

October 2021 Management Report

Supporting Performance Statistics

This report contains the data for the month of September 2021

Corporate Performance and Change Management

Statistic Name	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number of Customer Queries received	7744	8061	8756	4984	8029	8265	8938	8081	6533	6356	5145	5634	6789
Number of Customer Queries closed within deadline	6961	7302	7909	4407	7323	7465	8116	7304	5805	5646	4393	4679	5876
Number of Members Reps received	977	819	799	487	737	880	935	905	840	858	854	751	908
Number of Members Reps closed within deadline	516	446	446	237	420	540	497	497	472	469	452	406	486
Number of Freedom of Information/Data Access Requests responded to	21	31	14	29	20	22	27	25	31	20	20	29	28
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	460	69	130	1586	10	695	77	388	4323	1131	135	41	303
Telephone calls answered	24399	27732	26005	17210	21807	22105	23349	23343	22723	19632	14307	16460	17673
Answered within 20 seconds (%)	84.3	90	95.4	95.2	91.6	98.1	98	96.7	91.4	92.6	89.2	91.6	96.7
Media queries responded to	26	16	26	19	31	49	29	42	33	31	29	32	37
Fix your street queries responded to	468	460	584	289	521	491	671	480	460	498	529	441	458
Social Media Reach	1152983	1025431	1167800	2098172	1358335	1756475	1096402	1330972	1840441	1704147	1541450	1072171	1551429
Social Media Engagement	46931	32971	40918	46077	37810	64309	29363	47316	64258	36877	37458	22659	48593
Web pages opened	288407	219173	201445	151485	209249	199120	217221	228828	222725	184756	182131	162701	186364
Staff employed - WTE	1275	1265	1261	1258	1251	1253	1263	1286	1288	1287	1307	1307	1312
Percentage attendance rate on courses	80	90	88	80	70	93	87	100	87	94	92	75	85
Percentage of Training Programme for 2020 delivered (April to April)	34	40	51	53				5	18	41	51	59	66
Apprenticeships/graduates	10	10	10	10	10	9	12	13	14	13	20	20	20
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	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
LEO - jobs supported	13	0	4	0	0	0	10	1	5	8	0	5	0
LEO - projects approved	7	1	4	1	1	0	9	1	4	6	0	3	0
LEO - training participants	196	198	274	53	186	220	305	176	209	242	152	114	123
LEO - mentoring sessions	28	43	39	34	53	51	60	61	53	24	57	47	52
Business support grants spend	74359.75	200000	69865	2,445	10364	2620.75	0	25,457.40	0	3682	8361	9306	23572
Business support grant spend (projects)	2	1	5	1	1	1	0	3	0	2	3	2	3
Business initiative with Chamber meetings held	36	38	25	14	10	21	26	20	23	18	16	20	16
Shopfront grants paid	4000	5905	0	5367	0	7277	5150	0	10249	9694	8081	0	7358
Grange Castle jobs sustained	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328
Library - visitors actual	25013	7260	118	15633	163	187	239	245	21489	24481	27616		40242
Library - visitors online	12948	6038	2863	3555	3168	2717	2432	2408	4559	4122			5481
Library - items borrowed	58761	45924	26799	55869	30796	26272	38215	32236	63527	67078	517324		77008
Library - computer sessions	1999	0	0	717	0	0	0	0	0	0	0		706
Libraries - events hosted	42	118	185	107	86	150	155	135	84	95	111		173
Library wi-fi users	8714	6414	3913	3174	1478	1253	1239	1297	1437	1566	1432		2179
Arts grants paid	5	20	23	10	1	1	11	10	11	12	6	19	13

