

# **National Oversight and Audit Commission**

## **Performance Indicators in Local Authorities 2015**

NOAC Report No. 11 – November 2016

NOAC (the National Oversight and Audit Commission) was established in July 2014 under the 2014 Local Government Reform Act to provide independent oversight of the local government sector. The statutory functions assigned to NOAC include the scrutiny of the performance of local government bodies against relevant indicators (including indicators relating to customer service) that the Commission considers it appropriate to refer to. This report is based on data provided to the Local Government Management Agency by the 31 local authorities in response to a reporting guidelines document issued by NOAC in March 2016.

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## Introduction

This report scrutinising local authority performance in 2015 against indicators selected by NOAC is the second Performance Indicator report published by NOAC in replacement of the service indicator reports previously published by the Local Government Management Agency (LGMA) in respect of activity from 2004 to 2013.

Following on from the experience of compiling the 2014 report NOAC made a number of changes to the set of indicators that local authorities were asked to report on in respect of 2015 activity. This report contains data in respect of 31 indicators in the areas of Housing (6), Roads (3), Water (1), Waste/Environment (3), Planning (4), Fire Service (3), Library/Recreation (2), Youth/Community (2), Corporate (4), Finance (2) and Economic Development (1). Amendments were made to the data captured in the case of 8 of these indicators.

The data was collected by the LGMA and the detailed results for each indicator are provided in **Tables 1 to 28 on pages 23 to 75** of this report. The LGMA's associated commentary on the information provided by the indicators is at pages 76 to 97. A summary of the information provided by authorities in the follow-up to the 2014 report is on page 2. The report of NOAC's quality assurance review of six of the 2015 indicators and of its assessment visits to six of the 31 local authorities is at pages 4 to 9. Key messages from the indicator data and comparison, where possible, with 2014 performance by local authorities in delivering services to their local communities are highlighted on pages 10 to 20. Finally, NOAC's Conclusions arising from the experience of the data compilation and analysis are at pages 21 and 22.

As applied in the case of the 2014 report, there is a small amount of overlap between NOAC's analysis of local authority performance as indicated by the data and the LGMA's commentary on the data outcomes.

NOAC appreciates the efforts involved within the local government sector in ensuring that a robust system is in place to compile the indicators, to assist NOAC in its verification and validation process and to review the published indicators annually to inform efforts to improve performance. NOAC wishes to convey its thanks to all involved in the process of compiling this report at local authority level, in the LGMA, staff of the Departments of Housing, Planning, Community and Local Government, Tourism, Transport and Sport and Jobs, Enterprise and Innovation and, in particular, the NOAC secretariat.

## **Follow-up to Recommendations in the 2014 Performance Indicators Report**

Following the publication of the Report on Local Authority Performance Indicators 2014, NOAC wrote to Chief Executives in an effort

- to establish progress in relation to the implementation of the NOAC recommendations in the Report and also
- to seek any learning in relation to the contributory factors that led to performance which varied significantly from the median in a number of cases.

The report recommended that local authorities implement the following:

- Establish targets related to the indicators to assist in assessment of outturns
- Present the targets and indicator outcomes to their management teams, elected members and Audit Committees
- Review annually (by their management teams, elected members and Audit Committees) year-on-year indicator performance by reference to comparable authorities and against targets
- Analyse the cost indicators to identify the factors underlying significant variations in performance by comparable authorities to ensure that value for money is being achieved and to facilitate the sharing of approaches to efficiency measures

While there was some ambiguity/gaps in a small number of the responses received, the vast majority indicated that they had either implemented, agreed to implement or work was on-going regarding the various recommendations.

Further to a data analysis exercise conducted on the 2014 data, 10 Chief Executives received a more detailed follow up letter with specific queries on a selection of 3-5 of their outlying indicators. The aim of this exercise was to encourage Councils to review the relevant indicators to see what the underlying contributory factors to the variance in performance might be and to increase NOAC's understanding of the data. The responses contained a variety of explanations and clarifications.

NOAC intends to engage in a similar exercise following the publication of this report on 2015 activity.

## **Collecting the 2015 Performance Indicator Data**

As flagged in the 2014 report, NOAC, in conjunction with the LGMA, reviewed the 2014 indicators and the associated guidelines to local authorities in relation to the provision of the data. Arising from this, changes were made to the roads, water, pollution, library visits, Comhairle na nÓg, Public Participation Network, website and revenue account balance indicators. The indicators relating to waste complaints and facility permits, unaccounted for water, Gateway participants and Goal 3 employment supports were dropped. The guidelines were expanded to provide more detail as to what should be included or excluded, particularly in relation to the housing indicators.

In the 2014 Performance Indicator report, NOAC referred to its disappointment at the delay in finalising the 2014 data, which resulted in publication of the report as late as 16 December 2015. NOAC, therefore, had a stated objective of publishing this report at an earlier stage in the year. However the 2015 data gathering exercise was impacted by a change in the electronic returns system provided to local authorities for the input of their indicator data. In 2016 the eReturns system was replaced by the LGReturns system which went live in early June 2016. The pending changeover to the new system meant that the revised reporting Guidelines document issued to local authorities on 10<sup>th</sup> March 2016 with a deadline of 30<sup>th</sup> June 2016 for completing the input of the data. The vast majority of the indicator values had been entered and confirmed by the relevant local authority personnel within two weeks of this deadline. NOAC is very appreciative of the effort involved for local authority co-ordinators in carrying out this task in the timeframe concerned, given the considerable difference between the new LGReturns system and the previous system.

## **Quality Assurance Review of the Data**

### Background to the 2015 assessment

NOAC decided last year that it should adopt a format similar to that used in relation to the Service Indicator Reports that applied from 2004 to 2013, so as to provide a measure of continuity in the transition from reporting on service indicators to reporting on performance indicators. The same format, which involves visiting selected local authorities to carry out an assessment of the accuracy and reliability of a subset of the indicators, has been followed in respect of the 2015 indicators. The continuing members of the Performance Indicator Sub-Group – Martina Moloney (Chair) and Constance Hanniffy – were assisted by other NOAC members – Paul Lemass and John Buckley – in the exercise.

