

## January 2021 Management Report

## Supporting Performance Statistics

This report contains the data for the month of December 2020

## Corporate Performance and Change Management

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Customer Queries received	N/A	8545	7765	5235	5546	4441	7159	8053	7289	7744	8061	8756	4984
Number of Customer Queries closed within deadline	N/A	7956	6524	4730	5032	4029	6449	7254	6674	6961	7302	7909	4407
Number of Members Reps received	N/A	954	647	458	435	564	731	869	770	977	819	799	487
Number of Members Reps closed within deadline	N/A	444	333	247	342	397	439	413	458	516	446	446	237
Number of Freedom of Information/Data Access Requests responded to	N/A	35	35	28	23	14	15	19	23	21	31	14	29
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	N/A	70	0	23	0	0	34	44	53	460	69	130	1586
Telephone calls answered	9914	16736	15974	15320	11468	13764	21045	19647	22356	24399	27732	26005	17210
Answered within 20 seconds (%)	87.3	87.50	87.10	88	90		89	88	89	84.3	90	95.4	95.2
Media queries responded to	23	31	26	26	27	26	21	24	30	26	16	26	19
Fix your street queries responded to	301	525	426	341	273	328	439	412	541	468	460	584	289
Social Media Reach	N/A	779319	725593	2392235	3056668	1689598	1456918	1158389	1177244	1152983	1025431	1167800	2098172
Social Media Engagement	N/A	24051	22074	109378	102967	61399	64735	37155	34214	46931	32971	40918	46077
Web pages opened	202226	328333	293959	284724	262823	272740	332149	308005	267695	288407	219173	201445	151485
Staff employed - WTE	1261	1262	1273	1279	1282	1282	1282	1279	1274	1275	1265	1261	1258
Percentage attendance rate on courses	N/A	90	85	98			100	93	88	80	90	88	80
Percentage of Training Programme for 2020 delivered (April to April)	N/A							21	28	34	40	51	53
Apprenticeships/graduates	10	14	13	13	13	14	15	11	11	10	10	10	10
Number of Customer Care Queries/Complaints received in Irish	0	0	0	0	0	0	0	0	0	0	0	0	0

## Economic, Enterprise and Tourism Development

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
LEO - jobs supported	1	5	12	0	9	0	6	0	0	13	0	4	0
LEO - projects approved	1	2	4	0	7	0	5	0	0	7	1	4	1
LEO - training participants	22	81	110	340	282	130	109	98	104	196	198	274	53
LEO - mentoring sessions	33	35	49	42	29	37	25	53	45	28	43	39	34
Business support grants spend	3480.00	41524	0	2500	33543.72	0	14610.00	0	21035.67	74509.75	200000	69865	2,445
Business support grant spend (projects)	9846.64	4	0	1	5	0	1	0	2	2	1	5	1
Business initiative with Chamber meetings held	20	16	22	35	32	30	20	12	28	36			14
Shopfront grants paid	113559.36	0	6197	0	0	44000	0	0	0	4000	5905	0	5367
Grange Castle jobs sustained	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328
Library - visitors actual	38428	75785	73396	34349	0	0	1027	24947	25085	25013	7260	118	15633
Library - visitors online	23321	32364	26886	17843	6135	5683	13676	12208	11480	12948	6038	2863	3555
Library - items borrowed	65367	108053	100411	109957	238676	211469	164607	68691	93600	58761	45924	26799	55869

Library - computer sessions	6273	12161	12090	4827	0	0	90	1149	2618	1999	0		717
Libraries - events hosted	230	298	393	310	93	163	168	131	64	42	118	185	107
Library wi-fi users	8567	12521	12800	7262	4301	5985	6705	8134	8334	8714	6414	3913	3174
Arts grants paid	3	2	2	5	8	20		0	1		20	23	10
Arts events hosted	2	1	0	0	0	1	14	0	0		0	3	4
Visitors civic theatre	24989	6316	11375	3536	0	0	520	3527	3837		1415	424	900
Visitors Rua Red	11789	14498	17598	6446	0	0	485	5822	5749		2189	953	2283
GC Jobs (Construction)	788	788	788	788	788	788	788	788	788	788	788	788	788
SDCC Investment in Tourism Projects	106965.76	205278	138671	8705	0	0	11538	28474.50	0	0	0	3267	78643
SDCC Investment in Grange Castle Business Park Projects	0	0	0	0	0	0	0	0	0	0	0	0	0

