

November 2020 Management Report

Supporting Performance Statistics

This report contains the data for the month of October 2020

Corporate Performance and Change Management

Statistic Name	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Number of Customer Queries received	N/A	N/A	N/A	8545	7765	5235	5546	4441	7159	8053	7289	7744	8061
Number of Customer Queries closed within deadline	N/A	N/A	N/A	7956	6524	4730	5032	4029	6449	7254	6674	6961	7302
Number of Members Reps received	N/A	N/A	N/A	954	647	458	435	564	731	869	770	977	819
Number of Members Reps closed within deadline	N/A	N/A	N/A	444	333	247	342	397	439	413	458	516	446
Number of Freedom of Information/Data Access Requests responded to	N/A	N/A	N/A	35	35	28	23	14	15	19	23	21	31
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	N/A	N/A	N/A	70	0	23	0	0	34	44	53	460	69
Telephone calls answered	14305	16145	9914	16736	15974	15320	11468	13764	21045	19647	22356	24399	27732
Answered within 20 seconds (%)	92.40	90	87.3	87.50	87.10	88	90		89	88	89	84.3	90
Media queries responded to	37	30	23	31	26	26	27	26	21	24	30	26	16
Fix your street queries responded to	396	476	301	525	426	341	273	328	439	412	541	468	460
Social Media Reach	N/A	N/A	N/A	779319	725593	2392235	3056668	1689598	1456918	1158389	1177244	1152983	1025431
Social Media Engagement	N/A	N/A	N/A	24051	22074	109378	102967	61399	64735	37155	34214	46931	32971
Web pages opened	255667	275375	202226	328333	293959	284724	262823	272740	332149	308005	267695	288407	48584
Staff employed - WTE	1275	1261	1261	1262	1273	1279	1282	1282	1282	1279	1274	1275	1265
Percentage attendance rate on courses	N/A	N/A	N/A	90	85	98			100	93	88	78	90
Percentage of Training Programme for 2020 delivered (April to April)	N/A	N/A	N/A							21	28	34	40
Apprenticeships/graduates	16	15	10	14	13	13	13	14	15	11	11	10	10
Number of Customer Care Queries/Complaints received in Irish	5	1	0	0	0	0	0	0	0	0	0	0	0

Economic, Enterprise and Tourism Development

Statistic Name	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
LEO - jobs supported	6	8	1	5	12	0	9	0	6	0	0	13	0
LEO - projects approved	5	4	1	2	4	0	7	0	5	0	0	7	1
LEO - training participants	998	112	22	81	110	340	282	130	109	98	104	196	198
LEO - mentoring sessions	71	45	33	35	49	42	29	37	25	53	45	28	43
Business support grants spend	49249	20718.00	3480.00	41524	0	2500	33543.72	0	14610.00	0	21035.67	74509.75	200000
Business support grant spend (projects)	0	0	9846.64		0		0		0	0	0	0	

Environment, Water & Climate Change

Housing, Social & Community Development

[illegible]