As well as confirming the validity and robustness of the data provided by the local authorities, views were obtained on the usefulness of the indicators and related issues and the outcome of the 2014 report follow-up, and the performance indicator process generally was discussed with the relevant Chief Executives.

### Selected Indicators and Local Authorities

The 2015 indicators selected for review were:

- Housing - H1: Social Housing Stock
- Housing - H5: Private Rented Sector Inspections
- Waste/Environment - E1: No./% of Households with access to a 3 bin service
- Planning - P1: New Buildings Inspected
- Youth & Community - Y2: Groups associated with the Public Participation Network (PPN)
- Corporate - C4: Overall cost of ICT provision per WTE

Some of the indicators were selected for the purpose of getting an insight into the processes used by the local authorities to record and compile the data in the context of some inconsistencies with alternative sources of equivalent data, particularly the housing stock figures and the private rented inspections, the latter being part of a thematic review by NOAC of performance of local authority private rented sector functions that was published in October 2015 (NOAC Report No. 10).

The brown bin waste indicator (E1) which related to the No./% of Households with access to a 3 bin service was included as NOAC had become aware that the data available from the National Waste Collection Permit Office (NWCPO) was not consistent with the data that was intended to be captured by the indicator. The sub-group felt that with reported increasing activity in the construction sector, the planning indicator (P1) on the proportion of notified new buildings that were inspected should be reviewed. The Youth and Community indicator (Y2) on Groups associated with the PPN was chosen because this indicator was amended for 2015 to better relate it to the local authority function and there is a need to assess if the indicator is valid and reflects performance in this area. The Corporate indicator (C4) on Overall cost of ICT provision per WTE was included because it is an aspect of local authority financial performance.

The following 6 local authorities were chosen for review:

- **Dublin City Council** reviewed on Friday 22<sup>nd</sup> of July 2016 by Paul Lemass and John Buckley, with Declan Grehan of the secretariat
- **Laois County Council** reviewed on Friday 22<sup>nd</sup> of July 2016 by Martina Moloney and John Buckley, with Declan Grehan of the secretariat
- **Kildare County Council** reviewed on Tuesday 26<sup>th</sup> July 2016 by Martina Moloney and Paul Lemass, with Paul Furey of the secretariat
- **Leitrim County Council** reviewed on Tuesday 26<sup>th</sup> July 2016 by Constance Hanniffy and John Buckley, with Declan Grehan of the secretariat
- **Galway City Council** reviewed on Wednesday 27<sup>th</sup> July 2016 by Constance Hanniffy and Paul Lemass, with Paul Furey of the secretariat
- **Waterford City & County Council** reviewed on Friday 29<sup>th</sup> July 2016 by Martina Moloney and Paul Lemass, with Paul Furey of the secretariat

### ***Social Housing Stock***

#### *Reliability of the Data*

The systems for capturing the information for compilation of the indicators appear to be robust. New units are taken into housing stock when

- Constructed accommodation is available for letting
- Legal agreements are completed in the case of purchased housing
- The contract is signed in the case of the Rental Accommodation Scheme (RAS) – the lease is usually for four years with a six-month break clause, although these are generally not activated by landlords.

The Housing Assistance Payment scheme was not operational in Galway City, Laois and Leitrim and is currently operated only for homeless people in Dublin City. In the case of the leasing initiative the take-on point is the date the agreement is signed.

Dublin City Council uses an IT system called Organisation Housing Management System (OHMS) to record their data. The other five local authorities use iHouse. Data is backed up using local spreadsheets.

#### *Other Comments*

The structure of the housing stock is changing with more reliance on rental and leasing agreements, which results in more churning of the stock of available housing. The traditional provision method results in stock being unavailable for re-letting where family members of the tenant obtain succession rights by being included in the differential rent calculation for two years. Galway City Council stated that they did not construct any houses during 2015 and that it may take up to two years before the full building programme is progressed.

## ***Rented Housing Inspections***

### *Reliability of the Data*

In principle, the information should be reliable since the number of tenancies comes from the RTB and the numbers of inspections are based on in-house software. In regard to inspections, the figures reported for all six authorities, in accordance with the guidelines, include repeat inspections.

### *Other Comments*

The process is resource constrained in all six authorities. Inspections are for the purposes of the Housing Assistance Payment or Rental Accommodation (HAP/RAS) schemes or are Reactive or Proactive. Reactive are inspections carried out in response to a tenant complaint. Proactive are inspections initiated by the local authority, apart from the HAP/RAS schemes. The resource constraints in five of the reviewed authorities mean that they do not have a proactive programme of inspections. The majority of inspections that are carried out are HAP/RAS inspections and this was explained as also being due to the resource constraints.

## ***Availability of a 3 Bin Service (% of Households)***

### *Reliability of the Data*

The figures are supplied by the National Waste Collection Permit Office (NWCPO) and the households in each local authority area are based on the 2011 Census data. The NWCPO was visited as part of the quality assurance reviews and confirmed that the data provided to LGReturns was the number of households who had a brown bin service account with the various waste collectors at 31 December 2015 as entered on the NWCPO's IT system by the individual collectors and not the number of households with access to the service as requested by NOAC. Information in the 2014 Performance Indicators report also related to households paying for a brown bin service. The NWCPO clarified that until the reporting requirements applying to authorised waste collectors were amended for the purpose of the introduction of the pay by weight system, the tag system that was in use in many areas would have meant that a waste collector would not necessarily have had a record of what households were availing of its services. This will also impact on the accuracy of the data up to 2016.

### *Other Comments*

The main reason for the low percentages in the urban areas is the prevalence of apartments – most apartment complexes are not participating in brown bin collections because the occupants are not adequately segregating the food waste and black bin contamination is occurring anyway, so the collectors have given up on providing a brown bin service. The local authority role in relation to the brown bin service is to ensure that there is adequate record-keeping by the authorised waste collectors, to follow-up on any issues in relation to the service provided by the authorised collectors in their area and to ensure that any household not taking the service from a waste collector is disposing of its organic waste in accordance with the provisions of the Regulations. The existing indicator, therefore, is not reflective of the local authority role and therefore of its performance.

