

January 2019 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	4503	8602	7252	6999	9579	10977	7563	7708	6922	7783	9135	7759	4458
Average CMS response time	6.7	5.16	4.8	3.6	3.4	3.4	7.8	4	4.6	4.4	3	5.3	2.3
Members reps processed	395	676	610	498	651	644	692	966	680	640	876	635	331
Members reps Av. Response time (days)	9.72	9.7	10.90	9.71	9.26	8.02	7.67	6.79	8.9	6.675	7.026	5.97	5.70
Telephone calls answered	9947	15973	14235	14377	16987	18851	14770	16103	15484	15123	17288	16515	9924
Answered within 20 seconds (%)	91	95.1	94.9	83.4	85.9	87.4	91.3	94.4	90.6	86.6	90	95.1	96.3
Media queries responded to	29	67	49	47	34	36	48	54	50	35	53	49	25
Fix your street queries responded to	398	520	309	503	454	412	477	380	419	495	523	463	295
Web pages opened	153381	235592	250300	333598	322913	310335	299054	302140	270717	275807	333324	309141	226035
Social media followers	19270	19517	19911	21415	21580	21972	22226	22439	22567	23045	23782	26904	28127
Staff employed - WTE	1229	1242	1255	1279	1279	1272	1265	1269	1273	1270	1276	1285	1279
Apprenticeships/graduates	8	8	8	8	8	8	8	8	7	7	7	7	7
Training programme - No of participants	351	252	175	306	306	432	510	332	87	287	395	302	261
Number of Customer Care Queries/Complaints received in Irish	0	0	0	5	2	2	0	3	2	1	3	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	0	0	0	11	0	5	2	0	0	5	0	8	0
LEO - projects approved	0	0	0	6	0	2	2	0	0	2	0	6	0
LEO - training participants	45	27	83	147	43	20	42	14	39	72	52	112	100
LEO - mentoring sessions	21	32	38	43	37	39	45	44	42	26	47	36	23
Business support grants spend	98737.01	24010	28600.22	31500	2875	57137.27	10197	16093	7070	84444.69	63611.97	97616	67,334
Business support grant spend (projects)	0	0	0	209590	0	0	0	0	0	895	0.00	0	0
Business initiative with Chamber meetings held	17	21	2	13	21	25	23	15	8	15	17	12	11
Shopfront grants paid	10	0	0	0	0	0	0	0	0	0	0	0	30538
Grange Castle jobs sustained	4411	4411	4411	4411	4430	4090	4090	4090	4685	4685	4685	5410	5410
Library - visitors actual	53625	63770	66928	72081	93632	100351	75755	91672	93840	93121	85232	77891	52740
Library - visitors online	32633	50298	41799	38855	46079	47146	36222	37400	37772	38062	41612	41880	28669
Library - items borrowed	59805	105947	88799	94107	102178	122971	89839	124291	123290	110461	111818	104032	73507

Water maintenance repairs completed	52	61	55	59	63	54	62	56	57	56	54	61	57
Water pollution incidents dealt with	4	5	6	4	5	6	8	9	9	6	9	4	3
No. of dogs impounded	38	51	44	37	44	33	51	26	29	29	39	43	29
Number of dog licences in force	8840	8680	8387	8380	8412	8458	8225	8354	8511	8500	8585	8518	8396
DFB fire incidents mobilised	141	141	131	171	142	190	252	374	212	217	332	159	133
DFB Ambulance incidents mobilised	1245	1137	1030	1114	1089	1146	1125	1112	1052	1074	1110	1096	1199
Number of horses impounded	27	36	10	13	19	7	18	10	9	4	8	7	5

