

## June 2020 Management Report

Supporting Performance Statistics  
This report contains the data for the month of May

## Corporate Performance and Change Management

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Number of Customer Queries received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8545	7765	5235	5546	4441
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	7956	6524	4730	5032	4029
Number of Members Reqs received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	954	647	458	435	564
Number of Members Reqs closed within deadline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	444	333	247	342	397
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	35	35	28	23	14
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	70	0	23	0	0
Telephone calls answered	13590	14291	12719	15484	13422	14637	14305	16145	9914	16736	15974	15320	11468	13764
Answered within 20 seconds (%)	93	94	95.8	95.8	90.5	90.2	92.40	90	87.3	87.50	87.10	88	90	
Media queries responded to	41	37	29	44	18	40	37	30	23	31	26	26	27	26
Fix your street queries responded to	404	391	340	352	401	333	396	476	301	525	426	341	273	328
Social Media Reach	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	779319	725593	2392235	3056668	1689598
Social Media Engagement	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	24051	22074	109378	102967	61399
Web pages opened	280446	282417	243261	287344	252135	248660	255667	275375	202226	328333	293959	284724	262823	272740
Staff employed - WTE	1284	1292	1286	1280	1278	1273	1275	1261	1261	1262	1273	1279	1282	1282
Percentage attendance rate on courses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	90	85	98		
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					
Apprenticeships/graduates	12	12	12	11	15	15	16	15	10	14	13	13	13	14
Number of Customer Care Queries/Complaints received in Irish	3	1	2	2	1	0	5	1	0	0	0	0	0	0

## Economic, Enterprise and Tourism Development

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
LEO - jobs supported	12	0	16	2	0	0	6	8	1	3	15	0	10	0
LEO - projects approved	4	0	7	1	0	0	5	4	1	1	4	0	7	0
LEO - training participants	72	92	113	22	71	112	998	112	22	81	110	340	282	130
LEO - mentoring sessions	58	65	58	60	48	64	71	45	33	35	49	42	29	37
Business support grants spend	44130.47	779.13	68314.00	10043	18068	29006.65	49249	20718.00	3480.00	41524	0	2500	33543.72	0
Business support grant spend (projects)	0	0	0.00	0	0	0	0	0	9846.64		0		0	

Business initiative with Chamber meetings held	20	25	17	27	25	26	25	23	20			35	32	30
Shopfront grants paid	0	0	0	0	2475	442	3630	0	113559.36	0	6197	0	0	44000
Grange Castle jobs sustained	5410	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	788
Library - visitors actual	66109	81692	62802	70364	68033	76151	77102	77790	38428	75785	73396	34349	0	0
Library - visitors online	40205	42811	33763	24203	29055	31657	35469	35455	23321	32364	26886	17843	6135	5683
Library - items borrowed	88701	87979	89309	110112	104677	117281	101299	100534	65367	108053	100411	109957	238676	211469
Library - computer sessions	12590	13574	11527	12726	11606	11524	12450	12068	6273	12161	12090	4827	0	0
Libraries - events hosted	333	370	293	270	187	306	377	239	230	298	393	310	93	163
Library wi-fi users	15162	17684	12767	11250	11355	13291	13518	13137	8567	12521	12800	7262	4301	5985
Arts grants paid	30	6	2	0	8	4	4	1	3	2	2	5	8	20
Arts events hosted	8	3	36	0	1	1	4	0	2	1	0	0	0	1
Visitors civic theatre	16993	14033	12216	17938	5095	12266	13228	14860	24989	6316	11375	3536	0	0
Visitors Rua Red	17207	19769	14566	12330	10689	17341	18154	18819	11789	14498	17598	6446	0	0
GC Jobs (Construction)	870	788	788	788	788	788	788	788	788	788	788	788		5328
SDCC Investment in Tourism Projects	111.79	115.78	1051.92	615.00	13608	98002	0	100,893.56	106965.76	70538.04	138671	8705	0	0
SDCC Investment in Grange Castle Business Park Projects	0	0	0.00	0	0	0.00	0	0	0	0	0	0	0	5328