The local authorities that were visited all shared the view that the availability of a 3 bin service is 100% and this indicator in its current format is not reflective of local authority performance. Councils invest considerable resources in clean-up activities associated with households leaving

waste on the streets, roads and open areas, so the relevant performance issue for the future will relate to the enforcement of the food waste disposal requirements.

### ***New Buildings Inspected***

#### *Reliability of the Data*

A central BCMS system records the number and details of new buildings. Commencement Notices are uploaded directly on to the system by the public and can relate to multiple buildings within a new development, so it is valid for the reported number of new buildings that were the subject of a Commencement Notice to be greater than the actual number of Notices uploaded on to the system. While a number of repeat inspections can take place, the numbers of inspections reported by the indicator relates to the initial inspection only.

#### *Other Comments*

The intensity of the inspection varies with the size of the premises. However, in the case of apartment blocks, one inspection is counted rather than a separate one for every individual unit inspected. It is similar for a housing estate; a sample of approx. 5 units would be inspected but is counted as 1 inspection. This means that the scale of the work carried out is not indicated by the simple number count. A site inspection report is maintained for each inspection. A risk based approach to inspections can be utilised using the BCMS because it is a national database that contains data on development history. Risk based inspections are also conducted based on materials used. Dublin City Council staff advised that they anticipate the BCMS evolving to a point where it can apply a risk rating based on construction materials, developer and development type.

### ***Public Participation Network***

#### *Reliability of the Data*

The 2015 indicator is a simple count of the number of organisations who registered for participation in the PPN and, of those, the number assigned to the Social Inclusion College. (The other colleges are Community & Voluntary and Environment.) Since it simply reports the numbers who registered, the information is reliable.

#### *Other Comments*

The establishment of the networks is currently a work-in-progress. The networks became active during 2015. The resources are assigned but certain features envisaged are not yet completed, including adoption of a work-plan and establishment of area or municipal district networks. Laois County Council advised that work is on-going at regional level to develop a Well Being Statement that is suitable to all of the relevant PPNs. Issues with communication have been identified by some local authorities, as not all of the groups within their area use email, for example. However, Kildare County Council has taken a pro-active approach in this regard, having issued approximately 1,600 letters to locally known groups. There is a national group of PPN co-ordinators who meet regularly which should help to resolve issues that are identified. A key feature of the process is to provide a linkage into the Local Economic Community Plan.

## ***ICT Expenditure per WTE***

### *Reliability of the Data*

The information is based on certain specified cost centres divided by the reported WTE staff levels of the organisation. Both sets of figures can be traced and reconciled with accounting and other records.

### *Other Comments*

The indicator appears to be a reasonable measure of the cost of ICT but it will vary substantially with scale and organisation structure. Comparisons may be best made within bands. Some local authorities made the point that ICT services are provided to a number of people that are not included in the WTE divisor, such as Councillors and temporary staff. Kildare County Council's ICT cost per WTE has reduced on last year's figure and was the lowest of the six authorities reviewed (and the lowest nationally). They explained that asset purchases have reduced and they have only three servers now having previously had 60.

### Findings

Overall NOAC concluded that the 2015 indicators reviewed were compiled in accordance with the instructions issued to authorities. Local authority staff responsible for specific indicators were very knowledgeable in their areas and provided supplementary documentation at the visits that backed up their submitted data. However, there were a few instances where some errors came to light, these were followed up and any relevant amendments were made to the data in the Tables in this report.

Looking to the future, the detailed reviews noted certain areas where the instructions could be amended in order to improve the accuracy of the indicators. These included:

H1 – Social Housing Stock: Consideration will be given to excluding stock that is earmarked for demolition under regeneration or refurbishment schemes.

H5 – Private Rented Inspections: It may be preferable to use an average number of rented dwellings in existence during the year since the year end registration figure is likely to overstate the units available for inspection throughout the course of the year. The inclusion of repeat inspections also requires re-examination.

E1 – No. of Households with access to a 3 bin service: This indicator will be reviewed by NOAC for the 2016 activity report.

P1 – New Buildings Inspected: As the indicator relates to new buildings only, all inspection work carried out on foot of Commencement Notices relating to building extensions is not captured. The planned guidance to be issued by the Department of Housing, Planning, Community and Local Government on what should constitute an inspection should be factored into any change to this indicator being considered.

Y2 – Public Participation Network: The indicator in its present format may not be a meaningful reflection of local authority performance but amendment may have to await the bedding in of the PPN process.

C4 – Overall cost of ICT provision per WTE: The guidelines for this indicator may require some slight expansion.

Recommendations for amendment to the set of indicators made by local authorities at the review visits included an indicator to measure support being provided by authorities to local community groups, an indicator relating to the economic development function and further development of the indicators on the PPN networks and roads to ensure that they are of value and meaningful. In relation to the ICT costs, comparison of the procurement costs and the operation of framework agreements for IT across the country and the use of standard development processes may be worth examining as an opportunity to identify transferrable good practice.

NOAC will take into consideration all comments received during the reviews when considering the performance indicators that should be applied to local authority activity in 2016.

#### Other Performance Matters discussed at the Review Visits

During the course of the reviews, the following performance related matters were discussed with staff who met with the NOAC members:

- Leitrim County Council is doing extensive work on economic development. Some initiatives include the establishment of a High Level Advisory Group made up of Leitrim diaspora who provide strategic advice on economic development matters, linkage with Cavan, Longford and Roscommon County Councils to form the Upper Shannon Erne Group with a view to collaboration on projects and an event held in Dublin aimed at encouraging entrepreneurs to come and establish their business in Leitrim.
- Arising from a system first embraced by Limerick City & County Council, Dublin City Council is embarking on an extensive Service Mapping project. The aim is to better understand how their services are perceived and valued by the end user. The intention is to garner information that will influence the type of services provided in the future.
- Dublin City Council are producing a detailed quarterly report on economic indicators that include: employment in services, residential property prices, residential rents, office rents, office space vacancy rates, public transport trips, airport arrivals, Dublin Port tonnage and M50 Toll traffic.
- Laois County Council held a well-attended citizen awareness/information night on the benefits and savings associated with composting waste. This event involved a food waste cookery demonstration, showcased what items can go into a brown bin and highlighted how annual savings can be realised from composting.
- Many of the local authorities reviewed are making efforts to improve customer engagement, although none has conducted any customer satisfaction surveys recently. In Waterford City & County Council, for example, they have updated their customer interface, introducing a new Customer Relations Management system (CRM).

