

June 2021 Management Report

Supporting Performance Statistics

This report contains the data for the month of May 2021

Corporate Performance and Change Management

Statistic Name	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Number of Customer Queries received	4441	7159	8053	7289	7744	8061	8756	4984	8029	8265	8938	8081	6533
Number of Customer Queries closed within deadline	4029	6449	7254	6674	6961	7302	7909	4407	7323	7465	8116	7304	5805
Number of Members Reps received	564	731	869	770	977	819	799	487	737	880	935	905	840
Number of Members Reps closed within deadline	397	439	413	458	516	446	446	237	420	540	497	497	472
Number of Freedom of Information/Data Access Requests responded to	14	15	19	23	21	31	14	29	20	22	27	25	31
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	0	34	44	53	460	69	130	1586	10	695	77	34	4323
Telephone calls answered	13764	21045	19647	22356	24399	27732	26005	17210	21807	22105	23349	23343	22723
Answered within 20 seconds (%)	89	89	88	89	84.3	90	95.4	95.2	91.6	98.1	98	96.7	91.4
Media queries responded to	26	21	24	30	26	16	26	19	31	49	29	42	33
Fix your street queries responded to	328	439	412	541	468	460	584	289	521	491	671	480	460
Social Media Reach	1689598	1456918	1158389	1177244	1152983	1025431	1167800	2098172	1358335	1756475	1096402	1330972	1840441
Social Media Engagement	61399	64735	37155	34214	46931	32971	40918	46077	37810	64309	29363	47316	64258
Web pages opened	272740	332149	308005	267695	288407	219173	201445	151485	209249	199120	217221	228828	222725
Staff employed - WTE	1282	1282	1279	1274	1275	1265	1261	1258	1251	1253	1263	1286	1288
Percentage attendance rate on courses		100	93	88	80	90	88	80	70	93	87	100	87
Percentage of Training Programme for 2020 delivered (April to April)			21	28	34	40	51	53				5	18
Apprenticeships/graduates	14	15	11	11	10	10	10	10	10	9	12	13	14
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	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
LEO - jobs supported	0	6	0	0	13	0	4	0	0	0	10	1	5
LEO - projects approved	0	5	0	0	7	1	4	1	1	0	9	1	4
LEO - training participants	130	109	98	104	196	198	274	53	68	220	305	176	209
LEO - mentoring sessions	37	25	53	45	28	43	39	34	53	51	60	61	53
Business support grants spend	0	14610.00	0	21035.67	74359.75	200000	69865	2,445	10364	2620.75	0	25,457.40	0
Business support grant spend (projects)	0	1	0	2	2	1	5	1	1	1	0	3	0
Business initiative with Chamber meetings held	30	20	12	28	36	38	25	14	10	21	26	20	23
Shopfront grants paid	0	0	0	0	4000	5905	0	5367	0	7277	5150	0	10249
Grange Castle jobs sustained	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328
Library - visitors actual	0	1027	24947	25085	25013	7260	118	15633	163	187	239	245	21489
Library - visitors online	5683	13676	12208	11480	12948	6038	2863	3555	3168	2717	2432	2408	4559
Library - items borrowed	211469	164607	68691	93600	58761	45924	26799	55869	30796	26272	38215	32236	63527
Library - computer sessions	0	90	1149	2618	1999	0	0	717	0	0	0	0	0
Libraries - events hosted	163	168	131	64	42	118	185	107	86	150	155	135	84
Library wi-fi users	5985	6705	8134	8334	8714	6414	3913	3174	1478	1253	1239	1297	1437
Arts grants paid	20	0	0	1	5	20	23	10	1	1	11	10	11

