

February 2020 Conucil Management Report

Supporting Performance Statistics

This report contains the data for the month of Jan

Corporate Performance and Change Management

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Number of Customer Queries received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8545
Number of Customer Queries closed within deadline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7956
Number of Members Reps received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	954
Number of Members Reps closed within deadline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	444
Number of Freedom of Information/Data Access Requests responded to	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	35
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	70
Telephone calls answered	9924	17729	14873	14705	13590	14291	12719	15484	13422	14637	14305	16145	9914	16736
Answered within 20 seconds (%)	96.3	90.4	94.7	94	93	94	95.8	95.8	90.5	90.2	92.40	90	87.3	87.50
Media queries responded to	25	51	44	41	41	37	29	44	18	40	37	30	23	31
Fix your street queries responded to	295	531	354	393	404	391	340	352	401	333	396	476	301	525
Social Media Reach	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	779319
Social Media Engagement	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	24051
Web pages opened	226035	320444	281686	274961	280446	282417	243261	287344	252135	248660	255667	275375	202226	328333
Staff employed - WTE	1265	1281	1280	1272	1284	1292	1286	1280	1278	1273	1275	1261	1261	1262
Percentage attendance rate on courses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	90
Percentage of Training Programme for 2020 delivered	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Apprenticeships/graduates	12	13	13	13	12	12	12	11	15	15	16	15	10	14
Number of Customer Care Queries/Complaints received in Irish	0	1	0	5	3	1	2	2	1	0	5	1	0	0

Economic, Enterprise and Tourism Development

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
LEO - jobs supported	0	0	5	0	12	0	16	2	0	0	6	8	1	3
LEO - projects approved	0	0	3	0	4	0	7	1	0	0	5	4	1	1
LEO - training participants	100	25	109	286	72	92	113	22	71	112	998	112	22	81
LEO - mentoring sessions	23	49	48	58	58	65	58	60	48	64	71	45	33	35
Business support grants spend	67,334	33,711.00	44865.34	18000.00	44130.47	779.13	68314.00	10043	18068	29006.65	49249	20718.00	3480.00	51524
Business support grant spend (projects)	0	0	0	0.00	0	0	0.00	0	0	0	0	0	9846.64	
Business initiative with Chamber meetings held	11	18	14	17	20	25	17	27	25	26	25	23	20	
Shopfront grants paid	30538	0	0	0	0	0	0	0	2475	442	3630	0	9846	0
Grange Castle jobs sustained	5410	5410	5410	5410	5410	5328	5328	5328	5328	5328	5328	5328	5328	5328
Library - visitors actual	52740	71370	73312	86684	66109	81692	62802	70364	68033	76151	77102	77790	38428	75785

Library - visitors online	28669	43018	38856	39003	40205	42811	33763	24203	29055	31657	35469	35455	23321	32364
Library - items borrowed	73507	101660	108994	109966	88701	87979	89309	110112	104677	117281	101299	100534	65367	108053
Library - computer sessions	8291	12990	12631	12293	12590	13574	11527	12726	11606	11524	12450	12068	6273	12161
Libraries - events hosted	265	312	328	348	333	370	293	270	187	306	377	239	230	298
Library wi-fi users	10063	14005	13546	15244	15162	17684	12767	11250	11355	13291	13518	13137	8567	12521
Arts grants paid	0	0	8	1	30	6	2	0	8	4	4	1	3	2
Arts events hosted	1	1	0	1	8	3	36	0	1	1	4	0	2	1
Visitors civic theatre	41876	24275	19986	10635	16993	14033	12216	17938	5095	12266	13228	14860	24989	6316
Visitors Rua Red	10617	12629	15620	17876	17207	19769	14566	12330	10689	17341	18154	18819	11789	14498
GC Jobs (Construction)	870	870	870	870	870	788	788	788	788	788	788	788	788	788
SDCC Investment in Tourism Projects	158947.79	57,869	73012.00	23313.50	111.79	115.78	1051.92	615.00	13608	98002	0	100,893.56	106965.76	70538.04
SDCC Investment in Grange Castle Business Park Projects	0	0	0	0	0	0	0.00	0	0	0.00	0	0	0	0