## **Performance Indicator Data – Key Messages**

### **Purpose of Indicators**

The objective of the annual exercise is to provide key information on performance in respect of a representative selection of local authority activities that can facilitate a comparison of the outcomes and outputs across local authorities and from year to year in the case of recurring indicators.

Ultimately it is hoped that the published data will cause local authorities to critically review their performance relative to other authorities serving a similar population size and type and make improvements where the data indicates that their performance is not as good as it should be. The indicator outcomes should enable best practice to be highlighted so that local authorities can learn from each other for the betterment of the services that they provide to their communities.

NOAC will continue to review the indicators with a view to developing more qualitative outcome focussed indicators as it acquires a greater understanding of local authority functions through its examination of different aspects of the work that they do. NOAC has sought the views of the County and City Management Association (CCMA) as to possible suitable groupings of local authorities for comparative reporting as an initial step in considering an alternative way of presenting the indicator data to the Tables only format used in this and previous reports.

### **Housing Services**

The total number of additional housing units provided in 2015 (Table 1) was 9,081, which is a welcome and substantial increase on the equivalent 2014 figure of 3,820. The increase in relation to units directly provided by the local authority (by building or purchasing) is 42.6%. Accommodation provided under the Rental Accommodation Scheme (RAS) decreased by 10.5% reflecting the agreements with private landlords that came to an end during 2015 and were not renewed. The number of local authorities who provided social housing under the Housing Assistance Payment scheme (HAP) in 2015 increased to 19, resulting in an additional 5,362 units in 2015 compared to the 463 units generated by the seven participating authorities in 2014. The increase in units provided under the Social Housing Current Expenditure Programme – SHCEP (previously the SHLI or Social Housing Leasing Initiative) was 27.6%. The July 2016 *Rebuilding Ireland - Action Plan for Housing and Homelessness* policy document contains ambitious targets to increase social housing provision, so the 2015 increase is a good start towards the goal of meeting those targets.

The Department of Housing, Planning, Community and Local Government publishes statistics on housing output and some variations between the data in Table 1 and data published by the Department can be attributed to differences in what the authorities were asked to provide. Departmental statistics on RAS and HAP units relate only to new units coming on stream in 2015 whereas NOAC asked for the net position taking account of units withdrawn from the RAS and HAP schemes or SHCEP units becoming owner-occupied in 2015. In addition, NOAC instructs authorities to exclude voluntary housing units owned by Approved Housing Bodies from their figures. There are

also slight variations in the criteria for counting a unit as constructed or purchased between the Department and the performance indicators.

The Department also publishes statistics on vacant local authority housing units but local authorities exclude from those returns units that are not being offered to waiting list applicants due to requiring substantial refurbishment works or being intended for future demolition. The figures in Table 2 of this report, indicating the percentage of local authority housing stock not tenanted at 31/12/2015, are based on the number of vacant units at the end of 2015, regardless of the reason for non-occupation or the length of time the dwelling has been unoccupied, so could be expected to be generally higher than Departmental statistics. The overall vacancy level at the end of 2015 was 3.5%, which was a welcome slight reduction on the 2014 end year position of 3.8%. The percentage vacant outturn figure for 2015 is reduced, even in the context of an increase in the total number of social housing units. This reduction is consistent with the objectives outlined in *Rebuilding Ireland - Action Plan for Housing and Homelessness* and the increased resources directed at bringing vacant units back into use under a Voids programme introduced in 2014. That programme, which is co-funded by the Exchequer and the EU Structural and Investment Funds 2014-2020, supported the return of just over 5,000 units to productive use in 2014 and 2015. NOAC is pleased to note that six authorities (Carlow, Dún Laoghaire-Rathdown, Kilkenny, Monaghan, South Dublin and Wexford) returned a 2015 vacancy rate of less than 1%.

The average number of weeks that it took from the date the dwelling was vacated to the date of the new tenant's first rent debit across all dwellings re-let in 2015 in Table 3 was 29.46 weeks, which represents a slight improvement on the equivalent 2014 figure of 31.43 weeks. The median was 22.56 weeks. The average re-letting time rose for 13 authorities, declined for 16 and stayed the same for 2 authorities. The reduction in Cork County was nearly 81% and it was over 76% in Limerick, whereas the re-letting time increased by 475% in Sligo. In the latter case, the Council explained that the significant increase was due to the fact that 38 of the 74 units re-let in 2015 were units that had been vacant for a very long time and that were refurbished under the Voids programme referred to above. It is commendable that 12 local authorities reported average re-letting times in 2015 of less than 20 weeks in light of the guidelines given for completion of this indicator. They were (in ascending order of the shortest re-letting time of 8.7 weeks): Kildare, South Dublin, Westmeath, Dún Laoghaire-Rathdown, Laois, Cork County, Fingal, Wexford, Limerick & Meath, Monaghan and Kilkenny. Table 3 shows that the average amount expended per unit, when getting the units that were re-tenanted in the period 1/1/2015 to 31/12/2015 ready for re-letting, increased in the case of 21 local authorities and ranged from €31,020 in Cork City to €4,684 in Laois and the median was €10,522 in comparison to a median of €8,375 in 2014.

Average expenditure on maintenance of the tenanted stock in 2015 ranged from €2,639 in the case of Dublin City Council to €313 for Carlow County Council with 16 local authorities showing an increase (greater than €10) in the average maintenance expenditure per dwelling. The average maintenance cost per dwelling was €1,293 in 2015 and the median value was €732. The thematic study being carried out by NOAC into the performance of the function of maintaining and managing local authority housing stock referred to in the 2014 Performance Indicator report has not yet been completed due to a number of issues including in relation to data clarification. The study is expected to be completed and published in the next few months. Results from a market research survey

conducted on NOAC's behalf by Behaviour & Attitudes into the experience and satisfaction of 756 local authority tenants with their Council's performance of the maintenance and management of their housing stock is available on NOAC's website at <http://noac.ie/wp-content/uploads/2016/04/Tenant-Survey-BA-for-NOAC.pdf>. Some survey findings were that 81% were satisfied with the structural condition of their homes, 58% with how well the Council maintains their properties and 53% with how well the Council looks after their estate and, while 61% consider their estate to be a pleasant place to live, 12% would prefer to live in any other estate in the area.

