

## December 2021 Management Report

## Supporting Performance Statistics

This report contains the data for the month of November 2021

## Corporate Performance and Change Management

Statistic Name	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Number of Customer Queries received	8756	4984	8029	8265	8938	8081	6533	6356	5145	5634	6789	6890	7896
Number of Customer Queries closed within deadline	7909	4407	7323	7465	8116	7304	5805	5646	4393	4679	5876	6085	6948
Number of Members Reps received	799	487	737	880	935	905	840	858	854	751	908	976	974
Number of Members Reps closed within deadline	446	237	420	540	497	497	472	469	452	406	486	529	505
Number of Freedom of Information/Data Access Requests responded to	14	29	20	22	27	25	31	20	20	29	28	37	12
Number of Citizens who actively engaged in Council consultations (incl. consultation portal, citizen surveys and PB votes)	130	1586	10	695	77	388	4323	1131	135	41	303	327	109
Telephone calls answered	26005	17210	21807	22105	23349	23343	22723	19632	14307	16460	17673	17449	19621
Answered within 20 seconds (%)	95.4	95.2	91.6	98.1	98	96.7	91.4	92.6	89.2	91.6	96.7	95.7	94.9
Media queries responded to	26	19	31	49	29	42	33	31	29	32	37	15	13
Fix your street queries responded to	584	289	521	491	671	480	460	498	529	441	458	378	443
Social Media Reach	1167800	2098172	1358335	1756475	1096402	1330972	1840441	1704147	1541450	1072171	1551429	1324720	1097319
Social Media Engagement	40918	46077	37810	64309	29363	47316	64258	36877	37458	22659	48593	40643	33553
Web pages opened	201445	151485	209249	199120	217221	228828	222725	184756	182131	162701	186364	183870	173468
Staff employed - WTE	1261	1258	1251	1253	1263	1286	1288	1287	1307	1307	1312	1313	1312
Percentage attendance rate on courses	88	80	70	93	87	100	87	94	92	75	85	81	77
Percentage of Training Programme for 2020 delivered (April to April)	51	53				5	18	41	51	59	66	79	90
Apprenticeships/graduates	10	10	10	9	12	13	14	13	20	20	20	19	23
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	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
LEO - jobs supported	4	0	0	0	10	1	5	8	0	5	0	6	0
LEO - projects approved	4	1	1	0	9	1	4	6	0	3	0	4	0
LEO - training participants	274	53	186	220	305	176	209	242	152	114	123	179	105
LEO - mentoring sessions	39	34	53	51	60	61	53	24	57	47	52	40	43
Business support grants spend	69865	2,445	10364	2620.75	0	25,457.40	0	3682	8361	9306	23572	0	13591
Business support grant spend (projects)	5	1	1	1	0	3	0	2	3	2	3	0	2
Business initiative with Chamber meetings held	25	14	10	21	26	20	23	18	16	20	16	14	15
Shopfront grants paid	0	5367	0	7277	5150	0	10249	9694	8081	0	7358	0	10090
Grange Castle jobs sustained	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328	5328
Library - visitors actual	118	15633	163	187	239	245	21489	24481	27616		40242	61701	40000
Library - visitors online	2863	3555	3168	2717	2432	2408	4559	4122			5481	46583	11863
Library - items borrowed	26799	55869	30796	26272	38215	32236	63527	67078	517324		77008	80383	84866
Library - computer sessions	0	717	0	0	0	0	0	0	0		706	5034	2843
Libraries - events hosted	185	107	86	150	155	135	84	95	111		173	306	431
Library wi-fi users	3913	3174	1478	1253	1239	1297	1437	1566	1432		2179	3024	3558
Arts grants paid	23	10	1	1	11	10	11	12	6	19	13		11
Arts events hosted	3	4	0	0	0	7	0	68	0	31	16		1

Visitors civic theatre	424	900	30	8	14	12	78	270	368	380	682	629
Visitors Rua Red	953	2283	1083	1286	2412	2898	3116	4136	7923	8309	12295	11081
GC Jobs (Construction)	788	788	788	788	788	788	788	788	788	788	788	788
SDCC Investment in Tourism Projects	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