Total housing needs assessed	6904	6858	6864	6846	6787	6822	6716	6674	6720	6688	6729	6891	7119
Allocations - New Tenancies	64	62	48	41	86	44	20	42	42	38	27	24	19
No. of voids	86	87	99	99	106	111	95	94	100	101	97	90	89
Time taken to re-let dwellings (weeks)	15.27	15.07	16.81	19.21	19.23	19.65	19.43	19.12	20.56	20.66	19.71	19.84	18.56
Total RAS units	1210	1200	1184	1174	1173	1162	1160	1155	1149	1139	1133	1136	1132
Total HAP units	3210	3245	3273	3315	3350	3390	3435	3477	3517	3564	3590	3622	3673
Total units leased	1129	1145	1170	1204	1213	1252	1258	1271	1304	1317	1359	1372	1385
No. of housing grants approved	48	22	13	41	26	18	0	0	16	67	31	15	24
Housing Maintenance requests received	1662	1724	1263	1964	1777	1285	811	952	1457	1496	1336	1390	1483
Housing Maintenance requests completed	421	494	303	605	344	234	271	312	552	549	435	394	451
No. of PRTB Inspections	N/A	N/A	N/A	188	222	127	0	0	129	129	230	221	211
Total PPN registrations	9	3	0	8	1	6	6	5	3		3	4	15
Planned Maintenance - units completed	3	0	6	0	0	0	0	0	0	0	0	0	0
No. of community grants issued	11	2	8	14	2	1	1	0	36	31	0	4	3
No. of sports programmes	76	95	64	138	123	69	9	31	3	0	0	60	73
No. of community events	8	2	19	0	0	0	0	0	0	8	0	0	1
No. of sports programme participants	12627	10260	3736	20268	19861	12338	3850	1070	1018	0	0	5778	7058
No. of community event participants	1602	5124	7930	0	0	0	0	0	0	689	0	0	63
Visitors to leisure facilities	53484	55243	36079	52838	47971	9901	0	0	0	0	0	11438	10171
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	209	196	170	229	212	174	112	97	158	175	156	143	168
Energy upgrades completed	0	0	0	26	121	30	0	0	0	0	0	0	0
Electrical inspections completed	188	192	172	236	173	158	118	92	115	93	58	113	130
No of anti-social incidents reported	96	115	15	78	70	56	87	126	158	99	91	111	83
No of actions taken in response to reports	996	1512	271	1409	1139	609	575	870	943	866	827	839	759
JPC and Policing Fora meetings held	0	4	1	3	4	0	3	0	1	5	0	1	1
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	0	0	0	0
DPG Works	12	3	1	0	9	13	5	0	1	11	33	5	14
Tidy Towns Groups Supported	11	11	11	11	11	11	11	0	0	0	0	2	10
No. of CE participants	91	91	90	93	88	88	88	88	88	79	78	75	76
% of CE participants allocated	73	73	73	75	71	71	71	71	71	64	63	60	61

Land Use Planning & Transportation

Statistic Name	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Planning applications received - new housing	24	13	18	10	9	7	11	7	9	17	14	7	15
Planning applications received - new housing (units)	294	55	276	41	11	7	288	53	29	55	121	102	454
Planning granted new houses - applications	10	10	7	8	9	10	1	2	11	8	4	4	9
Planning granted new houses - applications (units)	301	29	11	99	161	30	1	4	316	50	12	284	9
Planning applications housing - applications	34	23	25	18	18	17	12	9	20	25	18	11	24
Planning applications housing - applications (units)	595	84	287	140	172	37	289	57	345	105	133	386	463
Planning Refused - no of houses	133	42	186	4	18	1	2	1	4	18	4	6	14
Planning applications - other	56	53	46	54	58	71	42	40	63	93	55	61	63
Planning other - no granted	64	50	37	39	34	46	20	13	49	94	43	71	55
Planning other - no. refused	5	4	2	2	4	2	5	1	8	5	4	3	6
Additional information requests - all classes	12	11	14	16	25	8	2	1	12	48	12	21	19
% decisions upheld by ABP	43	100	100	66	66	88	100	100		60	33	85	90
Pre planning meetings held	10	11	2	17	11	10	18	17	3	6	8	9	2
Planning enforcements initiated	32	15	35	29	31	6	12	19	42	23	36	21	14
Enforcement files closed	44	14	8	12	11	4	1	1	3	5	8	6	7
Building control inspections (number of units inspected)	31	52	27	28	20	63	0	13	32	30	23	9	12
Commencement notices received (number of units commencing)	184	37	58	201	146	91	10	6	51	18	21	19	72
TIC requests received	1	0	0	1	1	2	0	2	2	3	2	1	1
TIC completions	0	0	0	0	0	0	0	0	0	0		0	1
Area of footpath repaired in m2	8442	3496	2105	3600	2687	3875	0	0	1725	4583	4423	8579	9361
Area of new footpath in m2	N/A	N/A	N/A	0	0	0	0	0	0	0	0	0	0
Area of road repaired in m2	7605	11268	10100	0	1628	3650	0	1200	46116	19116	15877	12045	5625

Area of new road in m2	N/A	N/A	N/A	0	0	0	0	0	0	0	0	0	0
Area of cycle track repaired in m2	N/A	N/A	N/A	0	0	0	0	1950	3630	0	0	0	2600
Area of new cycle track in m2	N/A	N/A	N/A	0	0	0	0	0	0	0	0	0	0
No of public lights in charge	29950	30050	30134	30264	29990	29990	29967	30116	30174	30201	30247	30253	30256
No of public lights repaired	452	576	477	597	502	145	1113	528	278	341	263	368	514
Traffic lights repaired	102	91	98	86	91	78	24	25	66	52	52	54	84
Public Lighting LED Programme	65	92	88	182	119	144	0	12	274	253	415	116	325