The private rented sector data in Table 4 shows that the number of tenancies registered with the Residential Tenancies Board (RTB) at the end of 2015 had increased by 23,704 to 308,729 tenancies. (Note: This number will increase again in 2016 when Approved Housing Bodies commence registering their tenancies with the RTB.) However, the number of inspections carried out by local authorities on these private rented dwellings decreased in 2015 to 17,410 inspections, a decline of 6% at a time of growing numbers of tenancies within the sector. If the 185% increase in Kerry County Council's data is disregarded, the decline in activity rises to 16%. The performance of local authority functions under the Regulations applicable to the private rented sector is the subject of a thematic NOAC review report<sup>1</sup> published in October 2016 in which NOAC has undertaken to review this performance indicator to include the compliance aspect of the activity.

At the end of 2015 there were 3,508 homeless adults in emergency accommodation, which represents a worrying increase of 32.4% on the number at the end of 2014 (Table 4). Over 45% of those individuals had been in emergency accommodation for more than 6 months of the year. In 2015, however, only in Dublin City (on behalf of the 4 Dublin authorities) was it the case that more than half the adults in emergency accommodation at the end of 2015 had spent more than 6 months of the year continuously or cumulatively in such accommodation. Given that there was an additional 4 authorities falling within that category in 2014, this is a heartening reflection of some much needed improvement, at least in 2015, in the success of actions, including the mandatory assignment of a specified proportion of social housing allocations to homeless households, taken by local authorities to address the critical problem of homelessness.

## **Roads**

The roads indicators in Tables 5 to 11 were the subject of a number of changes in 2015. The 10 Pavement Surface Condition Index (PSCI) rating categories have been grouped into four datasets and Table 5 indicates the percentage of the regional road network that received a PSCI rating during 2015. Table 5 also shows the % of total (a) Regional, (b) Local Primary, (c) Local Secondary and (d) Local Tertiary roads that have *ever* received a PSCI rating. Tables 6 to 9 contain the % of total road kilometres for each of the 4 road types represented by the number of kilometres as at 31/12/2015 rated in each of PSCI grouped categories of 1-4 (some to severe structural distress), 5-6 (surface defects but very little to no structural distress), 7-8 (surface defects) and 9-10 (no defects or < 10% defective). The 2015 data is not therefore directly comparable to the 2014 data. Fingal County

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<sup>1</sup> NOAC's report No. 10 – Rented Houses Inspections: A Review of Local Authority Performance of Private Rented Houses Regulations Functions

Council is the only local authority that by end 2015 had never reported a condition survey of any part of its road network to the MapRoad system. Despite having ever surveyed to MapRoad less than 10% of the condition of their regional roads, the percentage surveyed in 2015 was only 2%, 7% and 1% respectively for Kilkenny, Leitrim and Louth County Councils. NOAC would like to see the speedy completion of the surveys of all road types on to the MapRoad system by all of the local authorities.

The kilometres mapped to date indicate that 3.4% of all regional roads, 8.4% of all primary roads, 12.3% of all secondary roads and 17% of all tertiary roads are in the worst grouped condition rating category, whereas 18.4% of all regional roads, 12.9% of all primary roads, 8% of all secondary roads and 6.8% of all tertiary roads are in the best grouped condition rating category. Based on the kilometres surveyed, the highest value for the proportion of regional roads that are in the poorest condition category is Monaghan's 13%. The poorest condition category applied to 33% of Offaly's primary, to 35% of its secondary and to 35% of its tertiary roads. When it comes to the highest quality category, South Dublin had the greatest percentage (58%) for regional roads and Dún Laoghaire-Rathdown had the highest percentage for local primary, secondary and tertiary roads at 37%, 35% and 31% respectively.

All 31 authorities reported an increase in the proportion of motor tax transactions conducted online in 2015 (Table 11), although the proportion is still less than half in the case of Carlow, Donegal, Laois, Longford, Monaghan, Roscommon, Sligo and Westmeath County Councils. The highest percentage continues to be that of Dublin City Council (on behalf of the 4 Dublin authorities) at almost 78% in 2015 and the percentage also exceeds 70 in the case of Kildare and Meath County Councils.

## **Water**

In light of the transfer of responsibility to Irish Water for the public water supply and sewerage related functions carried out by local authorities, the only water services related indicator included in the 2015 report relates to quality of private drinking water supplies because local authorities continue to be responsible for enforcing compliance with the requirements of the Drinking Water Regulations that are applicable to group water schemes and small private supplies. The data on the drinking water quality is compiled by the Environmental Protection Agency (EPA) from water testing results supplied by the local authorities<sup>2</sup>. The percentages listed in Table 12 are based on the test results for microbiological, chemical and indicator compliance values. The data in the Table is the total number of tests in 2015 that were compliant in all three categories as a percentage of the total number of tests carried out in respect of public group water schemes, private group water schemes and small private supplies. The EPA received details of 2,676 private water schemes serving 6.9% of the population from local authorities in 2015.

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<sup>2</sup> **Water\_Team, E. "Drinking Water Monitoring Results and Water Supply Details for Ireland - Year 2015"**. Datasets Available At: Secure Archive For Environmental Research Data managed by Environmental Protection Agency Ireland <http://erc.epa.ie/safer/resource?id=ab13b8dd-99e8-11e6-ab63-005056ae0019> (Last Accessed: 2016-11-01)

The EPA has commented that the majority of the failures relate to indicator parameters which are designed to provide information on the management of the treatment process and the look, taste and smell of the water and that a value reported to exceed the limit for an indicator parameter should not automatically be considered a cause for concern but a guide to initiate an investigation into the cause.

