

February 2019 Council Management Report

Supporting Performance Statistics

This report contains the data for the month of Jan

Corporate Performance and Change Management

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Customer Contacts processed through CMS	8602	7252	6999	9579	10977	7563	7708	6922	7783	9135	7759	4458	9300
Average CMS response time	5.16	4.8	3.6	3.4	3.4	7.8	4	4.6	4.4	3	5.3	2.3	4.2
Members reps processed	676	610	498	651	644	692	966	680	640	876	635	331	792
Members reps Av. Response time (days)	9.7	10.90	9.71	9.26	8.02	7.67	6.79	8.9	6.675	7.026	5.97	5.70	7.59
Telephone calls answered	15973	14235	14377	16987	18851	14770	16103	15484	15123	17288	16515	9924	17729
Answered within 20 seconds (%)	95.1	94.9	83.4	85.9	87.4	91.3	94.4	90.6	86.6	90	95.1	96.3	90.4
Media queries responded to	67	49	47	34	36	48	54	50	35	53	49	25	51
Fix your street queries responded to	520	309	503	454	412	477	380	419	495	523	463	295	531
Web pages opened	235592	250300	333598	322913	310335	299054	302140	270717	275807	333324	309141	226035	320444
Social media followers	19517	19911	21415	21580	21972	22226	22439	22567	23045	23782	26904	28127	28918
Staff employed - WTE	1242	1255	1279	1279	1272	1265	1269	1273	1270	1276	1285	1279	1281
Apprenticeships/graduates	8	8	8	8	8	8	8	7	7	7	7	7	13
Training programme - No of participants	252	175	306	306	432	510	332	87	287	395	273	261	209
Number of Customer Care Queries/Complaints received in Irish	0	0	5	2	2	0	3	2	1	3	2	0	1

Economic, Enterprise and Tourism Development

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
LEO - jobs supported	0	0	11	0	5	2	0	0	5	0	8	0	0
LEO - projects approved	0	0	6	0	2	2	0	0	2	0	6	0	0
LEO - training participants	27	83	147	43	20	42	14	39	72	52	112	100	25
LEO - mentoring sessions	32	38	43	37	39	45	44	42	26	47	36	23	49
Business support grants spend	24010	28600.22	31500	2875	57137.27	10197	16093	7070	84444.69	63611.97	97616	67,334	33,711.00
Business support grant spend (projects)	0	0	209590	0	0	0	0	0	895	0.00	0	0	0
Business initiative with Chamber meetings held	21	2	13	21	25	23	15	8	15	17	12	11	18
Shopfront grants paid	0	0	0	0	0	0	0	0	0	0	0	30538	0
Grange Castle jobs sustained	4411	4411	4411	4430	4090	4090	4090	4685	4685	4685	5410	5410	5410
Library - visitors actual	63770	66928	72081	93632	100351	75755	91672	93840	93121	85232	77891	52740	71370
Library - visitors online	50298	41799	38855	46079	47146	36222	37400	37772	38062	41612	41880	28669	43018
Library - items borrowed	105947	88799	94107	102178	122971	89839	124291	123290	110461	111818	104032	73507	101660

Library - computer sessions	14320	13071	12248	14759	15527	12072	13469	12934	12152	13240	13430	8291	12990
Libraries - events hosted	282	295	336	288	277	248	238	183	251	352	390	265	312
Library wi-fi users	9670	14177	11746	13707	15368	12495	9981	10639	12145	13432	14106	10063	14005
Arts grants paid	0	1	0	3	18	8	7	3	3	5	4	0	0
Arts events hosted	0	1	4	5	3	53	0	0	2	3	1	1	1
Visitors civic theatre	22125	17235	20042	19151	26701	31758	17938	17257	20823	22827	31827	41876	24275
Visitors Rua Red	13013	14771	12341	15717	15571	12571	9131	9100	12625	13049	16097	10617	12629
GC Jobs (Construction)	991	1021	713	743	565	565	565	595	595	595	870	870	870
SDCC Investment in Tourism Projects	4997.58	7186.12	67881.62	71272	74446	420906.01	283032	553.50	300017.15	205050.60	5707.27	158947.79	57,869
SDCC Investment in Grange Castle Business Park Projects	0	0	0	0	0	0	0	0	0	0.00	0	0	0