Arts events hosted	0	0	3	4	0	0	0	7	0	68	0	31	16
Visitors civic theatre	138	1415	424	900	30	8	14	12	78	270	368	380	682
Visitors Rua Red	567	2189	953	2283	1083	1286	2412	2898	3116	4136	7923	8309	12295
GC Jobs (Construction)	788	788	788	788	788	788	788	788	788	788	788	788	788
SDCC Investment in Tourism Projects	0	0	3267	78643	0	0	0	0	0	0	9486.99	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	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Grass cut - Hectares	874	876	601	0	0	0	259	815	848	864	766	879	770
Trees inspected	382	779	664	530	219	189	240	605	819	855	941	397	3578
Trees pruned	452	399	805	1035	237	338	492	310	455	616	285	588	643
Trees removed	55	86	167	88	36	42	24	16	31	63	24	25	34
Trees planted	0	0	100	310	0	0	73	0	0	5	0	0	0
Tonnage of waste collected - street bins	38.97	41.9	40.9	27.38	36.74	37.7	48.04	46	48.48	39.52	41.26	43.56	40.12
Tonnage of waste collected - litter/illegal dumping	494.68	639.9	694.28	340.44	732.21	561.44	603.94	534.01	568.82	547.51	531.06	518.56	618.07
Tonnage of waste collected - road sweeping/gullies	754.73	1046.7	1644.2	351.28	965.48	934.4	867.3	780.58	805.72	754.39	770.58	787.86	690.73
Km. of roads swept monthly	930	930	930	880	890	880	970	890	890	930	1015	994	970
Derelict site/Dangerous building inspections	24	31	27	18	13	15	27	31	25	24	18	6	14
No. of environment inspections	62	160	98	49	44	196	97	107	201	91	112	138	122
Litter - fines issued	26	37	62	92	50	36	76	61	25	23	22	12	21
No. of waste enforcement notices issued	4	3	4	3	5	2	1	8	25	8	14	4	5
% of unaccounted for water	39.6	38.9	38.9	39	38	39	37.03	37.3	37.7	37.7	33.6	33.8	33.8
Drinking water network repairs completed	34	45	48	40	69	40	66	84	66	65	34	31	52
Water pollution incidents dealt with	7	7	2	5	5	4	5	9	9	7	5	5	4
Plastic bottles saved through use of drinking water from fountains	3764	1784	1160	970	1590	2546	4384	3180	11954	11958	9644	8008	7560
Number of environmental/climate action awareness sessions	22	4	4	6	4	3	4	7	1	5	4	4	26
No. of dogs impounded	24	8	8	12	6	14	13	21	18	16	16	13	22
Number of horses impounded	1	1	7	14	4	10	4	6	3	1	3	7	2
DFB fire incidents mobilised	249	281	167	125	163	118	169	167	141	160	145	168	204
DFB Ambulance incidents mobilised	1118	970	966	1187	1159	921	1104	1196	1122	1117	1322	1257	1255

Housing, Social and Community Development

Statistic Name	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Total housing stock	9653	9663	9668	9731	9686	9686	9687	9688	9688	9688	9688	9687	9687
Construction starts	0	0	73	0	0	0	0	0	0	0	0	10	0
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	6891	7119	6837	6740	6687	6655	6758	6907	6854	6701	6837	6943	6984
Allocations - New Tenancies	24	19	78	34	21	103	89	53	39	21	19	17	15
No. of voids	90	89	97	98	94	104	103	103	103	105	108	95	99
Time taken to re-let dwellings (weeks)	19.84	18.56	19.22	19.43	18.83	19.27	19.24	36.73	40.4	28.17	26	34.44	34.97
Total RAS units	1136	1132	1126	1123	1119	1111	1111	1105	1093	1091	1082	1078	1073
Total HAP units	3622	3673	3715	3736	3764	3797	3851	3889	3927	3956	3984	4008	4026
Total units leased	1372	1385	1391	1310	1454	1545	1549	1549	1550	1571	1627	1653	1675
No. of housing grants approved	15	24	20	17	36	45	49	20	37	36	36	31	30
Housing Maintenance requests received	1390	1483	1605	1190	1704	1633	1445	1400	1248	1247	1223	1344	1438
Housing Maintenance requests completed	394	451	327	215	379	425		0	0	0	0	0	0
No. of PRTB Inspections	221	211	10	269	0	0	0	21	6	0	5	119	247
Total PPN registrations	4	15	11	3	1	2	6	14	6	7	5	10	4
Planned Maintenance - units completed	0	0	0	7	0	0	0	0	0	0	0	0	0
No. of community grants issued	4	3	38	9	1	1	2	2	23	89	17	4	14
No. of sports programmes	60	73	4	6	23	25	42	45	69	56	41	36	60
No. of community events	0	1	0	1	0	0	0	0	0	0	0	0	0
No. of sports programme participants	5778	7058	169	531	1217	2444	4615	3382	10331	5081	2407	2284	12029
No. of community event participants	0	63	0	170	0	0	0	0	0	0	0	0	0
Visitors to leisure facilities	11438	10171	255	9259	0	0	769	805	1176	18190	26574	52738	16856
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	143	168	195	135	117	122	145	165	155	145	69	153	140
Energy upgrades completed	0	0	0	0	0	0	0	0	0	0	0	0	0
Electrical inspections completed	113	130	171	122	105	111	135	64	66	55	67	58	87
No of anti-social incidents reported	111	83	83	67	84	64	50	186	100	97	63	58	73
No of actions taken in response to reports	839	759	902	510	794	749	453	663	500	511	501	361	525

