

August 2021 Management Report

Supporting Performance Statistics

This report contains the data for the month of July 2021

Corporate Performance and Change Management

Statistic Name	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Number of Customer Queries received	8053	7289	7744	8061	8756	4984	8029	8265	8938	8081	6533	6356	5145
Number of Customer Queries closed within deadline	7254	6674	6961	7302	7909	4407	7323	7465	8116	7304	5805	5646	4393
Number of Members Reps received	869	770	977	819	799	487	737	880	935	905	840	858	854
Number of Members Reps closed within deadline	413	458	516	446	446	237	420	540	497	497	472	469	452
Number of Freedom of Information/Data Access Requests responded to	19	23	21	31	14	29	20	22	27	25	31	20	20
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	44	53	460	69	130	1586	10	695	77	388	4323	1131	135
Telephone calls answered Answered within 20 seconds (%)	19647	22356	24399	27732	26005	17210	21807	22105	23349	23343	22723	19632	14307
Media queries responded to	88	89	84.3	90	95.4	95.2	91.6	98.1	98	96.7	91.4	92.6	89.2
Fix your street queries responded to	24	30	26	16	26	19	31	49	29	42	33	31	29
Social Media Reach	412	541	468	460	584	289	521	491	671	480	460	498	529
Social Media Engagement	1158389	1177244	1152983	1025431	1167800	2098172	1358335	1756475	1096402	1330972	1840441	1704147	1541450
Web pages opened	37155	34214	46931	32971	40918	46077	37810	64309	29363	47316	64258	36877	37458
Staff employed - WTE	308005	267695	288407	219173	201445	151485	209249	199120	217221	228828	222725	184756	182131
Percentage attendance rate on courses	1279	1274	1275	1265	1261	1258	1251	1253	1263	1286	1288	1287	1307
Percentage of Training Programme for 2020 delivered (April to April)	93	88	80	90	88	80	70	93	87	100	87	94	92
Apprenticeships/graduates	21	28	34	40	51	53				5	18	41	51
Number of Customer Care Queries/Complaints received in Irish	11	11	10	10	10	10	10	9	12	13	14	13	20
	0	0	0	0	0	0	0	0	0	0	0	0	0

Economic, Enterprise and Tourism Development

Statistic Name	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
LEO - jobs supported	0	0	13	0	4	0	0	0	10	1	5	8	0
LEO - projects approved	0	0	7	1	4	1	1	0	9	1	4	6	0
LEO - training participants	98	104	196	198	274	53	186	220	305	176	209	242	152
LEO - mentoring sessions	53	45	28	43	39	34	53	51	60	61	53	24	57
Business support grants spend	0	21035.67	74359.75	200000	69865	2,445	10364	2620.75	0	25,457.40	0	3682	8361
Business support grant spend (projects)	0	2	2	1	5	1	1	1	0	3	0	2	3
Business initiative with Chamber meetings held	12	28	36	38	25	14	10	21	26	20	23	18	16
Shopfront grants paid	0	0	4000	5905	0	5367	0	7277	5150	0	10249	9694	8081
Grange Castle jobs sustained	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328
Library - visitors actual	24947	25085	25013	7260	118	15633	163	187	239	245	21489	24481	27616
Library - visitors online	12208	11480	12948	6038	2863	3555	3168	2717	2432	2408	4559	4122	
Library - items borrowed	68691	93600	58761	45924	26799	55869	30796	26272	38215	32236	63527	67078	517324
Library - computer sessions	1149	2618	1999	0	0	717	0	0	0	0	0	0	0
Libraries - events hosted	131	64	42	118	185	107	86	150	155	135	84	95	111
Library wi-fi users	8134	8334	8714	6414	3913	3174	1478	1253	1239	1297	1437	1566	1432
Arts grants paid	0	1	5	20	23	10	1	1	11	10	11	12	6