Environment, Water & Climate Change

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Grass cut - Hectares	0	0	45	433	1012	923	572	715	874	470	397	4	24
Trees inspected	386	465	281	159	106	170	221	205	312	500	115	227	432
Trees pruned	238	265	140	135	149	156	181	142	191	191	125	99	160
Trees removed	85	62	86	92	107	86	97	118	155	76	144	55	114
Trees planted	712	372	385	0	0	0	0	0	0	0	0	0	42
No. of stumps removed	30	0	0	0	0	0	0	0	0	0	0	0	198
No. of locations of hedge cuts	46	34	0	0	0	0	0	0	12	23	16	14	30
Hectares of park land maintained	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750
No of allotments provided	421	421	421	421	421	421	421	421	421	421	421	421	424
Playing pitches provided/Maintained	163	163	163	163	163	163	163	163	163	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	38	31.92	38.36	40.08	48.48	43.98	45.32	42.22	40.44	48.44	45.4	35.18	44.1
Tonnage of waste collected - litter/illegal dumping	367.42	287.53	324.58	350.4	466.14	392.50	627.32	633.82	427.36	492	625.65	328.74	423.06
Tonnage of waste collected - road sweeping/gullies	549.86	457.24	483.40	574.34	519.48	461.24	507.94	525.2	520.68	813.30	1285.96	606.54	627.80
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	134	134	134	134	134	134	134	134	135	136	136	136	136
Km. of roads swept monthly	974	885	930	885	974	885	974	974	930	974	974	885	974
Derelict site/Dangerous building inspections	38	22	22	15	27	36	30	28	18	34	17	17	31
No. of sites on derelict sites register	20	18	18	18	17	17	17	16	16	17	17	17	17
No. of environment inspections	27	63	114	68	62	100	43	28	17	41	164	225	22
Environment enforcement procedures commenced	0	0	0	0	0	0	0	0	0	0	0	0	0
Environment enforcement - cases closed	50	2	10	9	3	9	3	13	23	1	46	1	8
Litter - fines issued	55	70	53	47	76	64	25	67	29	52	36	24	46
Litter - court appearances	8	1	7	5	8	8	0	0	6	6	6	0	3
Litter - cases closed	370	341	379	395	406	317	322	575	347	465	293	428	634
Total number of waste permits in force	41	41	42	42	42	41	41	40	41	42	42	42	42
No. of waste enforcement notices issued	2	1	0	3	1	0	1	1	0	0	0	0	0
Water Quality (%)	100	100	100	100	100	100	100	100	100	99.4	100	100	99
% of unaccounted for water	41.7	40	39.9	38	39.84	41	38	37	38	35.6	36.4	35.6	37.06
Water maintenance repairs completed	61	55	59	63	54	62	56	57	56	54	61	57	55
Water pollution incidents dealt with	5	6	4	5	6	8	9	9	6	9	4	3	6

No. of dogs impounded	51	44	37	44	33	51	26	29	29	39	43	47	37
Number of dog licences in force	8680	8387	8380	8412	8458	8225	8354	8511	8500	8585	8518	8627	8968
DFB fire incidents mobilised	141	131	171	142	190	252	374	212	217	332	159	133	134
DFB Ambulance incidents mobilised	1137	1030	1114	1089	1146	1125	1112	1052	1074	1110	1096	1199	1145
Number of horses impounded	36	10	13	19	7	18	10	9	4	8	7	5	6

