

April 2019 Management Report

Supporting Performance Statistics

This report contains the data for the month of Mar

Corporate Performance and Change Management

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Customer Contacts processed through CMS	6999	9579	10977	7563	7708	6922	7783	9135	7759	4458	9300	7946	7216
Average CMS response time	3.6	3.4	3.4	7.8	4	4.6	4.4	3	5.3	2.3	4.2	4.7	3.53
Members reps processed	498	651	644	692	966	680	640	876	635	331	792	802	959
Members reps Av. Response time (days)	9.71	9.26	8.02	7.67	6.79	8.9	6.675	7.026	5.97	5.70	7.59	8.81	10.02
Telephone calls answered	14377	16987	18851	14770	16103	15484	15123	17288	16515	9924	17729	14873	14705
Answered within 20 seconds (%)	83.4	85.9	87.4	91.3	94.4	90.6	86.6	90	95.1	96.3	90.4	94.7	94
Media queries responded to	47	34	36	48	54	50	35	53	49	25	51	44	41
Fix your street queries responded to	503	454	412	477	380	419	495	523	463	295	531	354	393
Web pages opened	333598	322913	310335	299054	302140	270717	275807	333324	309141	226035	320444	281686	274961
Social media followers	21415	21580	21972	22226	22439	22567	23045	23782	26904	28127	28918	29346	30212
Staff employed - WTE	1279	1279	1272	1265	1269	1273	1270	1276	1285	1265	1281	1280	1272
Apprenticeships/graduates	8	8	8	8	8	7	7	7	7	12	13	13	13
Training programme - No of participants	306	306	432	510	332	87	287	395	273	294	192	235	184
Number of Customer Care Queries/Complaints received in Irish	5	2	2	0	3	2	1	3	2	0	1	0	5

Economic, Enterprise and Tourism Development

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
LEO - jobs supported	11	0	5	2	0	0	5	0	8	0	0	5	0
LEO - projects approved	6	0	2	2	0	0	2	0	6	0	0	3	0
LEO - training participants	147	43	20	42	14	39	72	52	112	100	25	127	286
LEO - mentoring sessions	43	37	39	45	44	42	26	47	36	23	49	48	58
Business support grants spend	31500	2875	57137.27	10197	16093	7070	84444.69	63611.97	97616	67,334	33,711.00	44865.34	18000.00
Business support grant spend (projects)	209590	0	0	0	0	0	895	0.00	0	0	0	0	0.00
Business initiative with Chamber meetings held	13	21	25	23	15	8	15	17	12	11	18	14	17
Shopfront grants paid	0	0	0	0	0	0	0	0	0	30538	0	0	0
Grange Castle jobs sustained	4411	4430	4090	4090	4090	4685	4685	4685	5410	5410	5410	5410	5410
Library - visitors actual	72081	93632	100351	75755	91672	93840	93121	85232	77891	52740	71370	73312	86684
Library - visitors online	38855	46079	47146	36222	37400	37772	38062	41612	41880	28669	43018	38856	39003
Library - items borrowed	94107	102178	122971	89839	124291	123290	110461	111818	104032	73507	101660	108994	109966
Library - computer	12248	14759	15527	12072	13469	12934	12152	13240	13430	8291	12990	12631	12293

sessions														
Libraries - events hosted	336	288	277	248	238	183	251	352	390	265	312	328	348	
Library wi-fi users	11746	13707	15368	12495	9981	10639	12145	13432	14106	10063	14005	13546	15244	
Arts grants paid	0	3	18	8	7	3	3	5	4	0	0	8	1	
Arts events hosted	4	5	3	53	0	0	2	3	1	1	1	0	1	
Visitors civic theatre	20042	19151	26701	31758	17938	17257	20823	22827	31827	41876	24275	19986	10635	
Visitors Rua Red	12341	15717	15571	12571	9131	9100	12625	13049	16097	10617	12629	15620	17876	
GC Jobs (Construction)	713	743	565	565	565	595	595	595	870	870	870	870	870	
SDCC Investment in Tourism Projects	67881.62	71272	74446	420906.01	283032	553.50	300017.15	205050.60	5707.27	158947.79	57,869	73012.00	23313.50	
SDCC Investment in Grange Castle Business Park Projects	0	0	0	0	0	0	0	0.00	0	0	0	0	0	