Arts events hosted	0	0	0	0	3	4	0	0	0	7	0	68	0
Visitors civic theatre	3527	3837	138	1415	424	900	30	8	14	12	78	270	368
Visitors Rua Red	5822	5749	567	2189	953	2283	1083	1286	2412	2898	3116	4136	7923
GC Jobs (Construction)	788	788	788	788	788	788	788	788	788	788	788	788	788
SDCC Investment in Tourism Projects	28474.50	0	0	0	3267	78643	0	0	0	0	0	0	9486.99
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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Grass cut - Hectares	791	813	874	876	601	0	0	0	259	815	848	864	766
Trees inspected	1168	976	382	779	664	530	219	189	240	605	819	855	941
Trees pruned	140	158	452	399	805	1035	237	338	492	310	455	616	285
Trees removed	28	35	55	86	167	88	36	42	24	16	31	63	24
Trees planted	0	0	0	0	100	310	0	0	73	0	0	5	0
Tonnage of waste collected - street bins	44.08	35.14	38.97	41.9	40.9	27.38	36.74	37.7	48.04	46	48.48	39.52	41.26
Tonnage of waste collected - litter/illegal dumping	539.09	582.24	494.68	639.9	694.28	340.44	732.21	561.44	603.94	534.01	568.82	547.51	531.06
Tonnage of waste collected - road sweeping/gullies	814.78	682.68	754.73	1046.7	1644.2	351.28	965.48	934.4	867.3	780.58	805.72	754.39	770.58
Km. of roads swept monthly	1015	880	930	930	930	880	890	880	970	890	890	930	1015
Derelict site/Dangerous building inspections	32	25	24	31	27	18	13	15	27	31	25	24	18
No. of environment inspections	76	104	62	160	98	49	43	196	97	107	201	90	98
Litter - fines issued	19	10	26	37	62	92	50	36	76	61	25	23	21
No. of waste enforcement notices issued	8	2	4	3	4	3	5	2	1	7	25	8	14
% of unaccounted for water	38.1	38.10	39.6	38.9	38.9	39	38	39	37.03	37.3	37.7	37.7	
Drinking water network repairs completed	28	31	34	45	48	40	69	40	66	84	66	65	
Water pollution incidents dealt with	11	2	7	7	2	5	5	4	5	9	9	7	5
Plastic bottles saved through use of drinking water from fountains	11972	6310	3764	1784	1160	970	1590	2546	4384	3180	11954	11958	9644
Number of environmental/climate action awareness sessions	5	2	22	4	4	6	4	3	4	7	1	5	4
No. of dogs impounded	15	9	24	8	8	12	6	14	13	18	17	16	16
Number of horses impounded	5	3	1	1	7	14	4	10	4	6	3	1	3
DFB fire incidents mobilised	164	158	249	281	167	125	163	118	169	167	141	160	145
DFB Ambulance incidents mobilised	993	1083	1118	970	966	1187	1159	921	1104	1196	1122	1117	1322

Housing, Social and Community Development

Statistic Name	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Total housing stock	9645	9645	9653	9663	9668	9731	9686	9686	9687	9688	9688	9688	9688
Construction starts	0	0	0	0	73	0	0	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	6688	6729	6891	7119	6837	6740	6687	6655	6758	6907	6854	6701	6837
Allocations - New Tenancies	38	27	24	19	78	34	21	103	89	53	39	21	19
No. of voids	101	97	90	89	97	98	94	104	103	103	103	105	108
Time taken to re-let dwellings (weeks)	20.66	19.71	19.84	18.56	19.22	19.43	18.83	19.27	19.24	36.73	40.4	28.17	26
Total RAS units	1139	1133	1136	1132	1126	1123	1119	1111	1111	1105	1093	1091	1082
Total HAP units	3564	3590	3622	3673	3715	3736	3764	3797	3851	3889	3927	3956	3984
Total units leased	1317	1359	1372	1385	1391	1310	1454	1545	1549	1549	1550	1571	1627
No. of housing grants approved	67	31	15	24	20	17	36	45	49	20	37	36	36
Housing Maintenance requests received	1496	1336	1390	1483	1605	1190	1704	1633	1445	0	0	0	0
Housing Maintenance requests completed	549	435	394	451	327	215	379	425		0	0	0	0
No. of PRTB Inspections	129	230	221	211	10	269	0	0	0	21	6	0	5
Total PPN registrations	2	3	4	15	11	3	1	2	6	14	6	7	5
Planned Maintenance - units completed	0	0	0	0	0	7	0	0	0	0	0	0	0
No. of community grants issued	31	0	4	3	38	9	1	1	2	2	23	89	17
No. of sports programmes	0	0	60	73	4	6	23	25	42	45	69	56	32
No. of community events	8	0	0	1	0	1	0	0	0	0	0	0	0
No. of sports programme participants	0	0	5778	7058	169	531	1217	2444	4615	3382	10331	5081	1596
No. of community event participants	689	0	0	63	0	170	0	0	0	0	0	0	0
Visitors to leisure facilities	0	0	11438	10171	255	9259	0	0	769	805	1176	18190	26574
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	175	156	143	168	195	135	117	122	145	165	155	145	69
Energy upgrades completed	0	0	0	0	0	0	0	0	0	0	0	0	0
Electrical inspections completed	93	58	113	130	171	122	105	111	135	64	66	55	67
No of anti-social incidents reported	99	91	111	83	83	67	84	64	50	87	59	237	63
No of actions taken in response to reports	866	827	839	759	902	510	794	749	453	406	757	511	501

