

March 2021 Management Report

Supporting Performance Statistics

This report contains the data for the month of February 2021

Corporate Performance and Change Management

Statistic Name	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Number of Customer Queries received	7765	5235	5546	4441	7159	8053	7289	7744	8061	8756	4984	8029	8265
Number of Customer Queries closed within deadline	6524	4730	5032	4029	6449	7254	6674	6961	7302	7909	4407	7323	7465
Number of Members Reps received	647	458	435	564	731	869	770	977	819	799	487	737	880
Number of Members Reps closed within deadline	333	247	342	397	439	413	458	516	446	446	237	420	540
Number of Freedom of Information/Data Access Requests responded to	35	28	23	14	15	19	23	21	31	14	29	20	22
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	0	23	0	0	34	44	53	460	69	130	1586	10	695
Telephone calls answered	15974	15320	11468	13764	21045	19647	22356	24399	27732	26005	17210	21807	22105
Answered within 20 seconds (%)	87.10	88	90		89	88	89	84.3	90	95.4	95.2	91.6	98.1
Media queries responded to	26	26	27	26	21	24	30	26	16	26	19	31	49
Fix your street queries responded to	426	341	273	328	439	412	541	468	460	584	289	521	491
Social Media Reach	725593	2392235	3056668	1689598	1456918	1158389	1177244	1152983	1025431	1167800	2098172	1358335	1756475
Social Media Engagement	22074	109378	102967	61399	64735	37155	34214	46931	32971	40918	46077	37810	64309
Web pages opened	293959	284724	262823	272740	332149	308005	267695	288407	219173	201445	151485	209249	199120
Staff employed - WTE	1273	1279	1282	1282	1282	1279	1274	1275	1265	1261	1258	1251	1253
Percentage attendance rate on courses	85	98			100	93	88	80	90	88	80	70	93
Percentage of Training Programme for 2020 delivered (April to April)						21	28	34	40	51	53		
Apprenticeships/graduates	13	13	13	14	15	11	11	10	10	10	10	10	9
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	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
LEO - jobs supported	12	0	9	0	6	0	0	13	0	4	0	0	0
LEO - projects approved	4	0	7	0	5	0	0	7	1	4	1	1	0
LEO - training participants	110	340	282	130	109	98	104	196	198	274	53	68	220
LEO - mentoring sessions	49	42	29	37	25	53	45	28	43	39	34	53	51
Business support grants spend	0	2500	33543.72	0	14610.00	0	21035.67	74359.75	200000	69865	2,445	10364	0
Business support grant spend (projects)	0	1	5	0	1	0	2	2	1	5	1	1	0
Business initiative with Chamber meetings held	22	35	32	30	20	12	28	36	38	25	14	10	
Shopfront grants paid	6197	0	0	0	0	0	0	4000	5905	0	5367	0	7277
Grange Castle jobs sustained	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328
Library - visitors actual	73396	34349	0	0	1027	24947	25085	25013	7260	118	15633	163	187
Library - visitors online	26886	17843	6135	5683	13676	12208	11480	12948	6038	2863	3555	3168	2717
Library - items borrowed	100411	109957	238676	211469	164607	68691	93600	58761	45924	26799	55869	30796	26272
Library - computer sessions	12090	4827	0	0	90	1149	2618	1999	0	0	717	0	0
Libraries - events hosted	393	310	93	163	168	131	64	42	118	185	107	86	150
Library wi-fi users	12800	7262	4301	5985	6705	8134	8334	8714	6414	3913	3174	1478	1253

