

## June 2019 Council Management Report

## Supporting Performance Statistics

This report contains the data for the month of May

## Corporate Performance and Change Management

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Customer Contacts processed through CMS	10977	7563	7708	6922	7783	9135	7759	4458	9300	7946	7216	7416	7909
Average CMS response time	3.4	7.8	4	4.6	4.4	3	5.3	2.3	4.2	4.7	3.53	4.12	6.6
Members reps processed	644	692	966	680	640	876	635	331	792	802	959	993	1022
Members reps Av. Response time (days)	8.02	7.67	6.79	8.9	6.675	7.026	5.97	5.70	7.59	8.81	10.02	7.73	13.3
Telephone calls answered	18851	14770	16103	15484	15123	17288	16515	9924	17729	14873	14705	13590	14291
Answered within 20 seconds (%)	87.4	91.3	94.4	90.6	86.6	90	95.1	96.3	90.4	94.7	94	93	94
Media queries responded to	36	48	54	50	35	53	49	25	51	44	41	41	37
Fix your street queries responded to	412	477	380	419	495	523	463	295	531	354	393	404	391
Web pages opened	310335	299054	302140	270717	275807	333324	309141	226035	320444	281686	274961	280446	282417
Social media followers	21972	22226	22439	22567	23045	23782	26904	28127	28918	29346	30212	30597	31303
Staff employed - WTE	1272	1265	1269	1273	1270	1276	1285	1265	1281	1280	1272	1284	1284
Apprenticeships/graduates	8	8	8	7	7	7	7	12	13	13	13	12	12
Training programme - No of participants	432	510	332	87	287	395	273	294	192	235	186	255	396
Number of Customer Care Queries/Complaints received in Irish	2	0	3	2	1	3	2	0	1	0	5	3	1

## Economic, Enterprise and Tourism Development

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
LEO - jobs supported	5	2	0	0	5	0	8	0	0	5	0	12	0
LEO - projects approved	2	2	0	0	2	0	6	0	0	3	0	4	0
LEO - training participants	20	42	14	39	72	52	112	100	25	109	286	72	92
LEO - mentoring sessions	39	45	44	42	26	47	36	23	49	48	58	58	65
Business support grants spend	57137.27	10197	16093	7070	84444.69	63611.97	97616	67,334	33,711.00	44865.34	18000.00	44130.47	779.13
Business support grant spend (projects)	0	0	0	0	895	0.00	0	0	0	0	0.00	0	0
Business initiative with Chamber meetings held	25	23	15	8	15	17	12	11	18	14	17		
Shopfront grants paid	0	0	0	0	0	0	0	30538	0	0	0	0	0
Grange Castle jobs sustained	4090	4090	4090	4685	4685	4685	5410	5410	5410	5410	5410	5410	5328
Library - visitors actual	100351	75755	91672	93840	93121	85232	77891	52740	71370	73312	86684	66109	81692
Library - visitors online	47146	36222	37400	37772	38062	41612	41880	28669	43018	38856	39003	40205	42811
Library - items borrowed	122971	89839	124291	123290	110461	111818	104032	73507	101660	108994	109966	88701	140464
Library - computer	15527	12072	13469	12934	12152	13240	13430	8291	12990	12631	12293	12590	13574

sessions													
Libraries - events hosted	277	248	238	183	251	352	390	265	312	328	348	330	370
Library wi-fi users	15368	12495	9981	10639	12145	13432	14106	10063	14005	13546	15244	15162	17684
Arts grants paid	18	8	7	3	3	5	4	0	0	8	1	30	6
Arts events hosted	3	53	0	0	2	3	1	1	1	0	1	8	3
Visitors civic theatre	26701	31758	17938	17257	20823	22827	31827	41876	24275	19986	10635	16993	14033
Visitors Rua Red	15571	12571	9131	9100	12625	13049	16097	10617	12629	15620	17876	17207	19769
GC Jobs (Construction)	565	565	565	595	595	595	870	870	870	870	870	870	788
SDCC Investment in Tourism Projects	74446	420906.01	283032	553.50	300017.15	205050.60	5707.27	158947.79	57,869	73012.00	23313.50	111.79	115.78
SDCC Investment in Grange Castle Business Park Projects	0	0	0	0	0	0.00	0	0	0	0	0	0	0

