

October 2019 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	7783	9135	7759	4458	9300	7946	7216	7416	7909	6215	7182	6598	7246
Average CMS response time	4.4	3	5.3	2.3	4.2	4.7	3.53	4.12	6.6	4.3	6.6	6.3	6.20
Members reps processed	640	876	635	331	792	802	959	993	1022	584	930	630	818
Members reps Av. Response time (days)	6.675	7.026	5.97	5.70	7.59	8.81	10.02	7.73	13.3	9.71	9.65	14.2	10.66
Telephone calls answered	15123	17288	16515	9924	17729	14873	14705	13590	14291	12719	15484	13422	14637
Answered within 20 seconds (%)	86.6	90	95.1	96.3	90.4	94.7	94	93	94	95.8	95.8	90.5	90.2
Media queries responded to	35	53	49	25	51	44	41	41	37	29	44	18	40
Fix your street queries responded to	495	523	463	295	531	354	393	404	391	340	352	401	333
Web pages opened	275807	333324	309141	226035	320444	281686	274961	280446	282417	243261	287344	252135	248660
Social media followers	23045	23782	26904	28127	28918	29346	30212	30597	31303	32318	33271	34117	34600
Staff employed - WTE	1270	1276	1285	1265	1281	1280	1272	1284	1292	1286	1280	1278	1273
Apprenticeships/graduates	7	7	7	12	13	13	13	12	12	12	11	15	15
Training programme - No of participants	287	395	273	294	192	235	186	255	397	298	222	148	528
Number of Customer Care Queries/Complaints received in Irish	1	3	2	0	1	0	5	3	1	2	2	1	0

Economic, Enterprise and Tourism Development

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
LEO - jobs supported	5	0	8	0	0	5	0	12	0	16	2	0	0
LEO - projects approved	2	0	6	0	0	3	0	4	0	7	1	0	0
LEO - training participants	72	52	112	100	25	109	286	72	92	113	22	68	112
LEO - mentoring sessions	26	47	36	23	49	48	58	58	65	58	60	48	64
Business support grants spend	84444.69	63611.97	97616	67,334	33,711.00	44865.34	18000.00	44130.47	779.13	68314.00	10043	18068	29006.65
Business support grant spend (projects)	895	0.00	0	0	0	0	0.00	0	0	0.00	0	0	0
Business initiative with Chamber meetings held	15	17	12	11	18	14	17	20	25	17	27	25	26
Shopfront grants paid	0	0	0	30538	0	0	0	0	0	0	0	2475	442
Grange Castle jobs sustained	4685	4685	5410	5410	5410	5410	5410	5410	5328	5328	5328	5328	5328
Library - visitors actual	93121	85232	77891	52740	71370	73312	86684	66109	81692	62802	70364	68033	76151
Library - visitors online	38062	41612	41880	28669	43018	38856	39003	40205	42811	33763	24203	29055	31657
Library - items borrowed	110461	111818	104032	73507	101660	108994	109966	88701	87979	89309	110112	104677	117281

Library - computer sessions	12152	13240	13430	8291	12990	12631	12293	12590	13574	11527	12726	11606	11524
Libraries - events hosted	251	352	390	265	312	328	348	333	370	293	270	187	306
Library wi-fi users	12145	13432	14106	10063	14005	13546	15244	15162	17684	12767	11250	11355	13291
Arts grants paid	3	5	4	0	0	8	1	30	6	2	0	8	4
Arts events hosted	2	3	1	1	1	0	1	8	3	36	0	1	1
Visitors civic theatre	20823	22827	31827	41876	24275	19986	10635	16993	14033	12216	17938	5095	12266
Visitors Rua Red	12625	13049	16097	10617	12629	15620	17876	17207	19769	14566	12330	10689	17341
GC Jobs (Construction)	595	595	870	870	870	870	870	870	788	788	788	788	788
SDCC Investment in Tourism Projects	300017.15	205050.60	5707.27	158947.79	57,869	73012.00	23313.50	111.79	115.78	1051.92	615.00	13608	0.00
SDCC Investment in Grange Castle Business Park Projects	0	0.00	0	0	0	0	0	0	0	0.00	0	0	0.00

