

November 2021 Management Report

Supporting Performance Statistics

This report contains the data for the month of October 2021

Corporate Performance and Change Management

| Statistic Name | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Number of Customer Queries received | 8061 | 8756 | 4984 | 8029 | 8265 | 8938 | 8081 | 6533 | 6356 | 5145 | 5634 | 6789 | 6890 |
| Number of Customer Queries closed within deadline | 7302 | 7909 | 4407 | 7323 | 7465 | 8116 | 7304 | 5805 | 5646 | 4393 | 4679 | 5876 | 6085 |
| Number of Members Reps received | 819 | 799 | 487 | 737 | 880 | 935 | 905 | 840 | 858 | 854 | 751 | 908 | 976 |
| Number of Members Reps closed within deadline | 446 | 446 | 237 | 420 | 540 | 497 | 497 | 472 | 469 | 452 | 406 | 486 | 529 |
| Number of Freedom of Information/Data Access Requests responded to | 31 | 14 | 29 | 20 | 22 | 27 | 25 | 31 | 20 | 20 | 29 | 28 | 37 |
| Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes) | 69 | 130 | 1586 | 10 | 695 | 77 | 388 | 4323 | 1131 | 135 | 41 | 303 | 327 |
| Telephone calls answered | 27732 | 26005 | 17210 | 21807 | 22105 | 23349 | 23343 | 22723 | 19632 | 14307 | 16460 | 17673 | 17449 |
| Answered within 20 seconds (%) | 90 | 95.4 | 95.2 | 91.6 | 98.1 | 98 | 96.7 | 91.4 | 92.6 | 89.2 | 91.6 | 96.7 | 95.7 |
| Media queries responded to | 16 | 26 | 19 | 31 | 49 | 29 | 42 | 33 | 31 | 29 | 32 | 37 | 15 |
| Fix your street queries responded to | 460 | 584 | 289 | 521 | 491 | 671 | 480 | 460 | 498 | 529 | 441 | 458 | 378 |
| Social Media Reach | 1025431 | 1167800 | 2098172 | 1358335 | 1756475 | 1096402 | 1330972 | 1840441 | 1704147 | 1541450 | 1072171 | 1551429 | 1324720 |
| Social Media Engagement | 32971 | 40918 | 46077 | 37810 | 64309 | 29363 | 47316 | 64258 | 36877 | 37458 | 22659 | 48593 | 40643 |
| Web pages opened | 219173 | 201445 | 151485 | 209249 | 199120 | 217221 | 228828 | 222725 | 184756 | 182131 | 162701 | 186364 | 183870 |
| Staff employed - WTE | 1265 | 1261 | 1258 | 1251 | 1253 | 1263 | 1286 | 1288 | 1287 | 1307 | 1307 | 1312 | 1313 |
| Percentage attendance rate on courses | 90 | 88 | 80 | 70 | 93 | 87 | 100 | 87 | 94 | 92 | 75 | 85 | 81 |