The 100% compliance rate achieved in Westmeath County Council is very impressive in the context of 631 samples analysed during the year in relation to 82 group water scheme supplies and so also is the fact that its compliance rate was 100% in 2014 as well. Wexford County Council's compliance rate was the lowest at 94.07% but this is a welcome improvement on the lowest compliance rate in 2014 of 91.5% (applicable to Waterford City & County Council). Wexford's results relate to 83 small schemes and the recalculated compliance rate for the chemical and microbiological parameters only is 99.8%. Similarly, if the indicator parameters are excluded from the results for the other authorities with an overall compliance rate of less than 97% (Cork County, Donegal, Kerry, Longford, Meath and Wicklow County Councils and Waterford City & County Council), the compliance rate then varies from 99.2% to 100% for these authorities. Both the median of 99% and the overall compliance rate of 97.97% represent slight improvements on the equivalent results in 2014.

### **Waste/Environment**

The indicator relating to access to a brown bin household waste collection service was one of those selected for review this year because the outturn data in the 2014 report pointed to some inconsistencies with equivalent figures returned by the local authorities in prior years. The review visits to the 6 local authorities and a meeting between the Performance Indicators Sub-Group and the National Waste Collection Permit Office (which supplied the no. of household figures in Table 13) confirmed that the published figures in respect of both 2014 and 2015 relate to the number of households who are availing of (i.e. are paying for) a brown bin collection service and hence the change of title in the relevant columns at Table 13. The percentage (of permanent households per the 2011 Census) availing of the food waste collection service is highest in Cork City at 83% and lowest in Donegal at 0.23% or just 131 households (although this is more than double the 2014 figure) and this variation in usage is very high. Outside of the 8 urban authorities, Leitrim has the highest level of take-up of the service at more than 66%. As well as Donegal, the following 6 authorities have a take-up rate of less than 10% of households: Cavan, Kilkenny, Mayo, Monaghan, Roscommon and Westmeath.

Under the EU (Household Food Waste and Bio-Waste) Regulations 2015 (S.I. No. 191 of 2015), in 2015 all households in agglomerations greater than 10,000 were required to have access to a brown bin service and the requirement extended to agglomerations greater than 1,500 with effect from 1 July 2015. The figures in Table 13 suggest that the numbers of households availing of such a service are low. According to the NWCPO, waste collectors are authorised to provide such a service in all the agglomerations covered by the Regulations. The Regulations provide that households may subject their food waste to a home composting process on the premises or bring their food waste to an authorised facility for composting or anaerobic digestion/treatment as an alternative to collection by an authorised waste collector. It is the function of the local authorities to take the necessary

enforcement measures to prohibit management of food waste in a way that is contrary to the Regulations. The figures in Table 13 provided by the NWCPO indicate that there is a significant compliance checking function to be performed by local authorities in this area and NOAC will review this indicator for the 2016 report with the objective of focussing on the performance of the enforcement function aspect.

The data gathered and published in Table 14 in relation to pollution cases dealt with by local authorities has been amended by grouping all types (i.e. litter/air/noise/water/waste) and displaying the total number of cases that were initiated in 2015 by way of a complaint from the public or by the local authority itself, the number of cases closed (i.e. an investigation was either finalised or not warranted) during the year (whenever originally commenced) and the number on hands at the end of 2015. The data, therefore, is not directly comparable to the 2014 data. In total, 55,173 pollution complaint cases were initiated in 2015 and 53,808 cases were closed during the year. 8 local authorities closed more cases than they received during the year. The number of cases on hand at the end of the year ranged from as few as 8 in Carlow to 793 in Cork County, the median number on hand was 122 and the average was 142.

NOAC welcomes the fact that the 2015 data on levels of litter pollution (Table 15) includes figures from Leitrim County Council and would encourage the two local authorities (Limerick City & County Council and South Dublin County Council) omitted from the figures to participate in the litter monitoring system. The number of authorities having more than a quarter of their area unpolluted by litter increased from just 2 in 2014 (Dún Laoghaire-Rathdown and Wexford) to 5 in 2015 (Dún Laoghaire-Rathdown again at a very impressive 57%, Kildare at 44% and Longford, Mayo and Sligo at 26%). The median unpolluted area for all 29 authorities improved from 9.5% in 2014 to 14% in 2015. The number of local authorities having no gross litter pollution in 2015 improved slightly to 24. However, when the categories of significant and gross litter pollution are combined, although 11 authorities still have no pollution, overall performance dis-improved somewhat, with 6 authorities having a percentage greater than 5, as compared with 3 authorities in 2014.

## **Planning**

The indicator measuring the percentage of new buildings notified to the local authority by way of a Commencement Notice that were inspected during 2015 in Table 16 was also the subject of a review. As referred to in the section of the report dealing with the quality assurance review of the data, the reviewed authorities expressed the view that the indicator should provide for the inclusion of Commencement Notice notifications relating to extensions as well as those relating to new buildings to better reflect their level of activity. The data in Table 16 is confined to new buildings only.

The outturn of 97% by Dublin City, which was validated at the review visit, is extremely impressive having regard to the fact that some of the building notifications will be received late in the year so any inspection will not take place until the following year. The median figure of 24% for all authorities compares well with the 2014 median of 17.71%. Waterford City & County Council, which was also the subject of a review visit, confirmed that it did not carry out any inspections of the 161

new buildings that were the subject of Commencement Notices in 2015 due to resourcing problems. They indicated that a new regime was put in place for 2016 and the Council aims to meet the minimum 12-15% requirement specified in the February 2014 Code of Practice for Inspecting and Certifying Buildings and Works. All the other authorities met this requirement in 2015.

NOAC understands that the Department proposes through collaboration with the LGMA Building Control Management team and Building Control Authorities to define what constitutes an inspection technically and administratively and, when completed, that work will facilitate more valid comparisons of performance under this indicator.

The number of local authority planning decisions appealed to An Bord Pleanála increased from 1,095 in 2014 to 1,391 in 2015. This 27% increase in appeals contrasts with an increase in planning decisions of less than 14% in the same period. The median percentage of local authority planning decisions confirmed by An Bord Pleanála, which is a reflection of local authority performance, increased from 70% to 74.3%, but 3 authorities (Leitrim, Longford and Westmeath County Councils) had confirmation rates of only 50% and the highest was Monaghan County Council at 90%.