JPC and Policing Fora meetings held	1	1	0	0	3	4	10	13	11	6	9	4	15
No of Local Festivals supported	0	0	0	0	0	0	0	0	0	0	0	0	0
DPG Works	5	14	8	3	10	32	20	19	12	11	9	16	5
Tidy Towns Groups Supported	2	10	6	0	0	0	0	0	10	8	9	0	0
No. of CE participants	76	76	83	82	81	80	83	79	77	77	76	76	76
% of CE participants allocated	60	61	63	66	65	65	67	64	62	62	61	61	61

Land Use, Planning and Transportation

Statistic Name	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Planning applications received - new housing	7	15	10	14	5	10	13	11	18	7	12	6	12
Planning applications received - new housing (units)	102	454	32	131	6	151	88	320	311	264	237	45	24
Planning granted new houses - applications	4	9	11	6	6	3	4	2	5	3	3	4	3
Planning granted new houses - applications (units)	284	9	24	29	30	88	238	2	118	4	138	117	206
Planning applications housing - applications	11	24	21	20	11	13	17	13	23	10	15	10	15
Planning applications housing - applications (units)	386	463	56	160	36	239	326	322	429	268	375	162	230
Planning Refused - no of houses	6	14	49	164	11	14	4	82	20	100	111	10	166
Planning applications - other	61	63	82	104	52	74	114	87	95	79	85	58	64
Planning other - no granted	71	55	52	47	52	95	56	77	69	79	83	64	54
Planning other - no. refused	3	6	4	4	4	7	5	5	10	4	6	1	5
Additional information requests - all classes	21	19	15	20	24	22	23	30	27	27	36	28	38
% decisions upheld by ABP	85	90	72	66	83	75	0	33	80	73	88	100	63
Pre planning meetings held	9	2	5	6	13	15	7	12	9	6	10	6	4
Planning enforcements initiated	21	14	17	18	13	17	29	13	27	39	18	13	23
Enforcement files closed	6	7	6	4	5	2	2	0	2	7	5	0	9
Building control inspections (number of units inspected)	9	12	42	21	1	1	0	23	24	32	29	15	16
Commencement notices received (number of units commencing)	19	72	95	12	29	15	17	294	275	274	20	56	20
TIC requests received	1	1	4	2	2		2			2	0	2	
TIC completions	0	1	1	0	1		0	0		0	0	0	
Area of footpath repaired in m2	8579	9361	8447	7439	3509	4376	9973	6420	7724	7293	8001	7244	6131
Area of new footpath in m2	0	0	0	0	0	0	0	0	0	1100	0	0	0
Area of road repaired in m2	12045	5625	16920	22631	2580	820	9342	15640	14182	15833	6607	3480	12301
Area of new road in m2	0	0	0	0	0	0	0	0	0	1440	0	0	0
Area of cycle track repaired in m2	0	2600	0	0	0	320	0	0	0	1225	0	0	5370
Area of new cycle track in m2	0	0	0	0	0	0	0	0	0	1585	0	12080	0
No of public lights in charge	30253	30256	30264	30264	30220	30245	30237	30239	30242	30242	30282	30377	30387
No of public lights repaired	368	514	367	648	676	727	657	504	393	418	448	360	454
Traffic lights repaired	54	84	50	70	84	59	37	36	57	41	46	106	113
Public Lighting LED Programme	116	325	321	7	171	195	61	106	333	69	263	67	18