

April 2021 Management Report

Supporting Performance Statistics

This report contains the data for the month of March 2021

Corporate Performance and Change Management

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of Customer Queries received	5235	5546	4441	7159	8053	7289	7744	8061	8756	4984	8029	8265	8938
Number of Customer Queries closed within deadline	4730	5032	4029	6449	7254	6674	6961	7302	7909	4407	7323	7465	8116
Number of Members Reps received	458	435	564	731	869	770	977	819	799	487	737	880	935
Number of Members Reps closed within deadline	247	342	397	439	413	458	516	446	446	237	420	540	497
Number of Freedom of Information/Data Access Requests responded to	28	23	14	15	19	23	21	31	14	29	20	22	27
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	23	0	0	34	44	53	460	69	130	1586	10	695	77
Telephone calls answered	15320	11468	13764	21045	19647	22356	24399	27732	26005	17210	21807	22105	23349
Answered within 20 seconds (%)	88	90	89	89	88	89	84.3	90	95.4	95.2	91.6	98.1	98
Media queries responded to	26	27	26	21	24	30	26	16	26	19	31	49	29
Fix your street queries responded to	341	273	328	439	412	541	468	460	584	289	521	491	671
Social Media Reach	2392235	3056668	1689598	1456918	1158389	1177244	1152983	1025431	1167800	2098172	1358335	1756475	1096402
Social Media Engagement	109378	102967	61399	64735	37155	34214	46931	32971	40918	46077	37810	64309	29363
Web pages opened	284724	262823	272740	332149	308005	267695	288407	219173	201445	151485	209249	199120	217221
Staff employed - WTE	1279	1282	1282	1282	1279	1274	1275	1265	1261	1258	1251	1253	1263
Percentage attendance rate on courses	98			100	93	88	80	90	88	80	70	93	87
Percentage of Training Programme for 2020 delivered (April to April)					21	28	34	40	51	53			
Apprenticeships/graduates	13	13	14	15	11	11	10	10	10	10	10	9	12
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	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
LEO - jobs supported	0	9	0	6	0	0	13	0	4	0	0	0	10
LEO - projects approved	0	7	0	5	0	0	7	1	4	1	1	0	9
LEO - training participants	340	282	130	109	98	104	196	198	274	53	68	220	305
LEO - mentoring sessions	42	29	37	25	53	45	28	43	39	34	53	51	60
Business support grants spend	2500	33543.72	0	14610.00	0	21035.67	74359.75	200000	69865	2,445	10364	0	0
Business support grant spend (projects)	1	5	0	1	0	2	2	1	5	1	1	0	0
Business initiative with Chamber meetings held	35	32	30	20	12	28	36	38	25	14	10	21	26
Shopfront grants paid	0	0	0	0	0	0	4000	5905	0	5367	0	7277	5150
Grange Castle jobs sustained	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328
Library - visitors actual	34349	0	0	1027	24947	25085	25013	7260	118	15633	163	187	239
Library - visitors online	17843	6135	5683	13676	12208	11480	12948	6038	2863	3555	3168	2717	2432
Library - items borrowed	109957	238676	211469	164607	68691	93600	58761	45924	26799	55869	30796	26272	38215
Library - computer sessions	4827	0	0	90	1149	2618	1999	0	0	717	0	0	0
Libraries - events hosted	310	93	163	168	131	64	42	118	185	107	86	150	155
Library wi-fi users	7262	4301	5985	6705	8134	8334	8714	6414	3913	3174	1478	1253	1239
Arts grants paid	5	8	20	0	0	1	5	20	23	10	1	1	11

