

May 2021 Management Report  
Supporting Performance Statistics  
This report contains the data for the month of April 2021

**Corporate Performance and Change Management**

Statistic Name	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Number of Customer Queries received	5546	4441	7159	8053	7289	7744	8061	8756	4984	8029	8265	8938	8081
Number of Customer Queries closed within deadline	5032	4029	6449	7254	6674	6961	7302	7909	4407	7323	7465	8116	7304
Number of Members Reps received	435	564	731	869	770	977	819	799	487	737	880	935	905
Number of Members Reps closed within deadline	342	397	439	413	458	516	446	446	237	420	540	497	497
Number of Freedom of Information/Data Access Requests responded to	23	14	15	19	23	21	31	14	29	20	22	27	25
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	0	0	34	44	53	460	69	130	1586	10	695	77	34
Telephone calls answered	11468	13764	21045	19647	22356	24399	27732	26005	17210	21807	22105	23349	23343
Answered within 20 seconds (%)	90	89	89	88	89	84.3	90	95.4	95.2	91.6	98.1	98	96.7
Media queries responded to	27	26	21	24	30	26	16	26	19	31	49	29	42
Fix your street queries responded to	273	328	439	412	541	468	460	584	289	521	491	671	480
Social Media Reach	3056668	1689598	1456918	1158389	1177244	1152983	1025431	1167800	2098172	1358335	1756475	1096402	1330972
Social Media Engagement	102967	61399	64735	37155	34214	46931	32971	40918	46077	37810	64309	29363	47316
Web pages opened	262823	272740	332149	308005	267695	288407	219173	201445	151485	209249	199120	217221	228828
Staff employed - WTE	1282	1282	1282	1279	1274	1275	1265	1261	1258	1251	1253	1263	1286
Percentage attendance rate on courses			100	93	88	80	90	88	80	70	93	87	100
Percentage of Training Programme for 2020 delivered (April to April)				21	28	34	40	51	53				5
Apprenticeships/graduates	13	14	15	11	11	10	10	10	10	10	9	12	13
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	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
LEO - jobs supported	9	0	6	0	0	13	0	4	0	0	0	10	0
LEO - projects approved	7	0	5	0	0	7	1	4	1	1	0	9	0
LEO - training participants	282	130	109	98	104	196	198	274	53	68	220	305	176
LEO - mentoring sessions	29	37	25	53	45	28	43	39	34	53	51	60	61
Business support grants spend	33543.72	0	14610	0	21035.67	74359.75	200000	69865	2,445	10364	2620.75	0	25,457.40
Business support grant spend (projects)	5	0	1	0	2	2	1	5	1	1	1	0	3
Business initiative with Chamber meetings held	32	30	20	12	28	36	38	25	14	10	21	26	20
Shopfront grants paid	0	0	0	0	0	4000	5905	0	5367	0	7277	5150	0
Grange Castle jobs sustained	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328
Library - visitors actual	0	0	1027	24947	25085	25013	7260	118	15633	163	187	239	245
Library - visitors online	6135	5683	13676	12208	11480	12948	6038	2863	3555	3168	2717	2432	2408
Library - items borrowed	238676	211469	164607	68691	93600	58761	45924	26799	55869	30796	26272	38215	32236
Library - computer sessions	0	0	90	1149	2618	1999	0	0	717	0	0	0	0
Libraries - events hosted	93	163	168	131	64	42	118	185	107	86	150	155	135
Library wi-fi users	4301	5985	6705	8134	8334	8714	6414	3913	3174	1478	1253	1239	1297
Arts grants paid	8	20	0	0	1	5	20	23	10	1	1	11	10
Arts events hosted	0	1	14	0	0	0	0	3	4	0	0	0	7
Visitors civic theatre	0	0	520	3527	3837	138	1415	424	900	30	8	14	12
Visitors Rua Red	0	0	485	5822	5749	567	2189	953	2283	1083	1286	2412	2898
GC Jobs (Construction)	788	788	788	788	788	788	788	788	788	788	788	788	788
SDCC Investment in Tourism Projects	0	0	11538	28474.5	0	0	0	3267	78643	0	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	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Grass cut - Hectares	625	838	831	791	813	874	876	601	0	0	0	259	815
Trees inspected	0	0	255	1168	976	382	779	664	530	219	189	240	605
Trees pruned	0	0	340	140	158	452	399	805	1035	237	338	492	310
Trees removed	0	0	65	28	35	55	86	167	88	36	42	24	16
Trees planted	0	0	0	0	0	0	0	100	310	0	0	73	0
Tonnage of waste collected - street bins	39.88	43.34	37.1	44.08	35.14	38.97	41.9	40.9	27.38	36.74	37.7	48.04	46
Tonnage of waste collected - litter/illegal dumping	570.38	504.74	513.33	539.09	582.24	494.68	639.9	694.28	340.44	732.21	561.44	603.94	534.01