Arts grants paid	2	5	8	20	0	0	1	5	20	23	10	1	
Arts events hosted	0	0	0	1	14	0	0	0	0	3	4	0	
Visitors civic theatre	11375	3536	0	0	520	3527	3837	138	1415	424	900	30	
Visitors Rua Red	17598	6446	0	0	485	5822	5749	567	2189	953	2283	1083	
GC Jobs (Construction)	788	788	788	788	788	788	788	788	788	788	788	788	788
SDCC Investment in Tourism Projects	138671	1605	0	0	11538	28474.50	0	0	0	3267	78643	0	0
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	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Grass cut - Hectares	50	180	625	838	831	791	813	874	876	601	0	0	0
Trees inspected	45	32	0	0	255	1168	976	382	779	664	530	219	189
Trees pruned	147	206	0	0	340	140	158	452	399	805	1035	237	338
Trees removed	92	34	0	0	65	28	35	55	86	167	88	36	42
Trees planted	437	694	0	0	0	0	0	0	0	100	310	0	0
Tonnage of waste collected - street bins	34.98	39.22	39.88	43.34	37.10	44.08	35.14	38.97	41.9	40.9	27.38	36.74	37.7
Tonnage of waste collected - litter/illegal dumping	483.54	581.48	570.38	504.74	513.33	539.09	582.24	494.68	639.9	694.28	340.44	732.21	561.44
Tonnage of waste collected - road sweeping/gullies	859.7	733.41	643.66	614.94	730.9	814.78	682.68	754.73	1046.7	1644.2	351.28	965.48	934.4
Km. of roads swept monthly	880	970	930	930	930	1015	880	930	930	930	880	890	880
Derelict site/Dangerous building inspections	24	12	24	33	29	32	25	24	31	27	18	13	15
No. of environment inspections	73	287	159	117	85	76	104	62	160	98	49	29	192
Litter - fines issued	52	13	2	6	6	19	10	26	37	62	92	50	35
No. of waste enforcement notices issued	12	11	4	12	7	8	2	4	3	4	3	3	2
% of unaccounted for water	36.84	37.66	36.9	38.15	38.1	38.1	38.10	39.6	38.9	38.9	39	38	39
Drinking water network repairs completed	48	42	34	32	26	28	31	34	45	48	40	69	40
Water pollution incidents dealt with	8	2	1	7	7	11	2	7	7	2	5	5	4
Plastic bottles saved through use of drinking water from fountains	3212	5321	10384	3836	5874	11972	6310	3764	1784	1160	970	1590	2546
Number of environmental/climate action awareness sessions	2	4	0	4	3	5	2	22	4	4	6	4	3
No. of dogs impounded	28	26	16	13	19	15	9	24	8	8	12	6	14
Number of horses impounded	5	3	11	4	10	5	3	1	1	7	14	4	10
DFB fire incidents mobilised	126	149	142	216	148	164	158	249	281	167	125	163	118
DFB Ambulance incidents mobilised	1019	1279	1043	1040	985	993	1083	1118	970	966	1187	1159	921

Housing, Social and Community Development

Statistic Name	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Total housing stock	9629	9634	9636	9640	9644	9645	9645	9653	9663	9668	9731	9731	9737
Construction starts	0	0	0	0	0	0	0	0	0	73	0	0	0
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	6787	6822	6716	6674	6720	6688	6729	6891	7119	6837	6740	6687	6655
Allocations - New Tenancies	86	44	20	42	42	38	27	24	19	78	34	21	103
No. of voids	106	111	95	94	100	101	97	90	89	97	98	102	112
Time taken to re-let dwellings (weeks)	19.23	19.65	19.43	19.12	20.56	20.66	19.71	19.84	18.56	19.22	19.43	18.83	19.27
Total RAS units	1173	1162	1160	1155	1149	1139	1133	1136	1132	1126	1123	1119	1111
Total HAP units	3350	3390	3435	3477	3517	3564	3590	3622	3673	3715	3736	3764	3797
Total units leased	1213	1252	1258	1271	1304	1317	1359	1372	1385	1391	1310	1454	1545
No. of housing grants approved	26	18	0	0	16	67	31	15	24	20	17	36	45
Housing Maintenance requests received	1777	1285	811	952	1457	1496	1336	1390	1483	1605	1190	1704	1633
Housing Maintenance requests completed	344	234	271	312	552	549	435	394	451	327	215	379	425
No. of PRTB Inspections	222	127	0	0	129	129	230	221	211	10	269	0	0
Total PPN registrations	1	6	6	5	3	2	3	4	15	11	3	1	2
Planned Maintenance - units completed	0	0	0	0	0	0	0	0	0	0	7	0	0
No. of community grants issued	2	1	1	0	36	31	0	4	3	38	9	1	1
No. of sports programmes	123	69	9	31	3	0	0	60	73	4	6	23	25
No. of community events	0	0	0	0	0	8	0	0	1	0	1	0	0
No. of sports programme participants	19861	12338	3850	1070	1018	0	0	5778	7058	169	531	1217	2444
No. of community event participants	0	0	0	0	0	689	0	0	63	0	170	0	0
Visitors to leisure facilities	47971	9901	0	0	0	0	0	11438	10171	255	9259	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	212	174	112	97	158	175	156	143	168	195	135	117	122
Energy upgrades completed	121	30	0	0	0	0	0	0	0	0	0	0	0
Electrical inspections completed	173	158	118	92	115	93	58	113	130	171	122	105	111