## Environment, Water & Climate Change

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Grass cut - Hectares	1012	923	572	715	874	470	397	4	24	58.5	618	1028	1011
Trees inspected	106	170	221	205	312	500	115	227	432	213	245	575	3188
Trees pruned	149	156	181	142	191	191	125	99	160	191	345	142	178
Trees removed	107	86	97	118	155	76	144	55	114	111	108	66	48
Trees planted	0	0	0	0	0	0	0	0	42	1561	31	5	0
No. of stumps removed	0	0	0	0	0	0	0	0	198	241	96	116	0
No. of locations of hedge cuts	0	0	0	0	12	23	16	14	30	43	0	0	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	425	425	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	35	38	38
Tonnage of waste collected - street bins	48.48	43.98	45.32	42.22	40.44	48.44	45.4	35.18	44.1	41.099	48.8	43.02	49.08
Tonnage of waste collected - litter/illegal dumping	466.14	392.50	627.32	633.82	427.36	492	625.65	328.74	423.06	340.63	448.44	418.17	534.92
Tonnage of waste collected - road sweeping/gullies	519.48	461.24	507.94	525.2	520.68	813.30	1285.96	606.54	627.80	630.74	672.46	670.89	599.41
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	135	136	136	136	136	136	136	136	136
Km. of roads swept monthly	974	885	974	974	930	974	974	885	974	885	930	885	930
Derelict site/Dangerous building inspections	27	36	30	28	18	34	17	17	31	17	24	26	8
No. of sites on derelict sites register	17	17	17	16	16	17	17	17	16	17	17	15	15
No. of environment inspections	62	100	43	28	17	41	164	225	22	45	71	66	49
Environment enforcement procedures commenced	0	0	0	0	0	0	0	0	0	0	2	2	2
Environment enforcement - cases closed	3	9	3	13	23	1	46	1	8	11	30	28	23
Litter - fines issued	76	64	25	67	29	52	36	24	46	46	39	24	42
Litter - court appearances	8	8	0	0	6	6	6	0	3	0	1	5	2
Litter - cases closed	406	317	322	575	347	465	293	428	634	772	286	253	482
Total number of waste permits in force	42	41	41	40	41	42	42	42	42	42	43	43	45
No. of waste enforcement notices issued	1	0	1	1	0	0	0	0	0	1	2	1	9
Water Quality (%)	100	100	100	100	100	99.4	100	100	99	100	100	100	100
% of unaccounted for water	39.84	41	38	37	38	35.6	36.4	35.6	37.06	37.99	37.28	37.27	37.66
Water maintenance repairs completed	54	62	56	57	56	54	61	57	55	63	65	48	55
Water pollution incidents dealt with	6	8	9	9	6	9	4	3	6	4	9	5	2
No. of dogs impounded	33	51	26	29	29	39	43	47	37	33	30	37	42
Number of dog licences in force	8458	8225	8354	8511	8500	8585	8518	8627	8968	8815	8884	8559	8535
DFB fire incidents mobilised	190	252	374	212	217	332	159	133	134	153	158	133	159

DFB Ambulance incidents mobilised	1146	1125	1112	1052	1074	1110	1096	1199	1145	1065	1080	1066	1114
Number of horses impounded	7	18	10	9	4	8	7	5	6	18	18	10	3