Environment, Water & Climate Change

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Grass cut - Hectares	45	433	1012	923	572	715	874	470	397	4	24	58.5	618
Trees inspected	281	159	106	170	221	205	312	500	115	227	432	213	245
Trees pruned	140	135	149	156	181	142	191	191	125	99	160	191	345
Trees removed	86	92	107	86	97	118	155	76	144	55	114	111	108
Trees planted	385	0	0	0	0	0	0	0	0	0	42	1561	31
No. of stumps removed	0	0	0	0	0	0	0	0	0	0	198	241	96
No. of locations of hedge cuts	0	0	0	0	0	0	12	23	16	14	30	43	0
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	425	425	425
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	35
Tonnage of waste collected - street bins	38.36	40.08	48.48	43.98	45.32	42.22	40.44	48.44	45.4	35.18	44.1	41.099	48.8
Tonnage of waste collected - litter/illegal dumping	324.58	350.4	466.14	392.50	627.32	633.82	427.36	492	625.65	328.74	423.06	340.63	448.44
Tonnage of waste collected - road sweeping/gullies	483.40	574.34	519.48	461.24	507.94	525.2	520.68	813.30	1285.96	606.54	627.80	630.74	672.46
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	135	136	136	136	136	136	136
Km. of roads swept monthly	930	885	974	885	974	974	930	974	974	885	974	885	930
Derelict site/Dangerous building inspections	22	15	27	36	30	28	18	34	17	17	31	17	24
No. of sites on derelict sites register	18	18	17	17	17	16	16	17	17	17	16	17	17
No. of environment inspections	114	68	62	100	43	28	17	41	164	225	22	45	71
Environment enforcement procedures commenced	0	0	0	0	0	0	0	0	0	0	0	0	2
Environment enforcement - cases closed	10	9	3	9	3	13	23	1	46	1	8	11	30
Litter - fines issued	53	47	76	64	25	67	29	52	36	24	46	46	39
Litter - court appearances	7	5	8	8	0	0	6	6	6	0	3	0	1
Litter - cases closed	379	395	406	317	322	575	347	465	293	428	634	772	286
Total number of waste permits in force	42	42	42	41	41	40	41	42	42	42	42	42	43
No. of waste enforcement notices issued	0	3	1	0	1	1	0	0	0	0	0	1	2
Water Quality (%)	100	100	100	100	100	100	100	99.4	100	100	99	100	100
% of unaccounted for water	39.9	38	39.84	41	38	37	38	35.6	36.4	35.6	37.06	37.99	37.28
Water maintenance repairs completed	59	63	54	62	56	57	56	54	61	57	55	63	65
Water pollution incidents dealt with	4	5	6	8	9	9	6	9	4	3	6	4	9
No. of dogs impounded	37	44	33	51	26	29	29	39	43	47	37	33	30
Number of dog licences in force	8380	8412	8458	8225	8354	8511	8500	8585	8518	8627	8968	8815	8884
DFB fire incidents mobilised	171	142	190	252	374	212	217	332	159	133	134	153	158
DFB Ambulance incidents mobilised	1114	1089	1146	1125	1112	1052	1074	1110	1096	1199	1145	1065	1080

Number of horses impounded	13	19	7	18	10	9	4	8	7	5	6	18	18
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Housing, Social & Community Development