No of anti-social incidents reported	70	56	87	126	158	99	91	111	83	83	67	84	64
No of actions taken in response to reports	1139	609	575	870	943	866	827	839	759	902	510	794	749
JPC and Policing Fora meetings held	4	0	3	0	1	5	0	1	1	0	0	3	4
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	0	0	0	0
DPG Works	9	13	5	0	1	11	33	5	14	8	3	10	32
Tidy Towns Groups Supported	11	11	11	0	0	0	0	2	10	6	0	0	0
No. of CE participants	88	88	88	88	88	79	78	75	76	83	82	81	80
% of CE participants allocated	71	71	71	71	71	64	63	60	61	63	66	65	65

Land Use, Planning and Transportation

Statistic Name	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Planning applications received - new housing	9	7	11	7	9	17	14	7	15	10	14	5	10
Planning applications received - new housing (units)	11	7	288	53	29	55	121	102	454	32	131	6	151
Planning granted new houses - applications	9	10	1	2	11	8	4	4	9	11	6	6	3
Planning granted new houses - applications (units)	161	30	1	4	316	50	12	284	9	24	29	30	88
Planning applications housing - applications	18	17	12	9	20	25	18	11	24	21	20	11	13
Planning applications housing - applications (units)	172	37	289	57	345	105	133	386	463	56	160	36	239
Planning Refused - no of houses	18	1	2	1	4	18	4	6	14	49	164	11	14
Planning applications - other	58	71	42	40	63	93	55	61	63	82	104	52	74
Planning other - no granted	34	46	20	13	49	94	43	71	55	52	47	52	95
Planning other - no. refused	4	2	5	1	8	5	4	3	6	4	4	4	7
Additional information requests - all classes	25	8	2	1	12	48	12	21	19	15	20	24	22
% decisions upheld by ABP	66	88	100	100		60	33	85	90	72	66	83	75
Pre planning meetings held	11	10	18	17	3	6	8	9	2	5	6	13	15
Planning enforcements initiated	31	6	12	19	42	23	36	21	14	17	18	13	17
Enforcement files closed	11	4	1	1	3	5	8	6	7	6	4	5	3
Building control inspections (number of units inspected)	20	63	0	13	32	30	23	9	12	42	21	1	1
Commencement notices received (number of units commencing)	146	91	10	6	51	18	21	19	72	95	12	29	15
TIC requests received	1	2	0	2	2	3	2	1	1	4	2	2	
TIC completions	0	0	0	0	0	0	0	0	1	1	0	1	
Area of footpath repaired in m2	2687	3875	0	0	1725	4583	4423	8579	9361	8447	7439	3509	4376
Area of new footpath in m2	0	0	0	0	0	0	0	0	0	0	0	0	0
Area of road repaired in m2	1628	3650	0	1200	46116	19116	15877	12045	5625	16920	22631	2580	1140
Area of new road in m2	0	0	0	0	0	0	0	0	0	0	0	0	0
Area of cycle track repaired in m2	0	0	0	1950	3630	0	0	0	2600	0	0	0	0
Area of new cycle track in m2	0	0	0	0	0	0	0	0	0	0	0	0	0
No of public lights in charge	29990	29990	29967	30116	30174	30201	30247	30253	30256	30264	30264	30220	30245
No of public lights repaired	502	145	1113	528	278	341	263	368	514	367	648	676	727
Traffic lights repaired	91	78	24	25	66	52	52	54	84	50	70	84	59
Public Lighting LED Programme	119	144	0	12	274	253	415	116	325	321	7	171	195