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Tonnage of waste collected - road sweeping/gullies	643.66	614.94	730.9	814.78	682.68	754.73	1046.7	1644.2	351.28	965.48	934.4	867.3	780.58
Km. of roads swept monthly	930	930	930	1015	880	930	930	930	880	890	880	970	890
Derelict site/Dangerous building inspections	24	33	29	32	25	24	31	27	18	13	15	27	31
No. of environment inspections	159	117	85	76	104	62	160	98	49	43	196	97	106
Litter - fines issued	2	6	6	19	10	26	37	62	92	50	36	76	61
No. of waste enforcement notices issued	4	12	7	8	2	4	3	4	3	5	2	1	7
% of unaccounted for water	36.9	38.15	38.1	38.1	38.1	39.6	38.9	38.9	39	38	39	37.03	37.3
Drinking water network repairs completed	34	32	26	28	31	34	45	48	40	69	40	66	84
Water pollution incidents dealt with	1	7	7	11	2	7	7	2	5	5	4	5	9
Plastic bottles saved through use of drinking water from fountains	10384	3836	5874	11972	6310	3764	1784	1160	970	1590	2546	4384	3180
Number of environmental/climate action awareness sessions	0	4	3	5	2	22	4	4	6	4	3	4	7
No. of dogs impounded	16	13	19	15	9	24	8	8	12	6	14	13	18
Number of horses impounded	11	4	10	5	3	1	1	7	14	4	10	4	6
DFB fire incidents mobilised	142	216	148	164	158	249	281	167	125	163	118	169	167
DFB Ambulance incidents mobilised	1043	1040	985	993	1083	1118	970	966	1187	1159	921	1104	1196

**Housing, Social and Community Development**

Statistic Name	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Total housing stock	9636	9640	9644	9645	9645	9653	9663	9668	9731	9686	9686	9687	9688
Construction starts	0	0	0	0	0	0	0	73	0	0	0	0	0
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	6716	6674	6720	6688	6729	6891	7119	6837	6740	6687	6655	6758	6907
Allocations - New Tenancies	20	42	42	38	27	24	19	78	34	21	103	89	53
No. of voids	95	94	100	101	97	90	89	97	98	94	104	103	103
Time taken to re-let dwellings (weeks)	19.43	19.12	20.56	20.66	19.71	19.84	18.56	19.22	19.43	18.83	19.27	19.24	36.73
Total RAS units	1160	1155	1149	1139	1133	1136	1132	1126	1123	1119	1111	1111	1105
Total HAP units	3435	3477	3517	3564	3590	3622	3673	3715	3736	3764	3797	3851	3389
Total units leased	1258	1271	1304	1317	1359	1372	1385	1391	1310	1454	1545	1549	1549
No. of housing grants approved	0	0	16	67	31	15	24	20	17	36	45	49	20
Housing Maintenance requests received	811	952	1457	1496	1336	1390	1483	1605	1190	1704	1633	1445	
Housing Maintenance requests completed	271	312	552	549	435	394	451	327	215	379	425		
No. of PRTB Inspections	0	0	129	129	230	221	211	10	269	0	0	0	21
Total PPN registrations	6	5	3	2	3	4	15	11	3	1	2	6	14
Planned Maintenance - units completed	0	0	0	0	0	0	0	0	7	0	0	0	0
No. of community grants issued	1	0	36	31	0	4	3	38	9	1	1	2	2
No. of sports programmes	9	31	3	0	0	60	73	4	6	23	25	42	45
No. of community events	0	0	0	8	0	0	1	0	1	0	0	0	0
No. of sports programme participants	3850	1070	1018	0	0	5778	7058	169	531	1217	2444	4615	3382
No. of community event participants	0	0	0	689	0	0	63	0	170	0	0	0	0
Visitors to leisure facilities	0	0	0	0	0	11438	10171	255	9259	0	0	769	805
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	112	97	158	175	156	143	168	195	135	117	122	145	165
Energy upgrades completed	0	0	0	0	0	0	0	0	0	0	0	0	0
Electrical inspections completed	118	92	115	93	58	113	130	171	122	105	111	135	64
No of anti-social incidents reported	87	126	158	99	91	111	83	83	67	84	64	50	87
No of actions taken in response to reports	575	870	943	866	827	839	759	902	510	794	749	453	406
JPC and Policing Fora meetings held	3	0	1	5	0	1	1	0	0	3	4	10	13
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	0	0	0	0
DPG Works	5	0	1	11	33	5	14	8	3	10	32	20	19
Tidy Towns Groups Supported	11	0	0	0	0	2	10	6	0	0	0	0	0
No. of CE participants	88	88	88	86	78	76	76	83	82	81	80	83	79
% of CE participants allocated	71	71	71	64	63	60	61	63	66	65	65	67	64