JPC and Policing Fora meetings held	5	0	1	1	0	0	3	4	10	13	11	6	9
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	0	0	0	0
DPG Works	11	33	5	14	8	3	10	32	20	19	12	11	9
Tidy Towns Groups Supported	0	0	2	10	6	0	0	0	0	0	10	8	9
No. of CE participants	86	78	76	76	83	82	81	80	83	79	77	77	76
% of CE participants allocated	64	63	60	61	63	66	65	65	67	64	62	62	61

Land Use, Planning and Transportation

Statistic Name	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Planning applications received - new housing	17	14	7	15	10	14	5	10	13	11	18	7	12
Planning applications received - new housing (units)	55	121	102	454	32	131	6	151	88	320	311	264	237
Planning granted new houses - applications	8	4	4	9	11	6	6	3	4	2	5	3	3
Planning granted new houses - applications (units)	50	12	284	9	24	29	30	88	238	2	118	4	138
Planning applications housing - applications	25	18	11	24	21	20	11	13	17	13	23	10	15
Planning applications housing - applications (units)	105	133	386	463	56	160	36	239	326	322	429	268	375
Planning Refused - no of houses	18	4	6	14	49	164	11	14	4	82	20	100	111
Planning applications - other	93	55	61	63	82	104	52	74	114	87	95	79	85
Planning other - no granted	94	43	71	55	52	47	52	95	56	77	69	79	83
Planning other - no. refused	5	4	3	6	4	4	4	7	5	5	10	4	6
Additional information requests - all classes	48	12	21	19	15	20	24	22	23	30	27	27	36
% decisions upheld by ABP	60	33	85	90	72	66	83	75	0	33	80	73	88
Pre planning meetings held	6	8	9	2	5	6	13	15	7	12	9	6	10
Planning enforcements initiated	23	36	21	14	17	18	13	17	29	13	27	39	18
Enforcement files closed	5	8	6	7	6	4	5	2	2	0	2	7	5
Building control inspections (number of units inspected)	30	23	9	12	42	21	1	1	0	23	24	32	29
Commencement notices received (number of units commencing)	18	21	19	72	95	12	29	15	17	294	275	274	20
TIC requests received	3	2	1	1	4	2	2		2			2	0
TIC completions	0	0	0	1	1	0	1		0	0		0	0
Area of footpath repaired in m2	4583	4423	8579	9361	8447	7439	3509	4376	9973	6420	7724	7293	8001
Area of new footpath in m2	0	0	0	0	0	0	0	0	0	0	0	1100	0
Area of road repaired in m2	19116	15877	12045	5625	16920	22631	2580	820	9342	15640	14182	15833	6607
Area of new road in m2	0	0	0	0	0	0	0	0	0	0	0	1440	0
Area of cycle track repaired in m2	0	0	0	2600	0	0	0	320	0	0	0	1225	0
Area of new cycle track in m2	0	0	0	0	0	0	0	0	0	0	0	1585	0
No of public lights in charge	30201	30247	30253	30256	30264	30264	30220	30245	30237	30239	30242	30242	30282
No of public lights repaired	341	263	368	514	367	648	676	727	657	504	393	418	448
Traffic lights repaired	52	52	54	84	50	70	84	59	37	36	57	41	46
Public Lighting LED Programme	253	415	116	325	321	7	171	195	61	106	333	69	263