Environment, Water & Climate Change

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Grass cut - Hectares	4	24	58.5	618	1028	1011	1157	1097	1069	1058	936	553	0	0
Trees inspected	227	432	213	245	575	3188	1604	1653	142	1607	3152	1688	16	53
Trees pruned	99	160	191	345	142	178	266	376	326	214	355	370	335	225
Trees removed	55	114	111	108	66	48	61	121	31	61	63	48	158	56
Trees planted	0	42	1561	31	5	0	0	0	0	0	275	0	0	0
Tonnage of waste collected - street bins	35.18	44.1	41.099	48.8	43.02	49.08	40.84	39.48	36.32	34.34	33.26	38.34	39.2	45.06
Tonnage of waste collected - litter/illegal dumping	328.74	423.06	340.63	448.44	418.17	534.92	512.42	664.92	1282.60	493.06	505.98	725.89	408.94	485.48
Tonnage of waste collected - road sweeping/gullies	606.54	627.80	630.74	672.46	670.89	599.41	549.68	546.46	469.26	570.99	876.38	1690.62	755.90	845.99
Km. of roads swept monthly	885	974	885	930	885	930	885	974	974	930	974	930	885	930
Derelict site/Dangerous building inspections	17	31	17	24	26	8	24	32	21	25	25	22	1	30
No. of environment inspections	225	22	47	74	67	49	50	51	65	52	139	92	200	66
Litter - fines issued	24	46	46	39	25	52	35	53	34	49	51	58	26	47
No. of waste enforcement notices issued	0	0	1	2	3	9	4	5	10	7	3	2	4	2
% of unaccounted for water	35.6	37.06	37.99	37.28	37.27	37.66	36.4	36.6	36.2	37.3	37.5	37.5	37.5	37.65
Drinking water network repairs completed	57	55	63	65	48	55	49	57	55	44	46	51	40	47
Water pollution incidents dealt with	3	6	4	9	5	2	13	12	9	9	5	5	4	4
Plastic bottles saved through use of drinking water from fountains	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Number of environmental/climate action awareness sessions	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
No. of dogs impounded	47	37	33	30	37	41	23	34	31	21	40	28	22	30
Number of horses impounded	5	6	18	18	10	3	0	9	5	6	0	5	2	5
DFB fire incidents mobilised	133	134	153	158	133	159	139	184	143	198	284	117	151	144
DFB Ambulance incidents mobilised	1199	1145	1065	1080	1066	1114	1022	1057	1034	1054	1111	939	1285	1088

Housing, Social & Community Development

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Total housing stock	9395	9453	9462	9464	9470	9491	9499	9505	9506	9515	9520	9583	9605	9612
Construction starts	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Construction completions	87	0	9	40	0	0	0	0	0	63	0	0	0	0
Total housing needs assessed	7151	7111	7150	7173	7136	7186	7119	6922	6869	6902	6904	6858	6864	6846