Environment, Water & Climate Change

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Grass cut - Hectares	874	470	397	4	24	58.5	618	1028	1011	1157	1097	1069	1058
Trees inspected	312	500	115	227	432	213	245	575	3188	1604	1653	142	1607
Trees pruned	191	191	125	99	160	191	345	142	178	266	376	326	214
Trees removed	155	76	144	55	114	111	108	66	48	61	121	31	61
Trees planted	0	0	0	0	42	1561	31	5	0	0	0	0	0
No. of stumps removed	0	0	0	0	198	241	96	116	0	0	32	0	0
No. of locations of hedge cuts	12	23	16	14	30	43	0	0	0	0	0	0	2
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	425	425	425	425	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	35	38	38	38	42	42	43
Tonnage of waste collected - street bins	40.44	48.44	45.4	35.18	44.1	41.099	48.8	43.02	49.08	40.84	39.48	36.32	34.34
Tonnage of waste collected - litter/illegal dumping	427.36	492	625.65	328.74	423.06	340.63	448.44	418.17	534.92	512.42	664.92	1282.60	493.06
Tonnage of waste collected - road sweeping/gullies	520.68	813.30	1285.96	606.54	627.80	630.74	672.46	670.89	599.41	549.68	546.46	469.26	570.99
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	135	136	136	136	136	136	136	136	136	136	136	136	136
Km. of roads swept monthly	930	974	974	885	974	885	930	885	930	885	974	974	930
Derelict site/Dangerous building inspections	18	34	17	17	31	17	24	26	8	24	32	21	25
No. of sites on derelict sites register	16	17	17	17	16	17	17	15	15	14	14	14	10
No. of environment inspections	17	41	164	225	22	45	71	66	49	50	51	65	48
Environment enforcement procedures commenced	0	0	0	0	0	0	2	2	2	4	2	0	3
Environment enforcement - cases closed	23	1	46	1	8	11	30	28	23	15	32	24	47
Litter - fines issued	29	52	36	24	46	46	39	24	42	29	53	36	49
Litter - court appearances	6	6	6	0	4	0	3	5	3	0	1	0	0
Litter - cases closed	347	465	293	428	634	772	286	253	482	232	226	236	299
Total number of waste permits in force	41	42	42	42	42	42	43	43	45	45	45	45	45
No. of waste enforcement notices issued	0	0	0	0	0	1	2	1	9	2	5	10	7
Water Quality (%)	100	99.4	100	100	99	100	100	100	99.6	100	99.2	100	100
% of unaccounted for water	38	35.6	36.4	35.6	37.06	37.99	37.28	37.27	37.66	36.4	36.6	37.1	37.3
Water maintenance repairs	56	54	61	57	55	63	65	48	55	49	57	55	44

completed													
Water pollution incidents dealt with	6	9	4	3	6	4	9	5	2	13	14	9	9
No. of dogs impounded	29	39	43	47	37	33	30	37	41	23	34	31	21
Number of dog licences in force	8500	8585	8518	8627	8968	8815	8884	8559	8535	8485	8689	8520	8332
DFB fire incidents mobilised	217	332	159	133	134	153	158	133	159	139	184	143	198
DFB Ambulance incidents mobilised	1074	1110	1096	1199	1145	1065	1080	1066	1114	1022	1057	1034	1054
Number of horses impounded	4	8	7	5	6	18	18	10	3	0	9	5	6

