

## August 2020 Council Management Report

## Supporting Performance Statistics

This report contains the data for the month of Jul

## Corporate Performance and Change Management

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Number of Customer Queries received	N/A	N/A	N/A	N/A	N/A	N/A	8545	7765	5235	5546	4441	7159	8053
Number of Customer Queries closed within deadline	N/A	N/A	N/A	N/A	N/A	N/A	7956	6524	4730	5032	4029	6449	7254
Number of Members Reps received	N/A	N/A	N/A	N/A	N/A	N/A	954	647	458	435	564	731	869
Number of Members Reps closed within deadline	N/A	N/A	N/A	N/A	N/A	N/A	444	333	247	342	397	439	413
Number of Freedom of Information/Data Access Requests responded to	N/A	N/A	N/A	N/A	N/A	N/A	35	35	28	23	14	15	19
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	70	0	23	0	0	34	44
Telephone calls answered	15484	13422	14637	14305	16145	9914	16736	15974	15320	11468	13764	21045	19647
Answered within 20 seconds (%)	95.8	90.5	90.2	92.40	90	87.3	87.50	87.10	88	90		89	88
Media queries responded to	44	18	40	37	30	23	31	26	26	27	26	21	24
Fix your street queries responded to	352	401	333	396	476	301	525	426	341	273	328	439	412
Social Media Reach	N/A	N/A	N/A	N/A	N/A	N/A	779319	725593	2392235	3056668	1689598	1456918	1158389
Social Media Engagement	N/A	N/A	N/A	N/A	N/A	N/A	24051	22074	109378	102967	61399	64735	37155
Web pages opened	287344	252135	248660	255667	275375	202226	328333	293959	284724	262823	272740	332149	308005
Staff employed - WTE	1280	1278	1273	1275	1261	1261	1262	1273	1279	1282	1282	1282	1279
Percentage attendance rate on courses	N/A	N/A	N/A	N/A	N/A	N/A	90	85	98			100	93
Percentage of Training Programme for 2020 delivered	N/A	N/A	N/A	N/A	N/A	N/A							21
Apprenticeships/graduates	11	15	15	16	15	10	14	13	13	13	14	15	11
Number of Customer Care Queries/Complaints received in Irish	2	1	0	5	1	0	0	0	0	0	0	0	0

## Economic, Enterprise and Tourism Development

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
LEO - jobs supported	2	0	0	6	8	1	3	15	0	10	0	6	0
LEO - projects approved	1	0	0	5	4	1	2	4	0	7	0	5	0
LEO - training participants	22	71	112	998	112	22	81	110	340	282	130	109	98
LEO - mentoring sessions	60	48	64	71	45	33	35	49	42	29	37	25	53
Business support grants spend	10043	18068	29006.65	49249	20718.00	3480.00	41524	0	2500	33543.72	0	14610.00	0
Business support grant spend (projects)	0	0	0	0	0	9846.64		0		0		0	0
Business initiative	07	05	00	05	00	00	10	00	05	00	00		