Arts events hosted	1	14	0	0	0	0	3	4	0	0	0	7	0
Visitors civic theatre	0	520	3527	3837	138	1415	424	900	30	8	14	12	78
Visitors Rua Red	0	485	5822	5749	567	2189	953	2283	1083	1286	2412	2898	3116
GC Jobs (Construction)	788	788	788	788	788	788	788	788	788	788	788	788	788
SDCC Investment in Tourism Projects	0	11538	28474.50	0	0	0	3267	78643	0	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	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Grass cut - Hectares	838	831	791	813	874	876	601	0	0	0	259	815	848
Trees inspected	0	255	1168	976	382	779	664	530	219	189	240	605	819
Trees pruned	0	340	140	158	452	399	805	1035	237	338	492	310	455
Trees removed	0	65	28	35	55	86	167	88	36	42	24	16	31
Trees planted	0	0	0	0	0	0	100	310	0	0	73	0	0
Tonnage of waste collected - street bins	43.34	37.10	44.08	35.14	38.97	41.9	40.9	27.38	36.74	37.7	48.04	46	48.48
Tonnage of waste collected - litter/illegal dumping	504.74	513.33	539.09	582.24	494.68	639.9	694.28	340.44	732.21	561.44	603.94	534.01	568.82
Tonnage of waste collected - road sweeping/gullies	614.94	730.9	814.78	682.68	754.73	1046.7	1644.2	351.28	965.48	934.4	867.3	780.58	805.72
Km. of roads swept monthly	930	930	1015	880	930	930	930	880	890	880	970	890	890
Derelict site/Dangerous building inspections	33	29	32	25	24	31	27	18	13	15	27	31	25
No. of environment inspections	117	85	76	104	62	160	98	49	43	196	97	106	200
Litter - fines issued	6	6	19	10	26	37	62	92	50	36	76	61	36
No. of waste enforcement notices issued	12	7	8	2	4	3	4	3	5	2	1	7	25
% of unaccounted for water	38.15	38.1	38.1	38.10	39.6	38.9	38.9	39	38	39	37.03	37.3	37.7
Drinking water network repairs completed	32	26	28	31	34	45	48	40	69	40	66	84	66
Water pollution incidents dealt with	7	7	11	2	7	7	2	5	5	4	5	9	9
Plastic bottles saved through use of drinking water from fountains	3836	5874	11972	6310	3764	1784	1160	970	1590	2546	4384	3180	11954
Number of environmental/climate action awareness sessions	4	3	5	2	22	4	4	6	4	3	4	7	1
No. of dogs impounded	13	19	15	9	24	8	8	12	6	14	13	18	17
Number of horses impounded	4	10	5	3	1	1	7	14	4	10	4	6	3
DFB fire incidents mobilised	216	148	164	158	249	281	167	125	163	118	169	167	141
DFB Ambulance incidents mobilised	1040	985	993	1083	1118	970	966	1187	1159	921	1104	1196	1122

Housing, Social and Community Development

Statistic Name	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Total housing stock	9640	9644	9645	9645	9653	9663	9668	9731	9686	9686	9687	9688	9688
Construction starts	0	0	0	0	0	0	73	0	0	0	0	0	0
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	6674	6720	6688	6729	6891	7119	6837	6740	6687	6655	6758	6907	6854
Allocations - New Tenancies	42	42	38	27	24	19	78	34	21	103	89	53	39
No. of voids	94	100	101	97	90	89	97	98	94	104	103	103	103
Time taken to re-let dwellings (weeks)	19.12	20.56	20.66	19.71	19.84	18.56	19.22	19.43	18.83	19.27	19.24	36.73	40.4
Total RAS units	1155	1149	1139	1133	1136	1132	1126	1123	1119	1111	1111	1105	1093
Total HAP units	3477	3517	3564	3590	3622	3673	3715	3736	3764	3797	3851	3889	3927
Total units leased	1271	1304	1317	1359	1372	1385	1391	1310	1454	1545	1549	1549	1550
No. of housing grants approved	0	16	67	31	15	24	20	17	36	45	49	20	37
Housing Maintenance requests received	952	1457	1496	1336	1390	1483	1605	1190	1704	1633	1445	0	0
Housing Maintenance requests completed	312	552	549	435	394	451	327	215	379	425		0	0
No. of PRTB Inspections	0	129	129	230	221	211	10	269	0	0	0	21	6
Total PPN registrations	5	3	2	3	4	15	11	3	1	2	6	14	6
Planned Maintenance - units completed	0	0	0	0	0	0	0	7	0	0	0	0	0
No. of community grants issued	0	36	31	0	4	3	38	9	1	1	2	2	23
No. of sports programmes	31	3	0	0	60	73	4	6	23	25	42	45	69
No. of community events	0	0	8	0	0	1	0	1	0	0	0	0	0
No. of sports programme participants	1070	1018	0	0	5778	7058	169	531	1217	2444	4615	3382	10331
No. of community event participants	0	0	689	0	0	63	0	170	0	0	0	0	0
Visitors to leisure facilities	0	0	0	0	11438	10171	255	9259	0	0	769	805	1176
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	97	158	175	156	143	168	195	135	117	122	145	165	155
Energy upgrades completed	0	0	0	0	0	0	0	0	0	0	0	0	0
Electrical inspections completed	92	115	93	58	113	130	171	122	105	111	135	64	66
No of anti-social incidents reported	126	158	99	91	111	83	83	67	84	64	50	87	59
No of actions taken in response to reports	870	943	866	827	839	759	902	510	794	749	453	406	757