## Environment, Water & Climate Change

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
Grass cut - Hectares	1028	1011	1157	1097	1069	1058	936	553	0	0	50	180	625	838	
Trees inspected	575	3188	1604	1653	142	1607	3152	1688	16	53	45	32	0	0	
Trees pruned	142	178	266	376	326	214	355	370	335	225	147	206	0	0	
Trees removed	66	48	61	121	31	61	63	48	158	56	92	34	0	0	
Trees planted	5	0	0	0	0	0	275	0	0	0	300	694	0	0	
Tonnage of waste collected - street bins	43.02	49.08	40.84	39.48	36.32	34.34	33.26	38.34	39.2	45.06	34.98	39.22	39.88	43.34	
Tonnage of waste collected - litter/illegal dumping	418.17	534.92	512.42	664.92	1282.60	493.06	505.98	725.89	408.94	485.48	483.54	581.48	570.38	504.74	
Tonnage of waste collected - road sweeping/gullies	670.89	599.41	549.68	546.46	469.26	570.99	876.38	1690.62	755.90	845.99	859.7	733.41	643.66	614.94	
Km. of roads swept monthly	885	930	885	974	974	930	974	930	885	930	880	970	930	930	
Derelict site/Dangerous building inspections	26	8	24	32	21	25	25	22	1	30	25	12	23	28	
No. of environment inspections	67	49	50	51	65	52	139	92	200	66	73	256	154	117	
Litter - fines issued	25	52	35	53	34	49	51	58	26	47	52	13	2	6	
No. of waste enforcement notices issued	3	9	4	5	10	7	3	2	4	2	12	11	4	12	
% of unaccounted for water	37.27	37.66	36.4	36.6	36.2	37.3	37.5	37.5	37.5	37.65	36.84	37.66	36.9	38.15	
Drinking water network repairs completed	48	55	49	57	55	44	46	51	40	47	48	42	34	32	
Water pollution incidents dealt with	5	2	13	12	9	9	5	5	4	4	8	2	1	7	
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	3208	3154	5321	10384	3836
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	3	2	4	0	4
No. of dogs impounded	37	41	23	34	31	21	40	28	22	30	28	26	16	13	
Number of horses impounded	10	3	0	9	5	6	0	5	2	5	5	3	11	4	

Number of persons impacted	13	15	13	14	14	19	24	11	15	14	12	14	11	11
DFB fire incidents mobilised	133	159	139	184	143	198	284	117	151	144	126	149	142	216
DFB Ambulance incidents mobilised	1066	1114	1022	1057	1034	1054	1111	939	1285	1088	1019	1279	1043	1040

## Housing, Social & Community Development

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Total housing stock	9470	9491	9499	9505	9506	9515	9520	9583	9605	9612	9646	9664	9680	9684
Construction starts	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Construction completions	0	0	0	0	0	63	0	0	0	0	0	0	0	0
Total housing needs assessed	7136	7186	7119	6922	6869	6902	6904	6858	6864	6846	6787	6822	6716	6674
Allocations - New Tenancies	34	53	38	25	32	45	64	62	48	41	86	44	20	42
No. of voids	88	83	82	68	80	84	86	87	99	99	106	111	95	94
Time taken to re-let dwellings (weeks)	20.07	21.45	19	18.84	17.57	14.46	15.27	15.07	16.81	19.21	19.23	19.65	19.43	19.12
Total RAS units	1321	1313	1259	1246	1237	1221	1210	1200	1184	1174	1173	1162	1160	1155
Total HAP units	3060	3090	3111	3140	3166	3188	3210	3245	3273	3315	3350	3390	3435	3477
Total units leased	998	1001	1013	1017	1101	1113	1129	1145	1170	1204	1213	1252	1258	1271
No. of housing grants approved	18	45	17	47	19	41	48	22	13	41	26	18	0	0
Housing Maintenance requests received	1437	1366	1129	1449	1243	1488	1662	1724	1263	1964	1777	1285	811	952
Housing Maintenance requests completed	696	507	495	580	412	357	421	494	303	605	344	234	271	312
No. of PRTB Inspections	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	196	306	128	0	0
Total PPN registrations	14	0	6	4	5	12	9	3	0	8	1	6	6	5
Planned Maintenance - units completed	0	46	23	1	0	34	3	0	6	0	0	0	0	0
No. of community grants issued	0	74	2	25	18	12	11	2	8	14	2	1	1	0
No. of sports programmes	226	212	165	137	53	0	76	95	64	138	123	69	9	31
No. of community events	7	119	13	4	0	4	8	2	19	0	0	0	0	0
No. of sports programme participants	16184	15162	9476	15290	4385	0	12627	10260	3736	20268	19861	12338	3850	1070
No. of community event participants	526	5250	24056	1300	0	14500	1602	5124	7930	0	0	0	0	0
Visitors to leisure facilities	51269	55705	45189	45189	36775	48034	53484	55243	36079	52838	47971	0	0	0
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	207	217	165	197	179	118	209	196	170	229	212	174	112	97
Energy upgrades completed	0	38	0	0	0	0	0	0	0	26	121	30	0	0
Electrical inspections completed	151	161	191	192	98	149	188	192	172	236	173	158	118	92
No of anti-social incidents reported	55	49	46	76	53	78	96	115	15	78	70	56	87	126
No of actions taken in response to reports	735	758	698	819	632	886	996	1512	271	1409	1139	609	575	870
JPC and Policing Fora meetings held	5	1	2	0	0	3	0	4	1	3	4	0	3	0
No of Local Festivals supported	0	0	1	0	0	0	0	0	0	0	0	0	0	0
DPG Works	32	33	9	4	0	9	12	3	1	0	9	13	5	0
Tidy Towns Groups Supported	10	11	11	11	11	11	11	11	11	11	11	11	11	0
No. of CE participants	95	88	90	88	89	92	91	91	90	93	88	88	88	88
% of CE participants allocated	77	71	73	71	72	74	73	73	73	75	71	71	71	71