Total housing stock	9505	9506	9515	9520	9583	9605	9612	9646	9664	9680	9684	9690	9696
Construction starts	0	0	0	0	0	0	0	0	0	0	0	0	0
Construction completions	0	0	63	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	6922	6869	6902	6904	6858	6864	6846	6787	6822	6716	6674	6720	6688
Allocations - New Tenancies	25	32	45	64	62	48	41	86	44	20	42	42	38
No. of voids	68	80	84	86	87	99	99	106	111	95	94	100	101
Time taken to re-let dwellings (weeks)	18.84	17.57	14.46	15.27	15.07	16.81	19.21	19.23	19.65	19.43	19.12	20.56	20.66
Total RAS units	1246	1237	1221	1210	1200	1184	1174	1173	1162	1160	1155	1149	1139
Total HAP units	3140	3166	3188	3210	3245	3273	3315	3350	3390	3435	3477	3517	3564
Total units leased	1017	1101	1113	1129	1145	1170	1204	1213	1252	1258	1271	1304	1317
No. of housing grants approved	47	19	41	48	22	13	41	26	18	0	0	16	67
Housing Maintenance requests received	1449	1243	1488	1662	1724	1263	1964	1777	1285	811	952	1457	1496
Housing Maintenance requests completed	580	412	357	421	494	303	605	344	234	271	312	552	549
No. of PRTB Inspections	N/A	N/A	N/A	N/A	N/A	N/A	196	306	128	0	0	129	129
Total PPN registrations	4	5	12	9	3	0	8	1	6	6	5	3	
Planned Maintenance - units completed	1	0	34	3	0	6	0	0	0	0	0	0	0
No. of community grants issued	25	18	12	11	2	8	14	2	1	1	0	36	31
No. of sports programmes	137	53	0	76	95	64	138	123	69	9	31	3	0
No. of community events	4	0	4	8	2	19	0	0	0	0	0	0	8
No. of sports programme participants	15290	4385	0	12627	10260	3736	20268	19861	12338	3850	1070	1018	0
No. of community event participants	1300	0	14500	1602	5124	7930	0	0	0	0	0	0	689
Visitors to leisure facilities	45189	36775	48034	53484	55243	36079	52838	47971	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	197	179	118	209	196	170	229	212	174	112	97	158	175
Energy upgrades completed	0	0	0	0	0	0	26	121	30	0	0	0	0
Electrical inspections completed	192	98	149	188	192	172	236	173	158	118	92	82	93
No of anti-social incidents reported	76	53	78	96	115	15	78	70	56	87	126	158	99
No of actions taken in response to reports	819	632	886	996	1512	271	1409	1139	609	575	870	943	866
JPC and Policing Fora meetings held	0	0	3	0	4	1	3	4	0	3	0	1	5
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	0	0	0	0
DPG Works	4	0	9	12	3	1	0	9	13	5	0	1	11
Tidy Towns Groups Supported	11	11	11	11	11	11	11	11	11	11	0	0	0
No. of CE participants	88	89	92	91	91	90	93	88	88	88	88	88	79
% of CE participants allocated	71	72	74	73	73	73	75	71	71	71	71	71	64

## Land Use Planning & Transportation

Statistic Name	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Planning applications received - new housing	20	15	10	24	13	18	10	9	7	11	7	9	17
Planning applications received - new housing (units)	29	176	33	294	55	276	41	11	7	288	53	29	55
Planning granted new houses - applications	7	6	7	10	10	7	8	9	10	1	2	11	8
Planning granted new houses - applications (units)	173	12	27	301	29	11	99	161	30	1	4	316	50
Planning applications housing - applications	27	21	17	34	23	25	18	18	17	12	9	20	25
Planning applications housing - applications (units)	202	188	60	595	84	287	140	172	37	289	57	345	105
Planning Refused - no of houses	6	11	4	133	42	186	4	18	1	2	1	4	18
Planning applications - other	62	68	63	56	53	46	54	58	71	42	40	63	93
Planning other - no granted	58	42	52	64	50	37	39	34	46	20	13	49	94
Planning other - no. refused	6	5	7	5	4	2	2	4	2	5	1	8	5
Additional information requests - all classes	14	13	12	12	11	14	16	25	8	2	1	12	48
% decisions upheld by ABP	100	100	80	43	100	100	66	66	88	100	100		60
Pre planning meetings held	19	16	17	10	11	2	17	11	10	18	17	3	6
Planning enforcements initiated	25	29	15	32	15	35	29	31	6	12	19	42	23
Enforcement files closed	27	16	12	44	14	8	12	11	4	1	1	3	5
Building control inspections (number of units inspected)	44	58	49	31	52	27	28	20	63	0	13	32	30
Commencement notices received	74	97	16	184	37	58	201	146	91	10	6	51	41

(number of units commencing)	0	0	2	1	0	0	1	1	2	0	2	2	3
TIC requests received	0	0	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	6557	7662	4350	8442	3496	2105	3600	2687	3875	0	0	1725	4583
Area of new footpath in m2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0	0
Area of road repaired in m2	13235	3612	11613	7605	11268	10100	0	1628	3650	0	1200	46116	19116
Area of new road in m2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0	0
Area of cycle track repaired in m2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	1950	3630	0
Area of new cycle track in m2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0	0
No of public lights in charge	29536	29700	29870	29950	30050	30134	30264	29990	29990	29967	30116	30174	30201
No of public lights repaired	348	218	242	452	576	477	597	502	145	1113	528	278	341
Traffic lights repaired	97	87	93	102	91	98	86	91	78	24	25	66	52
Public Lighting LED Programme	104	196	106	65	92	88	182	119	144	0	12	274	253