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Total housing stock	9175	9175	9213	9227	9243	9271	9274	9289	9323	9395	9453	9462	9464
Construction starts	0	0	0	0	0	0	63	0	0	0	0	0	0
Construction completions	0	0	34	13	17	22	0	11	54	87	0	9	0
Total housing needs assessed	8028	7702	7701	6918	6964	7077	7089	7088	7155	7151	7111	7150	7173
Allocations - Homeless/Other	13	20	18	46	30	24	20	32	22	47	50	29	24
No. of voids	42	49	51	52	61	76	71	72	76	87	82	80	85
Time taken to re-let dwellings (weeks)	15.71	18.51	18.49	16.86	15.21	15.05	13.86	17.27	15.36	17.41	23.13	18.43	20.59
Total RAS units	1383	1392	1387	1384	1375	1376	1350	1338	1345	1347	1337	1328	1315
Total HAP units	2508	2566	2607	2661	2727	2764	2810	2848	2900	2938	2973	3004	3029
Total units leased	913	922	947	951	951	951	955	955	954	966	957	1000	997
No. of housing grants approved	13	36	39	26	22	20	43	26	15	20	28	21	20
Housing Maintenance requests received	1858	1582	1411	1281	1325	1392	1571	1769	1716	1177	2004	1422	1353
Housing Maintenance requests completed	714	573	542	422	523	496	605	1399	1302	774	656	476	428
Planned Maintenance - units completed	18	2	21	8	9	10	0	15	8	4	20	2	31
Total PPN registrations	0	0	0	18	9	7	3	14	7	1	4	4	26
No. of community grants issued	3	166	2	65	1	5	4	1	38	3	0	0	0
No. of sports programmes	338	210	264	186	160	104	114	562	542	115	210	215	197
No. of sports programme participants	16785	15011	16307	9408	8025	3844	13101	46821	54616	7132	10685	12832	14663
No. of community events	20	11	98	6	4	2	8	12	58	20	0	0	2
No. of community event participants	9050	266	2410	21800	9800	1000	21600	4770	2230	5230	0	0	12000
Visitors to leisure facilities	37413	51674	53956	47019	39414	35656	45374	53530	51270	36958	53929	53932	57592
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	12	0	0	0	0	0	0	0	0	0	0	0
BER Certs published	0	0	0	0	0	0	0	0	0	0	0	0	0
Mechanical Inspections	79	100	72	83	137	111	210	277	235	163	210	190	213
Energy upgrades completed	56	31	0	0	0	0	0	0	26	0	0	20	37
Electrical inspections completed	156	168	144	136	179	214	148	176	204	158	218	193	204
No of anti-social incidents reported	79	39	89	62	69	40	64	68	53	14	68	42	48
No of actions taken in response to reports	719	510	722	643	632	595	547	661	648	424	844	743	803
JPC and Policing Fora meetings held	3	3	4	3	2	0	4	4	5	1	2	4	1
No of Local Festivals supported	0	0	0	1	0	0	0	0	0	0	0	0	0
DPG Works	13	2	7	9	15	18	3	0	21	11	12	0	8
Tidy Towns Groups Supported	11	11	11	11	11	11	11	11	10	10	10	10	10
No. of CE participants	93	93	95	97	96	100	99	99	97	89	87	88	95
% of CE participants allocated	72	72	74	75	74	78	77	77	75	71	70	71	77

Land Use Planning & Transportation

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Planning applications received - new housing	17	15	21	19	19	14	20	23	15	16	15	16	18
Planning applications received - new housing (units)	258	22	141	375	230	82	31	583	292	158	95	67	142
Planning granted new houses - applications	7	10	13	5	10	9	8	8	9	8	8	9	4
Planning granted new houses - applications (units)	343	172	374	16	142	135	72	48	88	410	106	17	6
Planning applications housing - applications	17	25	34	24	29	23	28	31	24	24	23	25	22
Planning applications housing - applications (units)	258	194	515	391	372	217	103	631	380	568	201	84	148
Planning Refused - no of houses	4	4	8	7	91	100	5	3	5	16	42	129	23
Planning applications - other	77	87	90	61	64	59	54	73	65	64	45	59	85
Planning other - no granted	37	60	59	63	67	63	44	41	48	43	44	53	35
Planning other - no. refused	7	7	6	13	9	7	3	6	2	9	1	4	6
Additional information requests - all classes	15	11	10	19	16	18	10	15	22	15	21	21	18
% decisions upheld by ABP	84	60	17	0	63	100	90	90	83	50	100	100	100
Pre planning meetings held	3	19	15	15	12	15	15	14	23	14	18	15	13
Planning enforcements initiated	14	16	17	31	35	23	27	27	20	7	15	10	24

Enforcement files closed	9	10	4	6	13	24	11	6	5	13	7	9	8
Building control inspections	27	38	34	23	25	33	17	33	31	13	32	27	32
Commencement notices received	64	171	38	89	281	26	196	108	205	213	136	166	119
TIC requests received	2	1	0	0	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	1588	8209	12628	14193	13987	11300	8801	6566	4235	2425	1733	2445	6310
Area of road repaired in m2	3421	15350	18604	21316	10693	20310	21053	13177	9870	6320	460	1240	11175
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	396	611	462	296	331	309	488	737	554	267	786	623	447
Traffic lights repaired	84	87	81	79	94	94	97	89	106	98	105	92	96
Public Lighting LED Programme	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	56	98	178