## Land Use Planning & Transportation

Statistic Name	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Planning applications received - new housing	23	15	12	20	15	10	24	13	18	10	9	7	11	7
Planning applications received - new housing (units)	200	208	270	29	176	33	294	55	276	41	11	7	288	53
Planning granted new houses - applications	7	9	10	7	6	7	10	10	7	8	9	10	1	2
Planning granted new houses - applications (units)	9	32	11	173	12	27	301	29	11	99	161	30	1	4
Planning applications housing - applications	30	24	22	27	21	17	34	23	25	18	18	17	12	9
Planning applications housing - applications (units)	209	240	281	202	188	60	595	84	287	140	172	37	289	57
Planning Refused - no of houses	22	6	17	6	11	4	133	42	186	4	18	1	2	1
Planning applications - other	64	73	53	62	68	63	56	53	46	54	58	71	42	40
Planning other - no granted	47	68	56	58	42	52	64	50	37	39	34	46	20	13
Planning other - no refused	8	8	4	6	5	7	5	4	9	2	4	2	5	4

Planning Unit - No. refused	0	0	+	0	0	+	0	+	+	+	+	0	+	
Additional information requests - all classes	23	24	14	14	13	12	12	11	14	16	25	8	2	1
% decisions upheld by ABP	78	80	66	100	100	80	43	100	100	66	66	88	100	100
Pre planning meetings held	7	26	10	19	16	17	10	11	2	17	11	10	18	17
Planning enforcements initiated	18	33	19	25	29	15	32	15	35	29	31	6	12	19
Enforcement files closed	6	18	11	27	16	12	44	14	8	12	11	4	1	1
Building control inspections (number of units inspected)	88	100	29	44	58	49	31	52	27	28	20	63	0	13
Commencement notices received (number of units commencing)	229	228	132	74	97	16	184	37	58	201	146	91	10	6
TIC requests received	0	1	1	0	0	2	1	0	0	1	1	2	0	2
TIC completions	0	9	0	0	0	0	0	0	0	0	0	0	0	0
Area of footpath repaired in m2	5015	11644	10139	6557	7662	4350	8442	3496	2105	3600	2687	3875	0	0
Area of new footpath in m2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0
Area of road repaired in m2	10085	54512	21474	13235	3612	11613	7605	11268	10100	0	1628	3650	0	1200
Area of new road in m2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	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	0	0	0	0	1950
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	0	0	0	0	0
No of public lights in charge	29269	29269	29288	29536	29700	29870	29950	30050	30134	30264	29990	29990	29967	30116
No of public lights repaired	373	169	234	348	218	242	452	576	477	597	502	145	1113	528
Traffic lights repaired	89	88	87	97	87	93	102	91	98	86	91	78	24	25
Public Lighting LED Programme	279	275	318	104	196	106	65	92	88	182	119	144	0	12