## Environment, Water & Climate Change

Statistic Name	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Grass cut - Hectares	601	0	0	0	259	815	848	864	766	879	770	676	634
Trees inspected	664	530	219	189	240	605	819	855	941	397	3578	3619	2640
Trees pruned	805	1035	237	338	492	310	455	616	285	588	643	1097	1492
Trees removed	167	88	36	42	24	16	31	63	24	25	34	36	91
Trees planted	100	310	0	0	73	0	0	5	0	0	0	0	0
Tonnage of waste collected - street bins	40.9	27.38	36.74	37.7	48.04	46	48.48	39.52	41.26	43.56	40.12	44.52	41.02
Tonnage of waste collected - litter/illegal dumping	694.28	340.44	732.21	561.44	603.94	534.01	568.82	547.51	531.06	518.56	618.07	556.86	945.22
Tonnage of waste collected - road sweeping/gullies	1644.2	351.28	965.48	934.4	867.3	780.58	805.72	754.39	770.58	787.86	690.73	940.79	1686.49
Km. of roads swept monthly	930	880	890	880	970	890	890	930	1015	994	970	890	980
Derelict site/Dangerous building inspections	27	18	13	15	27	31	25	24	18	6	14	13	19
No. of environment inspections	98	49	44	196	97	107	201	91	112	138	122	288	100
Litter - fines issued	62	92	50	36	76	61	25	23	21	12	24	20	21
No. of waste enforcement notices issued	4	3	5	2	1	8	25	8	14	4	5	1	4
% of unaccounted for water	38.9	39	38	39	37.03	37.3	37.7	37.7	33.6	33.8	33.8	34	34
Drinking water network repairs completed	48	40	69	40	66	84	66	65	34	31	52	52	45
Water pollution incidents dealt with	2	5	5	4	5	9	9	7	5	5	4	6	7
Plastic bottles saved through use of drinking water from fountains	1160	970	1590	2546	4384	3180	11954	11958	9644	8008	7560	4170	2180
Number of environmental/climate action awareness sessions	4	6	4	3	4	7	1	5	4	4	26	3	3
No. of dogs impounded	8	12	6	14	13	21	18	16	16	13	22	35	36
Number of horses impounded	7	14	4	10	4	6	3	1	3	7	2	1	1
DFB fire incidents mobilised	167	125	163	118	169	167	141	160	145	168	204	251	174
DFB Ambulance incidents mobilised	966	1187	1159	921	1104	1196	1122	1117	1322	1257	1255	1306	1172

## Housing, Social and Community Development

Statistic Name	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Total housing stock	9668	9731	9686	9686	9687	9688	9688	9688	9688	9687	9687	9688	9688
Construction starts	73	0	0	0	0	0	0	0	0	10	0	0	0
Construction completions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total housing needs assessed	6837	6740	6687	6655	6758	6907	6854	6701	6837	6943	6984	7129	7167
Allocations - New Tenancies	78	34	21	103	89	53	39	21	19	17	15	68	73
No. of voids	97	98	94	104	103	103	103	105	108	95	99	93	93
Time taken to re-let dwellings (weeks)	19.22	19.43	18.83	19.27	19.24	36.73	40.4	28.17	26	34.44	34.97	35.66	26
Total RAS units	1126	1123	1119	1111	1111	1105	1093	1091	1082	1078	1073	1070	1068
Total HAP units	3715	3736	3764	3797	3851	3889	3927	3956	3984	4008	4026	4047	4064
Total units leased	1391	1310	1454	1545	1549	1549	1550	1571	1627	1653	1675	1683	1771
No. of housing grants approved	20	17	36	45	49	20	37	36	36	31	30	38	45
Housing Maintenance requests received	1605	1190	1704	1633	1445	1400	1248	1247	1223	1344	1438	1557	1703
Housing Maintenance requests completed	327	215	978	1182	833	1393	1252	1033	963	1031	1171	1264	1655
No. of PRTB Inspections	10	269	0	0	0	21	6	0	5	119	247	169	106
Total PPN registrations	11	3	1	2	6	14	6	7	5	10	4	2	5
Planned Maintenance - units completed	0	7	0	0	0	0	0	0	0	0	0	10	20
No. of community grants issued	38	9	1	1	2	2	23	89	17	4	16	26	26
No. of sports programmes	4	6	23	25	42	45	69	56	41	36	60	64	74
No. of community events	0	1	0	0	0	0	0	0	0	0	0	18	0
No. of sports programme participants	169	531	1217	2444	4615	3382	10331	5081	2407	2284	12029	12086	11727
No. of community event participants	0	170	0	0	0	0	0	0	0	0	0	1209	0
Visitors to leisure facilities	255	9259	0	0	769	805	1176	18190	26574	52738	30817	38862	26620
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	195	135	117	122	145	165	155	145	69	153	140	174	193
Energy upgrades completed	0	0	0	0	0	0	0	0	0	0	0	0	0
Electrical inspections completed	171	122	105	111	135	64	66	55	67	58	87	81	80
No of anti-social incidents reported	83	67	84	64	50	186	100	97	63	58	73	52	49
No of actions taken in response to reports	902	510	794	749	453	663	500	511	501	361	525	359	436
JPC and Policing Fora meetings held	0	0	3	4	10	13	11	6	9	4	15	3	8