## Environment, Water & Climate Change

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Grass cut - Hectares	0	0	50	180	625	838	831	791	813	874	876	601	
Trees inspected	16	53	45	32	0	0	255	1168	976	382	779	664	530
Trees pruned	335	225	147	206	0	0	340	140	158	452	399	805	1035
Trees removed	158	56	92	34	0	0	65	28	35	55	86	167	88
Trees planted	0	0	437	694	0	0	0	0	0	0	0	100	310
Tonnage of waste collected - street bins	39.2	45.06	34.98	39.22	39.88	43.34	37.10	44.08	35.14	38.97	41.9	40.9	27.38
Tonnage of waste collected - litter/illegal dumping	408.94	485.48	483.54	581.48	570.38	504.74	513.33	539.09	582.24	494.68	639.9	694.28	340.44
Tonnage of waste collected - road sweeping/gullies	755.90	845.99	859.7	733.41	643.66	614.94	730.9	814.78	682.68	754.73	1046.7	1644.2	351.28
Km. of roads swept monthly	885	930	880	970	930	930	930	1015	880	930	930	930	880
Derelict site/Dangerous building inspections	1	30	24	12	24	33	29	32	25	24	31	27	14
No. of environment inspections	200	66	73	287	159	117	85	76	104	62	160	101	49
Litter - fines issued	26	47	52	13	2	6	6	19	10	26	37	73	92
No. of waste enforcement notices issued	4	2	12	11	4	12	7	8	2	4	3	4	3
% of unaccounted for water	37.5	37.65	36.84	37.66	36.9	38.15	38.1	38.1	38.10	39.6	38.9	38.9	39
Drinking water network repairs completed	40	47	48	42	34	32	26	28	31	34	45	48	40
Water pollution incidents dealt with	4	4	8	2	1	7	7	11	2	7	7	2	5
Plastic bottles saved through use of drinking water from fountains	N/A	3260	3212	5321	10384	3836	5874	11972	6310	3764	1784	1160	970
Number of environmental/climate action awareness sessions	N/A	3	2	4	0	4	3	5	2	22	4	4	6
No. of dogs impounded	22	30	28	26	16	13	19	15	9	24	8	8	12
Number of horses impounded	2	5	5	3	11	4	10	5	3	1	1	7	14
DFB fire incidents mobilised	151	144	126	149	142	216	148	164	158	249	281	167	125
DFB Ambulance incidents mobilised	1285	1088	1019	1279	1043	1040	985	993	1083	1118	970	966	1187

## Housing, Social & Community Development

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total housing stock	9605	9612	9646	9664	9680	9684	9690	9696	9696	9704	9726	9730	9747
Construction starts	0	0	0	0	0	0	0	0	0	0	0	73	0
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	6864	6846	6787	6822	6716	6674	6720	6688	6729	6891	7119	6837	6740
Allocations - New Tenancies	48	41	86	44	20	42	42	38	27	24	19	78	34
No. of voids	99	99	106	111	95	94	100	101	97	90	89	97	98
Time taken to re-let dwellings (weeks)	16.81	19.21	19.23	19.65	19.43	19.12	20.56	20.66	19.71	19.84	18.56	19.22	19.43
Total RAS units	1184	1174	1173	1162	1160	1155	1149	1139	1133	1136	1132	1126	1123
Total HAP units	3273	3315	3350	3390	3435	3477	3517	3564	3590	3622	3673	3715	3736
Total units leased	1170	1204	1213	1252	1258	1271	1304	1317	1359	1372	1385	1391	1310
No. of housing grants approved	13	41	26	18	0	0	16	67	31	15	24	20	17
Housing Maintenance requests received	1263	1964	1777	1285	811	952	1457	1496	1336	1390	1483	1605	1190
Housing Maintenance requests completed	303	605	344	234	271	312	552	549	435	394	451	327	215
No. of PRTB Inspections	N/A	188	222	127	0	0	129	129	230	221	211	10	269
Total PPN registrations	0	8	1	6	6	5	3		3	4	15	11	3
Planned Maintenance - units completed	6	0	0	0	0	0	0	0	0	0	0	0	7
No. of community grants issued	8	14	2	1	1	0	36	31	0	4	3	38	9
No. of sports programmes	64	138	123	69	9	31	3	0	0	60	73	4	6
No. of community events	19	0	0	0	0	0	0	8	0	0	1	0	1
No. of sports programme participants	3736	20268	19861	12338	3850	1070	1018	0	0	5778	7058	169	531