| Percentage of Training Programme for 2020 delivered (April to April) | 40 | 51 | 53 | | | | 5 | 18 | 41 | 51 | 59 | 66 | 79 |
| Apprenticeships/graduates | 10 | 10 | 10 | 10 | 9 | 12 | 13 | 14 | 13 | 20 | 20 | 20 | 19 |
| 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 | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct |
|--|--------|-------|-------|-------|---------|-------|-----------|-------|-------|--------|------|-------|-------|
| LEO - jobs supported | 0 | 4 | 0 | 0 | 0 | 10 | 1 | 5 | 8 | 0 | 5 | 0 | 6 |
| LEO - projects approved | 1 | 4 | 1 | 1 | 0 | 9 | 1 | 4 | 6 | 0 | 3 | 0 | 4 |
| LEO - training participants | 198 | 274 | 53 | 186 | 220 | 305 | 176 | 209 | 242 | 152 | 114 | 123 | 179 |
| LEO - mentoring sessions | 43 | 39 | 34 | 53 | 51 | 60 | 61 | 53 | 24 | 57 | 47 | 52 | 40 |
| Business support grants spend | 200000 | 69865 | 2,445 | 10364 | 2620.75 | 0 | 25,457.40 | 0 | 3682 | 8361 | 9306 | 23572 | 0 |
| Business support grant spend (projects) | 1 | 5 | 1 | 1 | 1 | 0 | 3 | 0 | 2 | 3 | 2 | 3 | 0 |
| Business initiative with Chamber meetings held | 38 | 25 | 14 | 10 | 21 | 26 | 20 | 23 | 18 | 16 | 20 | 16 | 14 |
| Shopfront grants paid | 5905 | 0 | 5367 | 0 | 7277 | 5150 | 0 | 10249 | 9694 | 8081 | 0 | 7358 | 0 |
| Grange Castle jobs sustained | 5328 | 5328 | 5328 | 5328 | 5328 | 5328 | 5328 | 5328 | 5328 | 5328 | 5328 | 5328 | 5328 |
| Library - visitors actual | 7260 | 118 | 15633 | 163 | 187 | 239 | 245 | 21489 | 24481 | 27616 | | 40242 | 61701 |
| Library - visitors online | 6038 | 2863 | 3555 | 3168 | 2717 | 2432 | 2408 | 4559 | 4122 | | | 5481 | 46583 |
| Library - items borrowed | 45924 | 26799 | 55869 | 30796 | 26272 | 38215 | 32236 | 63527 | 67078 | 517324 | | 77008 | 80383 |
| Library - computer sessions | 0 | 0 | 717 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 706 | 5034 |
| Libraries - events hosted | 118 | 185 | 107 | 86 | 150 | 155 | 135 | 84 | 95 | 111 | | 173 | 306 |
| Library wi-fi users | 6414 | 3913 | 3174 | 1478 | 1253 | 1239 | 1297 | 1437 | 1566 | 1432 | | 2179 | 3024 |
| Arts grants paid | 20 | 23 | 10 | 1 | 1 | 11 | 10 | 11 | 12 | 6 | 19 | 13 | |
| Arts events hosted | 0 | 3 | 4 | 0 | 0 | 0 | 7 | 0 | 68 | 0 | 31 | 16 | |