JPC and Policing Fora meetings held	0	1	5	0	1	1	0	0	3	4	10	13	11
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	0	0	0	0
DPG Works	0	1	11	33	5	14	8	3	10	32	20	19	12
Tidy Towns Groups Supported	0	0	0	0	2	10	6	0	0	0	0	0	10
No. of CE participants	88	88	86	78	76	76	83	82	81	80	83	79	77
% of CE participants allocated	71	71	64	63	60	61	63	66	65	65	67	64	62

Land Use, Planning and Transportation

Statistic Name	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Planning applications received - new housing	7	9	17	14	7	15	10	14	5	10	13	11	18
Planning applications received - new housing (units)	53	29	55	121	102	454	32	131	6	151	88	320	311
Planning granted new houses - applications	2	11	8	4	4	9	11	6	6	3	4	2	5
Planning granted new houses - applications (units)	4	316	50	12	284	9	24	29	30	88	238	2	118
Planning applications housing - applications	9	20	25	18	11	24	21	20	11	13	17	13	23
Planning applications housing - applications (units)	57	345	105	133	386	463	56	160	36	239	326	322	429
Planning Refused - no of houses	1	4	18	4	6	14	49	164	11	14	4	82	20
Planning applications - other	40	63	93	55	61	63	82	104	52	74	114	87	95
Planning other - no granted	13	49	94	43	71	55	52	47	52	95	56	77	69
Planning other - no. refused	1	8	5	4	3	6	4	4	4	7	5	5	10
Additional information requests - all classes	1	12	48	12	21	19	15	20	24	22	23	30	27
% decisions upheld by ABP	100		60	33	85	90	72	66	83	75	0	33	80
Pre planning meetings held	17	3	6	8	9	2	5	6	13	15	7	12	9
Planning enforcements initiated	19	42	23	36	21	14	17	18	13	17	29	13	27
Enforcement files closed	1	3	5	8	6	7	6	4	5	2	2	0	2
Building control inspections (number of units inspected)	13	32	30	23	9	12	42	21	1	1	0	23	24
Commencement notices received (number of units commencing)	6	51	18	21	19	72	95	12	29	15	17	294	275
TIC requests received	2	2	3	2	1	1	4	2	2		2		
TIC completions	0	0	0	0	0	1	1	0	1		0	0	
Area of footpath repaired in m2	0	1725	4583	4423	8579	9361	8447	7439	3509	4376	9973	6420	7724
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	1200	46116	19116	15877	12045	5625	16920	22631	2580	820	9342	15640	14182
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	1950	3630	0	0	0	2600	0	0	0	320	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	30116	30174	30201	30247	30253	30256	30264	30264	30220	30245	30237	30239	30242
No of public lights repaired	528	278	341	263	368	514	367	648	676	727	657	504	393
Traffic lights repaired	25	66	52	52	54	84	50	70	84	59	37	36	57
Public Lighting LED Programme	12	274	253	415	116	325	321	7	171	195	61	106	333