Both the number of planning cases closed (6,273) during the year and the total of 16,346 planning cases under investigation by local authorities at the end of 2015 represent an increased workload for local authorities. 49% of the closed cases were due to enforcement proceedings taken by local authorities and the proportion of cases resolved in this way rose for 18 of the authorities (Table 17).

### **Fire Service**

The Fire Service indicator results are in Tables 18 and 19.

The median per capita cost of the fire service in 2015 for the 21 local authorities operating a part-time service only was €44.14 compared to the 2014 median of €43.17. For the 5 authorities operating a mixed part-time and full-time service (Dublin and Galway City Councils, Limerick and Waterford City & County Councils and Louth County Council), the 2015 median is €68.75, representing a 16% increase on 2014. Cork City Council, which is a full-time brigade, slightly decreased its per capita cost in 2015 to €91. The per capita cost is based on the gross expenditure figure divided by the population to which the local authority provided a first response. It can arise therefore that costs relating to a particular segment of the population will be included in the expenditure figure while that segment of the population is excluded from the population served part of the calculation, thus creating some slight anomalies.

Average mobilisation times (i.e. from the time the call is received until the first fire appliance leaves the station) for the six full-time brigades ranged from Dublin's 1.41 minutes for fires and 1.49 minutes for other emergencies to Galway's 2.67 minutes for fires and Louth's 2.77 minutes for other types of call-out. Of the part-time brigades, Kilkenny had the slowest average response time to fires at 6.77 minutes and Sligo had the fastest at 4.52 minutes. The average part-time brigade response times for other types of emergency calls were quickest in Leitrim at 4.22 minutes and slowest in Wexford at 7.86 minutes. Apart from a slight improvement in 2015 to Kilkenny's average response

time to fires and also Leitrim's response time to other emergencies, these figures represent a dis-improvement on performance in 2014. This may be partly due to a 7.8% increase in the number of calls to fires in 2015, but this was accompanied by a 3.9% decrease in the number of calls to other non-fire incidents. Overall performance in relation to percentage attendance at fires and non-fire incidents in the categories of less than 10 minutes, 10-20 minutes and over 20 minutes was similar to performance in 2014.

### **Library Service**

In 2015 the number of library visits per head of population (Table 20) ranged from Louth County Council's 1.88 to Leitrim County Council's 5.64 with both figures lower than the lowest and highest in 2014. The average number of visits per person was 3.68, which is somewhat less than the average figure for 2014 of 3.85 based on the 2011 Census population. However, the average library visits in 2014, if calculated on the higher 2016 Census population, would have been closer at 3.71. The cost of the library service per head of population varied – over a narrower range than in 2014 – from Tipperary County Council's €18.49 to Cork City Council's €56.07, which was a reduction of almost 7% on the City Council's 2014 per capita cost. The average overall 2015 per capita cost of €30 using the 2016 Census data (indicating a nearly 170,000 increase in population) is slightly lower than the 2014 figure of €30.52 based on the 2011 Census, but as more than 150,000 additional visits were made to libraries during the year, overall performance in relation to this function was good in 2015.

Following on from the review by the Performance Indicators Sub-Group of the two library indicators as part of the validation of the 2014 Performance Indicators Report, NOAC amended the Library Visits (L1) indicator to collect the number of items issued to borrowers as well as the number of visits to libraries in 2015. The borrowed items relate to items borrowed online (including magazine reports downloaded to an app or read on a web browser) as well as those borrowed via physical attendance at a library building or mobile unit. The objective was to capture a better picture of library activity in each local authority area. Surprisingly, the number of items borrowed was less than the number of visits in the case of 13 authorities (Dublin City, the Galway City and County service and Cavan, Donegal, Fingal, Laois, Leitrim, Limerick, Longford, Meath, Tipperary, Wexford and Wicklow County Councils). The authority with the highest ratio of items borrowed to visits was Sligo County Council at 1.7 and the lowest was Longford County Council at 0.57.

### **Youth/Community**

Table 21 contains the youth and community indicators which were amended for the 2015 report arising from a number of issues raised in relation to these indicators in the compilation of the 2014 report. Participation in the Comhairle na nÓg scheme now relates to the second level schools only as these are a known quantity and this resulted in the number of authorities achieving a 100% participation rate increasing from 3 authorities (Galway City, Leitrim and Longford) in 2014 to 10 in 2015 (plus Cavan, Donegal, Laois, Monaghan, Offaly, Roscommon and Westmeath). However, the following 4 local authorities had participation rates of less than 50%: Cork and Dublin Cities, Cork County and Limerick. In Dún Laoghaire-Rathdown, no Comhairle was held in 2015 due to a resource

constraint. The number of second level schools in the administrative areas ranged from as few as 7 in Leitrim to 79 in Dublin City.

The community indicator collected in respect of 2015 activity relates to the Public Participation Network (PPN) and the number of organisations included at end 2015 in the County Registers maintained by the local authorities and the proportion of those that opted to be part of the Social Inclusion College within the Network. The PPN, which was introduced in 2014, is a new framework for public engagement to enable the public to take an active formal role in the policy making and oversight activities of its local authority's areas of responsibility. It really only became active in many authorities well into 2015. Member Organisations when joining the PPN at a county level must opt to be a part of one of three electoral colleges within the PPN: Environment, Social Inclusion or Community & Voluntary and the indicator relates to the proportion of registering organisations opting to be part of the Social Inclusion College. Participation rates in the Social Inclusion College varied from 68% in Cork City to 10% in Offaly and the median was 18.09%. This indicator was one of those selected for review in 2015 because of the difficulty of devising an indicator that relates to performance in this area that is within the control of local authorities themselves. As indicated in the section of the report dealing with the quality assurance review of the data, NOAC has concluded that this indicator will require further refinement so as to be a more effective measure of performance. The review of the indicator in the six local authorities visited showed significant variations in the way in which the secretariat to the PPNs is structured, with some local authorities being requested to allocate their own staff and others to set up a structure that is completely independent of the authority with the co-ordinator/facilitator sourced externally.