| | | | | | | | | | | | | | |
|---|------|------|-------|------|------|------|------|------|------|---------|------|-------|---|
| Visitors civic theatre | 1415 | 424 | 900 | 30 | 8 | 14 | 12 | 78 | 270 | 368 | 380 | 682 | |
| Visitors Rua Red | 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 | |
| SDCC Investment in Tourism Projects | 0 | 3267 | 78643 | 0 | 0 | 0 | 0 | 0 | 0 | 9486.99 | 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 | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Grass cut - Hectares | 876 | 601 | 0 | 0 | 0 | 259 | 815 | 848 | 864 | 766 | 879 | 770 | 676 |
| Trees inspected | 779 | 664 | 530 | 219 | 189 | 240 | 605 | 819 | 855 | 941 | 397 | 3578 | 3619 |
| Trees pruned | 399 | 805 | 1035 | 237 | 338 | 492 | 310 | 455 | 616 | 285 | 588 | 643 | 1097 |
| Trees removed | 86 | 167 | 88 | 36 | 42 | 24 | 16 | 31 | 63 | 24 | 25 | 34 | 36 |
| Trees planted | 0 | 100 | 310 | 0 | 0 | 73 | 0 | 0 | 5 | 0 | 0 | 0 | 0 |
| Tonnage of waste collected - street bins | 41.9 | 40.9 | 27.38 | 36.74 | 37.7 | 48.04 | 46 | 48.48 | 39.52 | 41.26 | 43.56 | 40.12 | 44.52 |
| Tonnage of waste collected - litter/illegal dumping | 639.9 | 694.28 | 340.44 | 732.21 | 561.44 | 603.94 | 534.01 | 568.82 | 547.51 | 531.06 | 518.56 | 618.07 | 556.86 |
| Tonnage of waste collected - road sweeping/gullies | 1046.7 | 1644.2 | 351.28 | 965.48 | 934.4 | 867.3 | 780.58 | 805.72 | 754.39 | 770.58 | 787.86 | 690.73 | 940.79 |
| Km. of roads swept monthly | 930 | 930 | 880 | 890 | 880 | 970 | 890 | 890 | 930 | 1015 | 994 | 970 | 890 |
| Derelict site/Dangerous building inspections | 31 | 27 | 18 | 13 | 15 | 27 | 31 | 25 | 24 | 18 | 6 | 14 | 13 |
| No. of environment inspections | 160 | 98 | 49 | 44 | 196 | 97 | 107 | 201 | 91 | 112 | 138 | 122 | 288 |
| Litter - fines issued | 37 | 62 | 92 | 50 | 36 | 76 | 61 | 25 | 23 | 22 | 12 | 24 | 20 |
| No. of waste enforcement notices issued | 3 | 4 | 3 | 5 | 2 | 1 | 8 | 25 | 8 | 14 | 4 | 5 | 1 |
| % of unaccounted for water | 38.9 | 38.9 | 39 | 38 | 39 | 37.03 | 37.3 | 37.7 | 37.7 | 33.6 | 33.8 | 33.8 | 34 |
| Drinking water network repairs completed | 45 | 48 | 40 | 69 | 40 | 66 | 84 | 66 | 65 | 34 | 31 | 52 | 52 |
| Water pollution incidents dealt with | 7 | 2 | 5 | 5 | 4 | 5 | 9 | 9 | 7 | 5 | 5 | 4 | 6 |
| Plastic bottles saved through use of drinking water from fountains | 1784 | 1160 | 970 | 1590 | 2546 | 4384 | 3180 | 11954 | 11958 | 9644 | 8008 | 7560 | 4170 |
| Number of environmental/climate action awareness sessions | 4 | 4 | 6 | 4 | 3 | 4 | 7 | 1 | 5 | 4 | 4 | 26 | 3 |
| No. of dogs impounded | 8 | 8 | 12 | 6 | 14 | 13 | 21 | 18 | 16 | 16 | 13 | 22 | 35 |
| Number of horses impounded | 1 | 7 | 14 | 4 | 10 | 4 | 6 | 3 | 1 | 3 | 7 | 2 | 1 |
| DFB fire incidents mobilised | 281 | 167 | 125 | 163 | 118 | 169 | 167 | 141 | 160 | 145 | 168 | 204 | 251 |
| DFB Ambulance incidents mobilised | 970 | 966 | 1187 | 1159 | 921 | 1104 | 1196 | 1122 | 1117 | 1322 | 1257 | 1255 | 1306 |