Arts events hosted	0	0	1	14	0	0	0	0	3	4	0	0	0
Visitors civic theatre	3536	0	0	520	3527	3837	138	1415	424	900	30	8	14
Visitors Rua Red	6446	0	0	485	5822	5749	567	2189	953	2283	1083	1286	2412
GC Jobs (Construction)	788	788	788	788	788	788	788	788	788	788	788	788	788
SDCC Investment in Tourism Projects	1605	0	0	11538	28474.50	0	0	0	3267	78643	0	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	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Grass cut - Hectares	180	625	838	831	791	813	874	876	601	0	0	0	259
Trees inspected	32	0	0	255	1168	976	382	779	664	530	219	189	240
Trees pruned	206	0	0	340	140	158	452	399	805	1035	237	338	492
Trees removed	34	0	0	65	28	35	55	86	167	88	36	42	24
Trees planted	694	0	0	0	0	0	0	0	100	310	0	0	73
Tonnage of waste collected - street bins	39.22	39.88	43.34	37.10	44.08	35.14	38.97	41.9	40.9	27.38	36.74	37.7	48.04
Tonnage of waste collected - litter/illegal dumping	581.48	570.38	504.74	513.33	539.09	582.24	494.68	639.9	694.28	340.44	732.21	561.44	603.94
Tonnage of waste collected - road sweeping/gullies	733.41	643.66	614.94	730.9	814.78	682.68	754.73	1046.7	1644.2	351.28	965.48	934.4	867.3
Km. of roads swept monthly	970	930	930	930	1015	880	930	930	930	880	890	880	970
Derelect site/Dangerous building inspections	12	24	33	29	32	25	24	31	27	18	13	15	27
No. of environment inspections	287	159	117	85	76	104	62	160	98	49	41	192	97
Litter - fines issued	13	2	6	6	19	10	26	37	62	92	50	35	75
No. of waste enforcement notices issued	11	4	12	7	8	2	4	3	4	3	5	2	1
% of unaccounted for water	37.66	36.9	38.15	38.1	38.1	38.10	39.6	38.9	38.9	39	38	39	37.03
Drinking water network repairs completed	42	34	32	26	28	31	34	45	48	40	69	40	66
Water pollution incidents dealt with	2	1	7	7	11	2	7	7	2	5	5	4	5
Plastic bottles saved through use of drinking water from fountains	5321	10384	3836	5874	11972	6310	3764	1784	1160	970	1590	2546	4384
Number of environmental/climate action awareness sessions	4	0	4	3	5	2	22	4	4	6	4	3	4
No. of dogs impounded	26	16	13	19	15	9	24	8	8	12	6	14	13
Number of horses impounded	3	11	4	10	5	3	1	1	7	14	4	10	4
DFB fire incidents mobilised	149	142	216	148	164	158	249	281	167	125	163	118	169
DFB Ambulance incidents mobilised	1279	1043	1040	985	993	1083	1118	970	966	1187	1159	921	1104

Housing, Social and Community Development

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total housing stock	9634	9636	9640	9644	9645	9645	9653	9663	9668	9731	9731	9737	
Construction starts	0	0	0	0	0	0	0	0	73	0	0	0	0
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	6822	6716	6674	6720	6688	6729	6891	7119	6837	6740	6687	6655	6758
Allocations - New Tenancies	44	20	42	42	38	27	24	19	78	34	21	103	89
No. of voids	111	95	94	100	101	97	90	89	97	98	102	112	112
Time taken to re-let dwellings (weeks)	19.65	19.43	19.12	20.56	20.66	19.71	19.84	18.56	19.22	19.43	18.83	19.27	19.24
Total RAS units	1162	1160	1155	1149	1139	1133	1136	1132	1126	1123	1119	1111	1004
Total HAP units	3390	3435	3477	3517	3564	3590	3622	3673	3715	3736	3764	3797	3851
Total units leased	1252	1258	1271	1304	1317	1359	1372	1385	1391	1310	1454	1545	1549
No. of housing grants approved	18	0	0	16	67	31	15	24	20	17	36	45	49
Housing Maintenance requests received	1285	811	952	1457	1496	1336	1390	1483	1605	1190	1704	1633	1445
Housing Maintenance requests completed	234	271	312	552	549	435	394	451	327	215	379	425	
No. of PRTB Inspections	127	0	0	129	129	230	221	211	10	269	0	0	0
Total PPN registrations	6	6	5	3	2	3	4	15	11	3	1	2	6
Planned Maintenance - units completed	0	0	0	0	0	0	0	0	0	7	0	0	0
No. of community grants issued	1	1	0	36	31	0	4	3	38	9	1	1	2
No. of sports programmes	69	9	31	3	0	0	60	73	4	6	23	25	42
No. of community events	0	0	0	0	8	0	0	1	0	1	0	0	0
No. of sports programme participants	12338	3850	1070	1018	0	0	5778	7058	169	531	1217	2444	4615
No. of community event participants	0	0	0	0	689	0	0	63	0	170	0	0	0
Visitors to leisure facilities	9901	0	0	0	0	0	11438	10171	255	9259	0	0	769
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	174	112	97	158	175	156	143	168	195	135	117	122	145
Energy upgrades completed	30	0	0	0	0	0	0	0	0	0	0	0	0
Electrical inspections completed	158	118	92	115	93	58	113	130	171	122	105	111	135
No of anti-social incidents reported	56	87	126	158	99	91	111	83	83	67	84	64	50
No of actions taken in response to reports	609	575	870	943	866	827	839	759	902	510	794	749	453