Housing, Social & Community Development

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Total housing stock	9170	9171	9175	9175	9213	9227	9243	9271	9274	9289	9323	9395	9453
Construction starts	24	0	0	0	0	0	0	0	63	0	0	0	0
Construction completions	0	0	0	0	34	13	17	22	0	0	29	111	0
Total housing needs assessed	8115	8061	8028	7702	7701	6918	6964	7077	7089	7088	7155	7151	7111
Allocations - Homeless/Other	12	14	13	20	18	46	30	24	20	32	22	47	50
No. of voids	46	42	42	49	51	52	61	76	71	72	76	87	82
Time taken to re-let dwellings (weeks)	8.14	16.69	15.71	18.51	18.49	16.86	15.21	15.05	13.86	17.27	15.36	17.41	23.13
Total RAS units	1402	1392	1383	1392	1387	1384	1375	1376	1350	1338	1345	1347	1337
Total HAP units	2400	2452	2508	2566	2607	2661	2727	2764	2810	2848	2900	2938	2973
Total units leased	893	893	913	922	947	951	951	951	955	955	954	966	957
No. of housing grants approved	23	10	13	36	39	26	22	20	40	26	15	20	23
Housing Maintenance requests received	2197	1626	1858	1582	1411	1281	1325	1392	1571	1769	1716	1177	2004
Housing Maintenance requests completed	951	507	714	573	542	422	523	496	605	1399	1302	774	656
Planned Maintenance - units completed	18	21	18	2	21	8	9	10	0	15	8	4	20
Total PPN registrations	4	9	0	0	0	18	9	7	3	14	7	1	4
No. of community grants issued	1	4	3	166	2	65	1	5	4	1	38	3	0
No. of sports programmes	173	187	338	210	264	186	160	104	114	562	542	115	210
No. of sports programme participants	7283	11627	16785	15011	16307	9408	8025	3844	13101	46821	54616	7132	10685
No. of community events	7	6	20	11	98	6	4	2	8	12	58	20	0
No. of community event participants	65	110	9050	266	2410	21800	9800	1000	21600	4770	2230	5230	0
Visitors to leisure facilities	50503	45229	37413	51674	53956	47019	39414	35656	45374	53530	51270	36958	53929
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	101	0	12	0	0	0	0	0	0	0	0	0
BER Certs published	0	101	0	0	0	0	0	0	0	0	0	0	0
Mechanical Inspections	112	104	79	100	72	83	137	111	210	277	235	163	210
Energy upgrades completed	4	98	56	31	0	0	0	0	0	0	26	0	0
Electrical inspections completed	209	208	156	168	144	136	179	214	148	176	204	158	218
No of anti-social incidents reported	49	48	79	39	89	62	69	40	64	68	53	14	68
No of actions taken in response to reports	804	676	719	510	722	643	632	595	547	661	648	424	844
JPC and Policing Fora meetings held	1	4	3	3	4	3	2	0	4	4	5	1	2
No of Local Festivals supported	0	0	0	0	0	1	0	0	0	0	0	0	0
DPG Works	17	17	13	2	7	9	15	18	3	0	21	11	12
Tidy Towns Groups Supported	11	11	11	11	11	11	11	11	11	11	10	10	10
No. of CE participants	93	95	93	93	95	97	96	100	99	99	97	89	87
% of CE participants allocated	74	76	72	72	74	75	74	78	77	77	75	71	70

Land Use Planning & Transportation

Statistic Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Planning applications received - new housing	13	7	17	15	21	19	19	14	20	23	15	16	15
Planning applications received - new housing (units)	418	52	258	22	141	375	230	82	31	583	292	158	95
Planning granted new houses - applications	5	13	7	10	13	5	10	9	8	8	9	8	8
Planning granted new houses - applications (units)	26	174	343	172	374	16	142	135	72	48	88	410	106
Planning applications housing - applications	13	7	17	25	34	24	29	23	28	31	24	24	23
Planning applications housing - applications (units)	418	52	258	194	515	391	372	217	103	631	380	568	201
Planning Refused - no of houses	3	12	4	4	8	7	91	100	5	3	5	16	42
Planning applications - other	50	72	77	87	90	61	64	59	54	73	65	64	45
Planning other - no granted	36	57	37	60	59	63	67	63	44	41	48	43	44
Planning other - no. refused	1	5	7	7	6	13	9	7	3	6	2	9	1

Additional information requests - all classes	7	13	15	11	10	19	16	18	10	15	22	15	21
% decisions upheld by ABP	80	100	84	60	17	0	63	100	90	90	83	50	100
Pre planning meetings held	24	7	3	19	15	15	12	15	15	14	23	14	18
Planning enforcements initiated	6	8	14	16	17	31	35	23	27	27	20	7	14
Enforcement files closed	0	19	9	10	4	6	13	24	11	6	5	13	7
Building control inspections	28	37	27	38	34	23	25	33	17	33	31	13	32
Commencement notices received	92	197	64	171	38	89	281	26	196	108	205	213	136
TIC requests received	0	0	2	1	0	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	1254	1270	1588	8209	12628	14193	13987	11300	8801	6566	4235	2425	1733
Area of road repaired in m2	1289	1020	3421	15350	18604	21316	10693	20310	21053	13177	9870	6320	460
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	902	591	396	611	462	296	331	309	488	737	554	267	786
Traffic lights repaired	69	73	84	87	81	79	94	94	97	89	106	98	105