Housing, Social and Community Development

| Statistic Name | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Total housing stock | 9663 | 9668 | 9731 | 9686 | 9686 | 9687 | 9688 | 9688 | 9688 | 9688 | 9687 | 9687 | 9688 |
| Construction starts | 0 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Construction completions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total housing needs assessed | 7119 | 6837 | 6740 | 6687 | 6655 | 6758 | 6907 | 6854 | 6701 | 6837 | 6943 | 6984 | 7129 |
| Allocations - New Tenancies | 19 | 78 | 34 | 21 | 103 | 89 | 53 | 39 | 21 | 19 | 17 | 15 | 68 |
| No. of voids | 89 | 97 | 98 | 94 | 104 | 103 | 103 | 103 | 105 | 108 | 95 | 99 | 93 |
| Time taken to re-let dwellings (weeks) | 18.56 | 19.22 | 19.43 | 18.83 | 19.27 | 19.24 | 36.73 | 40.4 | 28.17 | 26 | 34.44 | 34.97 | 38.54 |
| Total RAS units | 1132 | 1126 | 1123 | 1119 | 1111 | 1111 | 1105 | 1093 | 1091 | 1082 | 1078 | 1073 | 1070 |
| Total HAP units | 3673 | 3715 | 3736 | 3764 | 3797 | 3851 | 3889 | 3927 | 3956 | 3984 | 4008 | 4026 | 4047 |
| Total units leased | 1385 | 1391 | 1310 | 1454 | 1545 | 1549 | 1549 | 1550 | 1571 | 1627 | 1653 | 1675 | 1683 |
| No. of housing grants approved | 24 | 20 | 17 | 36 | 45 | 49 | 20 | 37 | 36 | 36 | 31 | 30 | 38 |
| Housing Maintenance requests received | 1483 | 1605 | 1190 | 1704 | 1633 | 1445 | 1400 | 1248 | 1247 | 1223 | 1344 | 1438 | 1557 |
| Housing Maintenance requests completed | 451 | 327 | 215 | 978 | 1182 | 833 | 1393 | 1252 | 1033 | 963 | 1031 | 1171 | 1264 |
| No. of PRTB Inspections | 211 | 10 | 269 | 0 | 0 | 0 | 21 | 6 | 0 | 5 | 119 | 247 | 169 |
| Total PPN registrations | 15 | 11 | 3 | 1 | 2 | 6 | 14 | 6 | 7 | 5 | 10 | 4 | 2 |
| Planned Maintenance - units completed | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |
| No. of community grants issued | 3 | 38 | 9 | 1 | 1 | 2 | 2 | 23 | 89 | 17 | 4 | 16 | 26 |
| No. of sports programmes | 73 | 4 | 6 | 23 | 25 | 42 | 45 | 69 | 56 | 41 | 36 | 60 | 64 |
| No. of community events | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18 |
| No. of sports programme participants | 7058 | 169 | 531 | 1217 | 2444 | 4615 | 3382 | 10331 | 5081 | 2407 | 2284 | 12029 | 12086 |
| No. of community event participants | 63 | 0 | 170 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1209 |
| Visitors to leisure facilities | 10171 | 255 | 9259 | 0 | 0 | 769 | 805 | 1176 | 18190 | 26574 | 52738 | 30817 | 38862 |
| 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 | 168 | 195 | 135 | 117 | 122 | 145 | 165 | 155 | 145 | 69 | 153 | 140 | 174 |
| Energy upgrades completed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Electrical inspections completed | 130 | 171 | 122 | 105 | 111 | 135 | 64 | 66 | 55 | 67 | 58 | 87 | 81 |
| No of anti-social incidents reported | 83 | 83 | 67 | 84 | 64 | 50 | 186 | 100 | 97 | 63 | 58 | 73 | 52 |
| No of actions taken in response to reports | 759 | 902 | 510 | 794 | 749 | 453 | 663 | 500 | 511 | 501 | 361 | 525 | 359 |
| JPC and Policing Fora meetings held | 1 | 0 | 0 | 3 | 4 | 10 | 13 | 11 | 6 | 9 | 4 | 15 | 3 |

| | | | | | | | | | | | | | |
|---------------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| No of Local Festivals supported | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DPG Works | 14 | 8 | 3 | 10 | 32 | 20 | 19 | 12 | 11 | 9 | 16 | 5 | 2 |
| Tidy Towns Groups Supported | 10 | 6 | 0 | 0 | 0 | 0 | 0 | 10 | 8 | 9 | 0 | 0 | 5 |
| No. of CE participants | 76 | 83 | 82 | 81 | 80 | 83 | 79 | 77 | 77 | 76 | 76 | 76 | 75 |
| % of CE participants allocated | 61 | 63 | 66 | 65 | 65 | 67 | 64 | 62 | 62 | 61 | 61 | 61 | 60 |