JPC and Policing Fora meetings held	0	3	0	1	5	0	1	1	0	0	3	4	10
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	0	0	0	0
DPG Works	13	5	0	1	11	33	5	14	8	3	10	32	20
Tidy Towns Groups Supported	11	11	0	0	0	0	2	10	6	0	0	0	0
No. of CE participants	88	88	88	88	86	78	76	76	83	82	81	80	83
% of CE participants allocated	71	71	71	71	64	63	60	61	63	66	65	65	67

Land Use, Planning and Transportation

Statistic Name	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Planning applications received - new housing	7	11	7	9	17	14	7	15	10	14	5	10	13
Planning applications received - new housing (units)	7	288	53	29	55	121	102	454	32	131	6	151	88
Planning granted new houses - applications	10	1	2	11	8	4	4	9	11	6	6	3	4
Planning granted new houses - applications (units)	30	1	4	316	50	12	284	9	24	29	30	88	238
Planning applications housing - applications	17	12	9	20	25	18	11	24	21	20	11	13	17
Planning applications housing - applications (units)	37	289	57	345	105	133	386	463	56	160	36	239	326
Planning Refused - no of houses	1	2	1	4	18	4	6	14	49	164	11	14	4
Planning applications - other	71	42	40	63	93	55	61	63	82	104	52	74	114
Planning other - no granted	46	20	13	49	94	43	71	55	52	47	52	95	56
Planning other - no. refused	2	5	1	8	5	4	3	6	4	4	4	7	5
Additional information requests - all classes	8	2	1	12	48	12	21	19	15	20	24	22	23
% decisions upheld by ABP	88	100	100		60	33	85	90	72	66	83	75	0
Pre planning meetings held	10	18	17	3	6	8	9	2	5	6	13	15	7
Planning enforcements initiated	6	12	19	42	23	36	21	14	17	18	13	17	29
Enforcement files closed	4	1	1	3	5	8	6	7	6	4	5	3	2
Building control inspections (number of units inspected)	63	0	13	32	30	23	9	12	42	21	1	1	0
Commencement notices received (number of units commencing)	91	10	6	51	18	21	19	72	95	12	29	15	17
TIC requests received	2	0	2	2	3	2	1	1	4	2	2		2
TIC completions	0	0	0	0	0	0	0	1	1	0	1		0
Area of footpath repaired in m2	3875	0	0	1725	4583	4423	8579	9361	8447	7439	3509	4376	9973
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	3650	0	1200	46116	19116	15877	12045	5625	16920	22631	2580	820	9342
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	1950	3630	0	0	0	2600	0	0	0	320	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	29967	30116	30174	30201	30247	30253	30256	30264	30264	30220	30245	30237
No of public lights repaired	145	1113	528	278	341	263	368	514	367	648	676	727	657
Traffic lights repaired	78	24	25	66	52	52	54	84	50	70	84	59	37
Public Lighting LED Programme	144	0	12	274	253	415	116	325	321	7	171	195	61