No. of community event participants	7930	0	0	0	0	0	0	689	0	0	63	0	170
Visitors to leisure facilities	36079	52838	47971	9901	0	0	0	0	0	11438	10171	255	9259
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	170	229	212	174	112	97	158	175	156	143	168	195	135
Energy upgrades completed	0	26	121	30	0	0	0	0	0	0	0	0	0
Electrical inspections completed	172	236	173	158	118	92	115	93	58	113	130	171	122
No of anti-social incidents reported	15	78	70	56	87	126	158	99	91	111	83	83	67
No of actions taken in response to reports	271	1409	1139	609	575	870	943	866	827	839	759	902	510
JPC and Policing Fora meetings held	1	3	4	0	3	0	1	5	0	1	1	0	0
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	0	0	0	0
DPG Works	1	0	9	13	5	0	1	11	33	5	14	8	3
Tidy Towns Groups Supported	11	11	11	11	11	0	0	0	0	2	10	6	0
No. of CE participants	90	93	88	88	88	88	88	79	78	75	76	83	82
% of CE participants allocated	73	75	71	71	71	71	71	64	63	60	61	63	66

## Land Use Planning & Transportation

Statistic Name	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Planning applications received - new housing	18	10	9	7	11	7	9	17	14	7	15	10	14
Planning applications received - new housing (units)	276	41	11	7	288	53	29	55	121	102	454	32	131
Planning granted new houses - applications	7	8	9	10	1	2	11	8	4	4	9	11	6
Planning granted new houses - applications (units)	11	99	161	30	1	4	316	50	12	284	9	24	29
Planning applications housing - applications	25	18	18	17	12	9	20	25	18	11	24	21	20
Planning applications housing - applications (units)	287	140	172	37	289	57	345	105	133	386	463	56	160
Planning Refused - no of houses	186	4	18	1	2	1	4	18	4	6	14	49	164
Planning applications - other	46	54	58	71	42	40	63	93	55	61	63	82	104
Planning other - no granted	37	39	34	46	20	13	49	94	43	71	55	52	47
Planning other - no. refused	2	2	4	2	5	1	8	5	4	3	6	4	4
Additional information requests - all classes	14	16	25	8	2	1	12	48	12	21	19	15	20
% decisions upheld by ABP	100	66	66	88	100	100		60	33	85	90	72	66
Pre planning meetings held	2	17	11	10	18	17	3	6	8	9	2	5	6
Planning enforcements initiated	35	29	31	6	12	19	42	23	36	21	14	17	18
Enforcement files closed	8	12	11	4	1	1	3	5	8	6	7	6	0
Building control inspections (number of units inspected)	27	28	20	63	0	13	32	30	23	9	12	42	21
Commencement notices received (number of units commencing)	58	201	146	91	10	6	51	18	21	19	72	95	12
TIC requests received	0	1	1	2	0	2	2	3	2	1	1	4	
TIC completions	0	0	0	0	0	0	0	0		0	1	1	
Area of footpath repaired in m2	2105	3600	2687	3875	0	0	1725	4583	4423	8579	9361	8447	7439
Area of new footpath in m2	N/A	0	0	0	0	0	0	0	0	0	0	0	0
Area of road repaired in m2	10100	0	1628	3650	0	1200	46116	19116	15877	12045	5625	16920	22631
Area of new road in m2	N/A	0	0	0	0	0	0	0	0	0	0	0	0
Area of cycle track repaired in m2	N/A	0	0	0	0	1950	3630	0	0	0	2600	0	0
Area of new cycle track in m2	N/A	0	0	0	0	0	0	0	0	0	0	0	0
No of public lights in charge	30134	30264	29990	29990	29967	30116	30174	30201	30247	30253	30256	30264	30264
No of public lights repaired	477	597	502	145	1113	528	278	341	263	368	514	367	648
Traffic lights repaired	98	86	91	78	24	25	66	52	52	54	84	50	70
Public Lighting LED Programme	88	182	119	144	0	12	274	253	415	116	325	321	7