Land Use, Planning and Transportation

| Statistic Name | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Planning applications received - new housing | 15 | 10 | 14 | 5 | 10 | 13 | 11 | 18 | 7 | 12 | 6 | 12 | 8 |
| Planning applications received - new housing (units) | 454 | 32 | 131 | 6 | 151 | 88 | 320 | 311 | 264 | 237 | 45 | 24 | 249 |
| Planning granted new houses - applications | 9 | 11 | 6 | 6 | 3 | 4 | 2 | 5 | 3 | 3 | 4 | 3 | 5 |
| Planning granted new houses - applications (units) | 9 | 24 | 29 | 30 | 88 | 238 | 2 | 118 | 4 | 138 | 117 | 206 | 13 |
| Planning applications housing - applications | 24 | 21 | 20 | 11 | 13 | 17 | 13 | 23 | 10 | 15 | 10 | 15 | 13 |
| Planning applications housing - applications (units) | 463 | 56 | 160 | 36 | 239 | 326 | 322 | 429 | 268 | 375 | 162 | 230 | 262 |
| Planning Refused - no of houses | 14 | 49 | 164 | 11 | 14 | 4 | 82 | 20 | 100 | 111 | 10 | 166 | 1 |
| Planning applications - other | 63 | 82 | 104 | 52 | 74 | 114 | 87 | 95 | 79 | 85 | 58 | 64 | 61 |
| Planning other - no granted | 55 | 52 | 47 | 52 | 95 | 56 | 77 | 69 | 79 | 83 | 64 | 54 | 42 |
| Planning other - no. refused | 6 | 4 | 4 | 4 | 7 | 5 | 5 | 10 | 4 | 6 | 1 | 5 | 7 |
| Additional information requests - all classes | 19 | 15 | 20 | 24 | 22 | 23 | 30 | 27 | 27 | 36 | 28 | 38 | 26 |
| % decisions upheld by ABP | 90 | 72 | 66 | 83 | 75 | 0 | 33 | 80 | 73 | 88 | 100 | 63 | 66 |
| Pre planning meetings held | 2 | 5 | 6 | 13 | 15 | 7 | 12 | 9 | 6 | 10 | 6 | 4 | 6 |
| Planning enforcements initiated | 14 | 17 | 18 | 13 | 17 | 29 | 13 | 27 | 39 | 18 | 13 | 23 | 21 |
| Enforcement files closed | 7 | 6 | 4 | 5 | 2 | 2 | 0 | 2 | 7 | 5 | 0 | 9 | 7 |
| Building control inspections (number of units inspected) | 12 | 42 | 21 | 1 | 1 | 0 | 23 | 24 | 32 | 29 | 15 | 16 | 20 |
| Commencement notices received (number of units commencing) | 72 | 95 | 12 | 29 | 15 | 17 | 294 | 275 | 274 | 20 | 56 | 20 | 137 |
| TIC requests received | 1 | 4 | 2 | 2 | | 2 | | | 2 | 0 | 2 | | |
| TIC completions | 1 | 1 | 0 | 1 | | 0 | 0 | | 0 | 0 | 0 | | |
| Area of footpath repaired in m2 | 9361 | 8447 | 7439 | 3509 | 4376 | 9973 | 6420 | 7724 | 7293 | 8001 | 7244 | 6131 | 4188 |
| Area of new footpath in m2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1100 | 0 | 0 | 0 | 0 |
| Area of road repaired in m2 | 5625 | 16920 | 22631 | 2580 | 820 | 9342 | 15640 | 14182 | 15833 | 6607 | 3480 | 12301 | 2865 |
| Area of new road in m2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1440 | 0 | 0 | 0 | 0 |
| Area of cycle track repaired in m2 | 2600 | 0 | 0 | 0 | 320 | 0 | 0 | 0 | 1225 | 0 | 0 | 5370 | 2462 |
| Area of new cycle track in m2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1585 | 0 | 12080 | 0 | 462 |
| No of public lights in charge | 30256 | 30264 | 30264 | 30220 | 30245 | 30237 | 30239 | 30242 | 30242 | 30282 | 30377 | 30387 | 30567 |
| No of public lights repaired | 514 | 367 | 648 | 676 | 727 | 657 | 504 | 393 | 418 | 448 | 360 | 454 | 393 |
| Traffic lights repaired | 84 | 50 | 70 | 84 | 59 | 37 | 36 | 57 | 41 | 46 | 106 | 113 | 32 |
| Public Lighting LED Programme | 325 | 321 | 7 | 171 | 195 | 61 | 106 | 333 | 69 | 263 | 67 | 18 | 0 |