

October 2018 Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Sept

Corporate Performance and Change Management

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Customer Contacts processed through CMS	7163	8156	8003	4503	8602	7252	6999	9579	10977	7563	7708	6922	7783
Average CMS response time	3.40	7.3	5.5	6.7	5.16	4.8	3.6	3.4	3.4	7.8	4	4.6	4.4
Members reps processed	806	721	653	395	676	610	498	651	644	692	966	680	640
Members reps Av. Response time (days)	9.51	16.18	9.234	9.72	9.7	10.90	9.71	9.26	8.02	7.67	6.79	8.9	6.675
Telephone calls answered	14532	15138	15979	9947	15973	14235	14377	16987	18851	14770	16103	15484	15123
Answered within 20 seconds (%)	94	96.2	92	91	95.1	94.9	83.4	85.9	87.4	91.3	94.4	90.6	86.6
Media queries responded to	56	54	46	29	67	49	47	34	36	48	54	50	35
Fix your street queries responded to	463	404	405	398	520	309	503	454	412	477	380	419	495
Web pages opened	231000	222519	216476	153381	235592	250300	333598	322913	310335	299054	302140	270717	275807
Social media followers	18042	18735	19135	19270	19517	19911	21415	21580	21972	22226	22439	22567	23045
Staff employed - WTE	1273	1271	1268	1229	1242	1255	1279	1279	1272	1265	1269	1273	1270
Apprenticeships/graduates	8	8	8	8	8	8	8	8	8	8	8	7	7
Training programme - No of participants	157	309	582	351	252	175	306	306	432	510	332	87	284
Number of Customer Care Queries/Complaints received in Irish	4	0	2	0	0	0	5	2	2	0	3	2	1

Economic, Enterprise and Tourism Development

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
LEO - jobs supported	41	0	7	0	0	0	11	0	5	2	0	0	5
LEO - projects approved	4	0	2	0	0	0	6	0	2	2	0	0	2
LEO - training participants	81	32	61	45	27	83	147	43	20	42	14	39	72
LEO - mentoring sessions	36	59	17	21	32	38	43	37	39	45	44	42	26
Business support grants spend	54442	108365		98737.01	24010	28600.22	31500	2875	57137.27	10197	16093	7070	91850.38
Business support grant spend (projects)	0	0	0	0	0	0	209590	0	0	0	0	0	895
Business initiative with Chamber meetings held	32	46	41	17	21	2	13	21	25	23	15	8	15
Shopfront grants paid		0	0	10	0	0	0	0	0	0	0	0	0
Grange Castle jobs sustained	4201	4401	4401	4411	4411	4411	4411	4430	4090	4090	4090	4685	4685

No of CE meetings held	6	5	4	2	1	4	3	3	4	3	2	0	4
No of Local Festivals supported	1	0	0	0	0	0	0	0	0	1	0	0	0
DPG Works	19	10	31	17	17	17	13	2	7	9	15	18	3
Tidy Towns Groups Supported	11	11	11	11	11	11	11	11	11	11	11	11	0
No. of CE participants	76	82	88	83	93	95	93	93	95	97	96	100	99
% of CE participants allocated	61	66	70	66	74	76	72	72	74	75	74	78	77

Land Use Planning & Transportation

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Planning applications received - new housing	23	15	15	17	13	7	17	15	21	19	19	14	20
Planning applications received - new housing (units)	159	172	157	126	418	52	258	22	141	375	230	82	31
Planning granted new houses - applications	6	9	8	8	5	13	7	10	13	5	10	9	8
Planning granted new houses - applications (units)	7	54	37	9	26	174	343	172	374	16	142	135	72
Planning applications housing - applications	23	15	15	17	13	7	17	25	34	24	29	23	28
Planning applications housing - applications (units)	159	172	157	126	418	52	258	194	515	391	372	217	103
Planning Refused - no of houses	16	6	48	2	3	12	4	4	8	7	91	100	5
Planning applications - other	52	50	50	53	50	72	77	87	90	61	64	59	54
Planning other - no granted	49	54	47	31	36	57	37	60	59	63	67	63	44
Planning other - no. refused	7	9	4	5	1	5	7	7	6	13	9	7	3
Additional information requests - all classes	16	10	13	13	7	13	15	11	10	19	16	18	10
% decisions upheld by ABP	78	29	33	100	80	100	84	60	17	0	63	100	90
Pre planning meetings held	20	22	24	17	24	7	3	19	15	15	12	15	15
Planning enforcements initiated	5	3	7	5	6	8	14	16	17	31	35	23	27
Enforcement files closed	5	5	1	6	0	19	9	10	4	6	13	24	14
Building control inspections	22	19	31	21	28	37	27	38	34	23	25	33	17
Commencement notices received	323	93	113	93	92	197	64	171	38	89	281	26	196
TIC requests received	0	0	0	0	0	0	2	1	0	0	0	0	0
TIC completions	0	3	0	0	0	0	0	0	0	0	0	0	0
Area of footpath repaired in m2	12127	9757	6494	3850	1254	1270	1588	8209	12628	14193	13987	11300	8801
Area of road repaired in m2	13415	7823	15813	4550	1289	1020	3421	15350	18604	21316	10693	20310	21053
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	336	581	569	244	902	591	396	611	462	296	331	309	488
Traffic lights repaired	76	87	94	91	69	73	84	87	81	79	94	94	97