181	8165	8193	8172	8115	8061	8028	7702	7701	6918	6964	7077
Allocations - Homeless/Other	13	31	28	19	18	12	14	13	20	18	46	30	24
No. of voids	50	47	48	53	48	46	42	42	49	51	52	61	76
Time taken to re-let dwellings (weeks)	12.88	10.43	8.73	12.57	11.51	8.14	16.69	15.71	18.51	18.49	16.86	15.21	15.05
Total RAS units	1406	1406	1407	1399	1397	1402	1392	1383	1392	1387	1384	1375	1376
Total HAP units	1984	2069	2154	2210	2339	2400	2452	2508	2566	2607	2661	2727	2764
Total units leased	871	880	895	902	892	893	893	913	922	947	951	951	951
No. of housing grants approved	18	20	30	13	17	23	10	13	36	39	26	22	20
Housing Maintenance requests received	1598	1508	1602	2044	1361	2197	1626	1858	1582	1411	1281	1325	1392
Housing Maintenance requests completed	936	556	546	647	551	951	507	714	573	542	422	523	496
Planned Maintenance - units completed	0	1	6	9	1	18	21	18	2	21	8	9	10
Total PPN registrations	4	12	11	1	0	4	9	0	0	0	18	9	7
No. of community grants issued	1	0	0	27	4	1	4	3	166	2	65	1	5
No. of sports programmes	137	193	317	309	143	173	187	338	210	264	186	160	104
No. of sports programme participants	4522	9838	15789	14873	5156	7283	11627	16785	15011	16307	9408	8025	3844
No. of community events	10	18	33	78	22	7	6	20	11	98	6	4	2
No. of community event participants	752	15514	4229	3721	5690	65	110	9050	266	2410	21800	9800	1000
Visitors to leisure facilities	37575	47335	50227	53346	32419	50503	45229	37413	51674	53956	47019	39414	35656
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	66	0	0	0	0	0	101	0	12	0	0	0	0
BER Certs published	5	5	0	0	0	0	101	0	0	0	0	0	0
Mechanical Inspections	220	210	88	108	87	112	104	79	100	72	83	137	111
Energy upgrades completed	52	50	0	35	0	4	98	56	31	0	0	0	0
Electrical inspections completed	175	80	192	210	83	209	208	156	168	144	136	179	214
No of anti-social incidents reported	51	42	50	48	36	49	48	79	39	89	62	69	40
No of actions taken in response to reports	705	582	710	818	391	804	676	719	510	722	643	632	595
JPC and Policing Fora meetings held	0	6	5	4	2	1	4	3	3	4	3	2	0
No of Local Festivals supported	0	1	0	0	0	0	0	0	0	0	1	0	0
DPG Works	17	19	10	31	17	17	17	13	2	7	9	15	18

Tidy Towns Groups Supported	12	11	11	11	11	11	11	11	11	11	11	11	11
No. of CE participants	79	76	82	88	83	93	95	93	93	95	97	96	100
% of CE participants allocated	63	61	66	70	66	74	76	72	72	74	75	74	78

Land Use Planning & Transportation

Statistic Name	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Planning applications received - new housing	22	23	15	15	17	13	7	17	15	21	19	19	14
Planning applications received - new housing (units)	79	159	172	157	126	418	52	258	22	141	375	230	82
Planning granted new houses - applications	10	6	9	8	8	5	13	7	10	13	5	10	9
Planning granted new houses - applications (units)	357	7	54	37	9	26	174	343	172	374	16	142	135
Planning applications housing - applications	22	23	15	15	17	13	7	17	25	34	24	29	23
Planning applications housing - applications (units)	79	159	172	157	126	418	52	258	194	515	391	372	217
Planning Refused - no of houses	38	16	6	48	2	3	12	4	4	8	7	91	100
Planning applications - other	63	52	50	50	53	50	72	77	87	90	61	64	59
Planning other - no granted	41	49	54	47	31	36	57	37	60	59	63	67	63
Planning other - no. refused	6	7	9	4	5	1	5	7	7	6	13	9	7
Additional information requests - all classes	14	16	10	13	13	7	13	15	11	10	19	16	18
% decisions upheld by ABP	83	78	29	33	100	80	100	84	60	17	0	63	100
Pre planning meetings held	9	20	22	24	17	24	7	3	19	15	15	12	15
Planning enforcements initiated	13	5	3	7	5	6	8	14	16	17	31	35	23
Enforcement files closed	16	5	5	1	6	0	19	9	10	4	6	13	24
Building control inspections	39	22	19	31	21	28	37	27	38	34	23	25	35
Commencement notices received	185	323	93	113	93	92	197	64	171	38	89	281	64
TIC requests received	0	0	0	0	0	0	0	2	1	0	0	0	0
TIC completions	0	0	3	0	0	0	0	0	0	0	0	0	0
Area of footpath repaired in m2	11600	12127	9757	6494	3850	1254	1270	1588	8209	12628	14193	13987	11300
Area of road repaired in m2	13100	13415	7823	15813	4550	1289	1020	3421	15350	18604	21316	10693	20310
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	429	336	581	569	244	902	591	396	611	462	296	331	309
Traffic lights repaired	71	76	87	94	91	69	73	84	87	81	79	94	94