## Housing, Social & Community Development

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Total housing stock	9213	9227	9243	9271	9274	9289	9323	9395	9453	9462	9464	9470	9491
Construction starts	0	0	0	0	63	0	0	0	0	0	0	0	0
Construction completions	34	13	17	22	0	11	54	87	0	9	40	0	0
Total housing needs assessed	7701	6918	6964	7077	7089	7088	7155	7151	7111	7150	7173	7136	7186
Allocations - Homeless/Other	18	46	30	24	20	32	22	47	50	29	24	34	53
No. of voids	51	52	61	76	71	72	76	87	82	80	85	88	83
Time taken to re-let dwellings (weeks)	18.49	16.86	15.21	15.05	13.86	17.27	15.36	17.41	23.13	18.43	20.59	20.07	21.45
Total RAS units	1387	1384	1375	1376	1350	1338	1345	1347	1337	1328	1315	1321	1313
Total HAP units	2607	2661	2727	2764	2810	2848	2900	2938	2973	3004	3029	3060	3090
Total units leased	947	951	951	951	955	955	954	966	957	1000	997	998	1001
No. of housing grants approved	39	26	22	20	43	26	15	20	28	21	20	18	45
Housing Maintenance requests received	1411	1281	1325	1392	1571	1769	1716	1177	2004	1422	1353	1437	1366
Housing Maintenance requests completed	542	422	523	496	605	1399	1302	774	656	476	428	696	507
Planned Maintenance - units completed	21	8	9	10	0	15	8	4	20	2	31	0	46
Total PPN registrations	0	18	9	7	3	14	7	1	4	4	26	14	0
No. of community grants issued	2	65	1	5	4	1	38	3	0	0	0	0	74
No. of sports programmes	264	186	160	104	114	562	542	115	210	221	202	226	212
No. of sports programme participants	16307	9408	8025	3844	13101	46821	54616	7132	10685	12922	14738	16184	15162
No. of community events	98	6	4	2	8	12	58	20	0	0	2	7	96
No. of community event participants	2410	21800	9800	1000	21600	4770	2230	5230	0	0	12000	526	3631
Visitors to leisure facilities	53956	47019	39414	35656	45374	53530	51270	36958	53929	53932	57592	51269	55705
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	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	72	83	137	111	210	277	235	163	210	190	213	207	217
Energy upgrades completed	0	0	0	0	0	0	26	0	0	20	37	0	38
Electrical inspections completed	144	136	179	214	148	176	204	158	218	193	204	151	161
No of anti-social incidents reported	89	62	69	40	64	68	53	14	68	42	48	55	49
No of actions taken in response to reports	722	643	632	595	547	661	648	424	844	743	803	735	758
JPC and Policing Fora meetings held	4	3	2	0	4	4	5	1	2	4	1	5	1
No of Local Festivals supported	0	1	0	0	0	0	0	0	0	0	0	0	0
DPG Works	7	9	15	18	3	0	21	11	12	0	8	32	33
Tidy Towns Groups Supported	11	11	11	11	11	11	10	10	10	10	10	10	11
No. of CE participants	95	97	96	100	99	99	97	89	87	88	95	95	88
% of CE participants allocated	74	75	74	78	77	77	75	71	70	71	77	77	71

## Land Use Planning & Transportation

Statistic Name	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Planning applications received - new housing	21	19	19	14	20	23	15	16	15	16	18	23	15
Planning applications received - new housing (units)	141	375	230	82	31	583	292	158	95	67	142	200	208
Planning granted new houses - applications	13	5	10	9	8	8	9	8	8	9	4	7	9
Planning granted new houses - applications (units)	374	16	142	135	72	48	88	410	106	17	6	9	32
Planning applications housing - applications	34	24	29	23	28	31	24	24	23	25	22	30	24
Planning applications housing - applications (units)	515	391	372	217	103	631	380	568	201	84	148	209	240
Planning Refused - no of houses	8	7	91	100	5	3	5	16	42	129	23	22	6
Planning applications - other	90	61	64	59	54	73	65	64	45	59	85	64	73
Planning other - no granted	59	63	67	63	44	41	48	43	44	53	35	47	68
Planning other - no. refused	6	13	9	7	3	6	2	9	1	4	6	8	8
Additional information requests - all classes	10	19	16	18	10	15	22	15	21	21	18	23	24
% decisions upheld by ABP	17	0	63	100	90	90	83	50	100	100	100	78	80
Pre planning meetings held	15	15	12	15	15	14	23	14	18	15	13	7	26
Planning applications initiated	17	24	25	22	27	27	22	7	15	12	24	17	22

Planning enforcements initiated	17	31	35	23	27	27	20	7	15	10	24	17	33
Enforcement files closed	4	6	13	24	11	6	5	13	7	9	8	6	17
Building control inspections (number of units inspected)	34	23	25	33	17	33	31	13	32	27	32	88	100
Commencement notices received (number of units commencing)	38	89	281	26	196	108	205	213	136	166	119	229	228
TIC requests received	0	0	0	0	0	0	0	0	0	0	0	0	1
TIC completions	0	0	0	0	0	0	0	0	0	0	0	0	9
Area of footpath repaired in m2	12628	14193	13987	11300	8801	6566	4235	2425	1733	2445	6310	5015	11644
Area of road repaired in m2	18604	21316	10693	20310	21053	13177	9870	6320	460	1240	11175	10085	54512
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269	29269
No of public lights repaired	462	296	331	309	488	737	554	267	786	623	447	373	169
Traffic lights repaired	81	79	94	94	97	89	106	98	105	92	96	89	88
Public Lighting LED Programme	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	56	98	178	279	275