Housing, Social & Community Development

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Total housing stock	9167	9170	9171	9175	9175	9213	9227	9243	9271	9274	9289	9323	9395
Construction starts	299	24	0	0	0	0	0	0	0	63	0	0	0
Construction completions	0	0	0	0	0	34	13	17	22	0	0	29	111
Total housing needs assessed	8172	8115	8061	8028	7702	7701	6918	6964	7077	7089	7088	7155	7151
Allocations - Homeless/Other	18	12	14	13	20	18	46	30	24	20	32	22	47
No. of voids	48	46	42	42	49	51	52	61	76	71	72	22	87
Time taken to re-let dwellings (weeks)	11.51	8.14	16.69	15.71	18.51	18.49	16.86	15.21	15.05	13.86	17.27	15.36	17.41
Total RAS units	1397	1402	1392	1383	1392	1387	1384	1375	1376	1350	1338	1345	1347
Total HAP units	2339	2400	2452	2508	2566	2607	2661	2727	2764	2810	2848	2900	2938
Total units leased	892	893	893	913	922	947	951	951	951	955	955	954	966
No. of housing grants approved	17	23	10	13	36	39	26	22	20	40	26	15	20
Housing Maintenance requests received	1361	2197	1626	1858	1582	1411	1281	1325	1392	1571	1769	1716	1177
Housing Maintenance requests completed	551	951	507	714	573	542	422	523	496	605	671	697	341
Planned Maintenance - units completed	1	18	21	18	2	21	8	9	10	0	15	8	4
Total PPN registrations	0	4	9	0	0	0	18	9	7	3	14	7	1
No. of community grants issued	4	1	4	3	166	2	65	1	5	4	1	38	3
No. of sports programmes	143	173	187	338	210	264	186	160	104	114	562	542	115
No. of sports programme participants	5156	7283	11627	16785	15011	16307	9408	8025	3844	13101	46821	54616	7132
No. of community events	22	7	6	20	11	98	6	4	2	8	4	58	7
No. of community event participants	5690	65	110	9050	266	2410	21800	9800	1000	21600	4120	2230	2930
Visitors to leisure facilities	32419	50503	45229	37413	51674	53956	47019	39414	35656	45374	53530	51270	36958
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	101	0	12	0	0	0	0	0	0	0	0
BER Certs published	0	0	101	0	0	0	0	0	0	0	0	0	0
Mechanical Inspections	87	112	104	79	100	72	83	137	111	210	277	235	163
Energy upgrades completed	0	4	98	56	31	0	0	0	0	0	0	26	0
Electrical inspections completed	83	209	208	156	168	144	136	179	214	148	176	204	158
No of anti-social incidents reported	36	49	48	79	39	89	62	69	40	64	68	53	14
No of actions taken in response to reports	391	804	676	719	510	722	643	632	595	547	661	648	424
JPC and Policing Fora meetings held	2	1	4	3	3	4	3	2	0	4	4	5	1
No of Local Festivals supported	0	0	0	0	0	0	1	0	0	0	0	0	0
DPG Works	17	17	17	13	2	7	9	15	18	3	0	21	11
Tidy Towns Groups Supported	11	11	11	11	11	11	11	11	11	11	11	10	10
No. of CE participants	83	93	95	93	93	95	97	96	100	99	99	97	89
% of CE participants allocated	66	74	76	72	72	74	75	74	78	77	77	75	71

Land Use Planning & Transportation

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Planning applications received - new housing	17	13	7	17	15	21	19	19	14	20	23	15	16
Planning applications received - new housing (units)	126	418	52	258	22	141	375	230	82	31	583	292	158
Planning granted new houses - applications	8	5	13	7	10	13	5	10	9	8	8	9	8
Planning granted new houses - applications (units)	9	26	174	343	172	374	16	142	135	72	48	88	410
Planning applications housing - applications	17	13	7	17	25	34	24	29	23	28	31	24	24
Planning applications housing - applications (units)	126	418	52	258	194	515	391	372	217	103	631	380	568

Planning Refused - no of houses	2	3	12	4	4	8	7	91	100	5	3	5	16
Planning applications - other	53	50	72	77	87	90	61	64	59	54	73	65	64
Planning other - no granted	31	36	57	37	60	59	63	67	63	44	41	48	43
Planning other - no. refused	5	1	5	7	7	6	13	9	7	3	6	2	9
Additional information requests - all classes	13	7	13	15	11	10	19	16	18	10	15	22	15
% decisions upheld by ABP	100	80	100	84	60	17	0	63	100	90	90	83	50
Pre planning meetings held	17	24	7	3	19	15	15	12	15	15	14	23	14
Planning enforcements initiated	5	6	8	14	16	17	31	35	23	27	27	20	7
Enforcement files closed	6	0	19	9	10	4	6	13	24	11	6	5	13
Building control inspections	21	28	37	27	38	34	23	25	33	17	33	31	13
Commencement notices received	93	92	197	64	171	38	89	281	26	196	108	205	213
TIC requests received	0	0	0	2	1	0	0	0	0	0	0	0	0
TIC completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Area of footpath repaired in m2	3850	1254	1270	1588	8209	12628	14193	13987	11300	8801	6566	4235	2425
Area of road repaired in m2	4550	1289	1020	3421	15350	18604	21316	10693	20310	21053	13177	9870	6320
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	244	902	591	396	611	462	296	331	309	488	737	554	267
Traffic lights repaired	91	69	73	84	87	81	79	94	94	97	89	106	98