Allocations - New Tenancies	47	50	29	24	34	53	38	25	32	45	64	62	48	41
No. of voids	87	82	80	85	88	83	82	68	80	84	86	87	99	99
Time taken to re-let dwellings (weeks)	17.41	23.13	18.43	20.59	20.07	21.45	19	18.84	17.57	14.46	15.27	15.07	16.81	19.21
Total RAS units	1347	1337	1328	1315	1321	1313	1259	1246	1237	1221	1210	1200	1184	1174
Total HAP units	2938	2973	3004	3029	3060	3090	3111	3140	3166	3188	3210	3245	3273	3315
Total units leased	966	957	1000	997	998	1001	1013	1017	1101	1113	1129	1145	1170	1204
No. of housing grants approved	20	28	21	20	18	45	17	47	19	41	48	22	13	41
Housing Maintenance requests received	1177	2004	1422	1353	1437	1366	1129	1449	1243	1488	1662	1724	1263	1964
Housing Maintenance requests completed	774	656	476	428	696	507	495	580	412	357	421	494	303	435
No. of PRTB Inspections	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	196
Total PPN registrations	1	4	4	26	14	0	6	4	5	12	9	3	0	8
Planned Maintenance - units completed	4	20	2	31	0	46	23	1	0	34	3	0	6	0
No. of community grants issued	3	0	0	0	0	74	2	25	18	12	11	2	8	14
No. of sports programmes	115	210	221	202	226	212	165	137	53	0	76	95	64	138
No. of community events	20	0	0	2	7	119	13	4	0	4	8	2	19	0
No. of sports programme participants	7132	10685	12922	14738	16184	15162	9476	15290	4385	0	12627	10260	3736	20268
No. of community event participants	5230	0	0	12000	526	5250	24056	1300	0	14500	1602	5124	7930	0
Visitors to leisure facilities	36958	53929	53932	57592	51269	55705	45189	45189	36775	48034	53484	55243	36079	52838
BER inspections	0	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	0
Mechanical Inspections	163	210	190	213	207	217	165	197	179	118	209	196	170	229
Energy upgrades completed	0	0	20	37	0	38	0	0	0	0	0	0	0	26
Electrical inspections completed	158	218	193	204	151	161	191	192	98	149	188	192	172	236
No of anti-social incidents reported	14	68	42	48	55	49	46	76	53	78	96	115	15	78
No of actions taken in response to reports	424	844	743	803	735	758	698	819	632	886	996	1512	271	1409
JPC and Policing Fora meetings held	1	2	4	1	5	1	2	0	0	3	0	4	1	3
No of Local Festivals supported	0	0	0	0	0	0	1	0	0	0	0	0	0	0
DPG Works	11	12	0	8	32	33	9	4	0	9	12	3	1	0
Tidy Towns Groups Supported	10	10	10	10	10	11	11	11	11	11	11	11	11	11
No. of CE participants	89	87	88	95	95	88	90	88	89	92	91	91	90	93
% of CE participants allocated	71	70	71	77	77	71	73	71	72	74	73	73	73	75

Land Use Planning & Transportation

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Planning applications received - new housing	16	15	16	18	23	15	12	20	15	10	24	13	18	10
Planning applications received - new housing (units)	158	95	67	142	200	208	270	29	176	33	294	55	276	41
Planning granted new houses - applications	8	8	9	4	7	9	10	7	6	7	10	10	7	8
Planning granted new houses - applications (units)	410	106	17	6	9	32	11	173	12	27	301	29	11	99
Planning applications housing - applications	24	23	25	22	30	24	22	27	21	17	34	23	25	18
Planning applications housing - applications (units)	568	201	84	148	209	240	281	202	188	60	595	84	287	140
Planning Refused - no of houses	16	42	129	23	22	6	17	6	11	4	133	42	186	4
Planning applications - other	64	45	59	85	64	73	53	62	68	63	56	53	46	54
Planning other - no granted	43	44	53	35	47	68	56	58	42	52	64	50	37	39
Planning other - no. refused	9	1	4	6	8	8	4	6	5	7	5	4	2	2
Additional information requests - all classes	15	21	21	18	23	24	14	14	13	12	12	11	14	16
% decisions upheld by ABP	50	100	100	100	78	80	66	100	100	80	43	100	100	66
Pre planning meetings held	14	18	15	13	7	26	10	19	16	17	10	11	2	17
Planning enforcements initiated	7	15	10	24	18	33	19	25	29	15	32	15	35	29
Enforcement files closed	13	12	10	8	6	18	11	27	16	12	44	14	8	12
Building control inspections (number of units inspected)	13	32	27	32	88	100	29	44	58	49	31	52	27	28
Commencement notices received (number of units commencing)	213	136	166	119	229	228	132	74	97	16	184	37	58	201
TIC requests received	0	0	0	0	0	1	1	0	0	2	1	0	0	1
TIC completions	0	0	0	0	0	9	0	0	0	0	0	0	0	0
Area of footpath repaired in m2	2425	1733	2445	6310	5015	11644	10139	6557	7662	4350	8442	3496	2105	3600
Area of new footpath in m2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
Area of road repaired in m2	6320	460	1240	11175	10085	54512	21474	13235	3612	11613	7605	11268	10100	0
Area of new road in m2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
Area of cycle track repaired in m2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
Area of new cycle track in m2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
No of public lights in charge	29269	29269	29269	29269	29269	29269	29288	29536	29700	29870	29950	30050	30134	30264
No of public lights repaired	267	786	623	447	373	169	234	348	218	242	452	576	477	597
Traffic lights repaired	98	105	92	96	89	88	87	97	87	93	102	91	98	86

Public Lighting LED Programme	NA	56	98	178	279	275	318	104	196	106	65	92	88	182
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