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

## Land Use, Planning and Transportation

Statistic Name	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Planning applications received - new housing	10	14	5	10	13	11	18	7	12	6	12	8	10
Planning applications received - new housing (units)	32	131	6	151	88	320	311	264	237	45	24	249	90
Planning granted new houses - applications	11	6	6	3	4	2	5	3	3	4	3	5	5
Planning granted new houses - applications (units)	24	29	30	88	238	2	118	4	138	117	206	13	6
Planning applications housing - applications	21	20	11	13	17	13	23	10	15	10	15	13	15
Planning applications housing - applications (units)	56	160	36	239	326	322	429	268	375	162	230	262	96
Planning Refused - no of houses	49	164	11	14	4	82	20	100	111	10	166	1	19
Planning applications - other	82	104	52	74	114	87	95	79	85	58	64	61	73
Planning other - no granted	52	47	52	95	56	77	69	79	83	64	54	42	65
Planning other - no. refused	4	4	4	7	5	5	10	4	6	1	5	7	2
Additional information requests - all classes	15	20	24	22	23	30	27	27	36	28	38	26	32
% decisions upheld by ABP	72	66	83	75	0	33	80	73	88	100	63	66	100
Pre planning meetings held	5	6	13	15	7	12	9	6	10	6	4	6	8
Planning enforcements initiated	17	18	13	17	29	13	27	39	18	13	23	21	12
Enforcement files closed	6	4	5	2	2	0	2	7	5	0	9	7	18
Building control inspections (number of units inspected)	42	21	1	1	0	23	24	32	29	15	16	20	15
Commencement notices received (number of units commencing)	95	12	29	15	17	294	275	274	20	56	20	137	129
TIC requests received	4	2	2		2			2	0	2			
TIC completions	1	0	1	0	0	0	0	0	0	0	0	0	0
Area of footpath repaired in m2	8447	7439	3509	4376	9973	6420	7724	7293	8001	7244	6131	4188	5760
Area of new footpath in m2	0	0	0	0	0	0	0	1100	0	0	0	0	0
Area of road repaired in m2	16920	22631	2580	820	9342	15640	14182	15833	6607	3480	12301	2865	6200
Area of new road in m2	0	0	0	0	0	0	0	1440	0	0	0	0	0
Area of cycle track repaired in m2	0	0	0	320	0	0	0	1225	0	0	5370	2462	4050
Area of new cycle track in m2	0	0	0	0	0	0	0	1585	0	12080	0	462	0
No of public lights in charge	30264	30264	30220	30245	30237	30239	30242	30242	30282	30377	30387	30567	30731
No of public lights repaired	367	648	676	727	657	504	393	418	448	360	454	393	228
Traffic lights repaired	50	70	84	59	37	36	57	41	46	106	113	32	54
Public Lighting LED Programme	321	7	171	195	61	106	333	69	263	67	18	0	190