Housing, Social & Community Development

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Total housing stock	9274	9289	9323	9395	9453	9462	9464	9470	9491	9499	9505	9506	9515
Construction starts	63	0	0	0	0	0	0	0	0	0	0	0	0
Construction completions	0	11	54	87	0	9	40	0	0	0	0	0	0
Total housing needs assessed	7089	7088	7155	7151	7111	7150	7173	7136	7186	7119	6922	6869	6902
Allocations - Homeless/Other	20	32	22	47	50	29	24	34	53	38	25	32	45
No. of voids	71	72	76	87	82	80	85	88	83	82	68	80	84
Time taken to re-let dwellings (weeks)	13.86	17.27	15.36	17.41	23.13	18.43	20.59	20.07	21.45	19	18.84	17.57	14.46
Total RAS units	1350	1338	1345	1347	1337	1328	1315	1321	1313	1259	1246	1237	1221
Total HAP units	2810	2848	2900	2938	2973	3004	3029	3060	3090	3111	3140	3166	3188
Total units leased	955	955	954	966	957	1000	997	998	1001	1013	1017	1101	1113
No. of housing grants approved	43	26	15	20	28	21	20	18	45	17	47	19	41
Housing Maintenance requests received	1571	1769	1716	1177	2004	1422	1353	1437	1366	1129	1449	1243	1488
Housing Maintenance requests completed	605	1399	1302	774	656	476	428	696	507	495	580	412	357
Planned Maintenance - units completed	0	15	8	4	20	2	31	0	46	23	1	0	34
Total PPN registrations	3	14	7	1	4	4	26	14	0	6	4	5	12
No. of community grants issued	4	1	38	3	0	0	0	0	74	2	25	18	12
No. of sports programmes	114	562	542	115	210	221	202	226	212	165	137	53	0
No. of sports programme participants	13101	46821	54616	7132	10685	12922	14738	16184	15162	9476	15290	4385	0
No. of community events	8	12	58	20	0	0	2	7	119	13	4	0	4
No. of community event participants	21600	4770	2230	5230	0	0	12000	526	5250	24056	1300	0	14500
Visitors to leisure facilities	45374	53530	51270	36958	53929	53932	57592	51269	55705	45189	45189	36775	48034
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	210	277	235	163	210	190	213	207	217	165	197	179	118
Energy upgrades completed	0	0	26	0	0	20	37	0	38	0	0	0	0
Electrical inspections completed	148	176	204	158	218	193	204	151	161	191	192	98	149
No of anti-social incidents reported	64	68	53	14	68	42	48	55	49	46	76	53	78
No of actions taken in response to reports	547	661	648	424	844	743	803	735	758	698	819	632	886
JPC and Policing Fora meetings held	4	4	5	1	2	4	1	5	1	2	0	0	3
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	1	0	0	0
DPG Works	3	0	21	11	12	0	8	32	33	9	4	0	9
Tidy Towns Groups Supported	11	11	10	10	10	10	10	10	11	11	11	11	11
No. of CE participants	99	99	97	89	87	88	95	95	88	90	88	89	92
% of CE participants allocated	77	77	75	71	70	71	77	77	71	73	71	72	74

Land Use Planning & Transportation

Statistic Name	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Planning applications received - new housing	20	23	15	16	15	16	18	23	15	12	20	15	10
Planning applications received - new housing (units)	31	583	292	158	95	67	142	200	208	270	29	176	33
Planning granted new houses - applications	8	8	9	8	8	9	4	7	9	10	7	6	7
Planning granted new houses - applications (units)	72	48	88	410	106	17	6	9	32	11	173	12	27
Planning applications housing - applications	28	31	24	24	23	25	22	30	24	22	27	21	17
Planning applications housing - applications (units)	103	631	380	568	201	84	148	209	240	281	202	188	60
Planning Refused - no of houses	5	3	5	16	42	129	23	22	6	17	6	11	4

Planning applications - other	54	73	65	64	45	59	85	64	73	53	62	68	63
Planning other - no granted	44	41	48	43	44	53	35	47	68	56	58	42	52
Planning other - no. refused	3	6	2	9	1	4	6	8	8	4	6	5	7
Additional information requests - all classes	10	15	22	15	21	21	18	23	24	14	14	13	12
% decisions upheld by ABP	90	90	83	50	100	100	100	78	80	66	100	100	80
Pre planning meetings held	15	14	23	14	18	15	13	7	26	10	19	16	17
Planning enforcements initiated	27	27	20	7	15	10	24	18	33	19	25	29	15
Enforcement files closed	11	6	5	13	12	10	8	6	18	11	27	16	12
Building control inspections (number of units inspected)	17	33	31	13	32	27	32	88	100	29	44	58	49
Commencement notices received (number of units commencing)	196	108	205	213	136	166	119	229	228	132	74	97	16
TIC requests received	0	0	0	0	0	0	0	0	1	1	0	0	2
TIC completions	0	0	0	0	0	0	0	0	9	0	0	0	0
Area of footpath repaired in m2	8801	6566	4235	2425	1733	2445	6310	5015	11644	10139	6557	7662	4350
Area of road repaired in m2	21053	13177	9870	6320	460	1240	11175	10085	54512	21474	13235	3612	11613
No of public lights in charge	29269	29269	29269	29269	29269	29269	29269	29269	29269	29288	29536	29700	29870
No of public lights repaired	488	737	554	267	786	623	447	373	169	234	348	218	242
Traffic lights repaired	97	89	106	98	105	92	96	89	88	87	97	87	93
Public Lighting LED Programme	N/A	N/A	N/A	N/A	56	98	178	279	275	318	104	196	106