## **Corporate**

Tables 22 and 23 contain the results for these four indicators.

Similar to the 2014 report, the working days lost to sick leave figures in Table 22 are based on paid sick leave, broken down between medically certified and self-certified leave. The total medically certified paid sick leave rate for all authorities was 3.52% (0.39% in the case of paid self-certified) and Leitrim County Council had the highest level of medically certified paid sick leave at 5.14% whereas the highest level in 2014 was 4.47% in Galway City. The Local Government Audit Service report on *Progress on the Implementation of the Performance Indicators contained in VFM Report No. 28 – Management of Sickness Absence in Local Authorities* indicated that all local authorities had adopted the public sector sick leave target of 3.5% in 2014. While the median values for both types of paid sick leave are slightly lower than in 2014, Table 22 shows an overall increase in both medically and self-certified leave in 2015. It also shows that the target was not met for certified sick leave taken in 2015 in the case of the following 15 local authorities: Donegal, Dublin City, Fingal, Galway City, Galway County, Kildare, Kilkenny, Leitrim, Longford, Louth, Meath, Roscommon, Sligo, South Dublin and Tipperary. Five authorities had a self-certified paid sick leave rate greater than 0.4% with the highest being Louth at 0.61%. In the case of two of the five authorities – Cork and Dublin City Councils – all of the self-certified sick leave was paid.

The 2015 data on website usage includes the number of followers of the local authority social media sites at 31/12/2015. Almost 70% of the populations of Waterford City & County and of Cork City follow their local authority on social media sites and nearly 62% of Cavan County Council's population follow it. The other 28 authorities have a following that ranges from less than 1% in Clare to over 37% of the population in Westmeath. While outcomes for this indicator will be influenced by the population profile and broadband coverage, the level of followers achieved by Waterford, Cork City and Cavan suggests that other local authorities might have something to learn from looking into the social media strategy employed by those 3 authorities.

The overall cost of ICT provision per whole-time equivalent staff (WTE) was lowest in Kildare at €1,935 and highest in Leitrim at €3,855 and the median was €3,052, an increase of 4.8% on the 2014 median value. The low outturns for Cork and Dublin City Councils of €2,015 are likely to be attributable to the economies of scale available to larger local authorities.

## **Finance**

A summary of the Revenue Account balance over the 5 years from 2011 to 2015 is in Table 24. The 2014 overall revenue account credit balance for the sector has been amended in respect of seven authorities based on the audited annual financial statements (AFS) and increased from €3,361,659 to €3,400,773. That 2014 credit balance had become a debit balance of €-16,085,945 by end 2015. All of the 16 local authorities running a deficit in 2014 reduced their deficits in 2015. The disimprovement in the overall financial position was attributable, therefore, to reductions in credit balances, the most significant being a €28.1m reduction in Dublin City Council's credit balance in 2015. A new column in the 2014 report gives the cumulative surplus or deficit at the end of 2015 as a percentage of the Total Income figure in 2015 from the Income and Expenditure Account Statement of the AFS. The deficit amounts range from as low as 0.02% of Total Income in Kilkenny to as high as 40.43% in Sligo<sup>3</sup> which has a cumulative deficit of €26m. The surplus amounts range from Dublin City's 0.03% in 2015 to Fingal's 7.48% of Total Income. It should be noted that these deficits and surpluses are net of transfers to/from reserves.

Rates collection performance in 2013-2014 was the subject of a separate NOAC report (NOAC Report No. 7 – Local Authority Rates Collection 2013-2014) published in April 2016. NOAC is happy to report that the Debt Management Project discussed in that report generated an increase in the percentage of total rates revenue due that was collected in 2015 by all 31 authorities. Roscommon's improvement from an already relatively high 2014 rate of 80% to 93% in 2015 is particularly commended. 16 authorities had collection rates of 80% or more and Fingal remains the highest performer at 96% in 2015. The two weakest collection performances are Louth at 60% and Donegal at 61% and the only other authorities with a rates collection rate lower than 75% in 2015 were Galway City at 72% and Sligo at 73%. The rates collection data is in Table 25.

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<sup>3</sup> NOAC's report No. 8 – Financial Performance of Local Authorities 2013-2015: Deficits, Audit Opinion and Financial Statements – includes material on this deficit.

The majority of local authorities showed an improvement in both their housing loan payment and housing rent and annuity collection rates in 2015 also (Tables 26 and 27). Particularly commendable performances in relation to the housing loans revenue stream were South Dublin County Council's perfect rate of 100%, Fingal County Council's continuing high rate of 98% and Leitrim County Council's significant improvement from just 60% in 2014 to 85% in 2015. It is a concern that the housing loan collection rate in Kildare is still very low at just 43% and that a further 6 authorities (Clare, Cork County, Dublin City, Longford, Sligo and Waterford) had a 2015 collection rate that is below 60%. The range of collection rates for rent and annuities is narrower, with the lowest 2015 performance being Louth County Council's 73% (a significant reduction on its 2014 collection rate of 82%) and the highest being Laois County Council's 96%. Quite a number of changes were notified by the local authorities in respect of the data relating to the years 2011 to 2013 in these revenue collection Tables from that published in the 2014 report and they have confirmed that these amendments relate to the recalculation of the collection levels to include the figures relating to the local authorities that were dissolved or amalgamated in 2014.

## **Performance Indicators Report 2015 – Conclusions**

NOAC is required to scrutinise the performance of local authorities against or in comparison with any indicator that it deems appropriate. It is also charged with supporting the development and enhancement of best practice in the performance of functions by local authorities.

The process of gathering and reviewing the indicator information requires significant resources both locally and nationally and it is imperative that this information is utilised to monitor performance over time and against comparable authorities. This has the potential to encourage continuous improvement in public service provision. As identified in the report, there is evidence that the performance indicator process is becoming embedded in the governance processes within local authorities including through the Audit Committees, the elected council and management teams.

The development of an appropriate range of indicators is an iterative process and will continue to evolve based on an improved understanding, experience and changes in the responsibilities which are devolved to local authorities. In addition, the process of data gathering is improving with a more streamlined compilation system in place. In reviewing the outcomes for 2015, it is clear that there is scope to further refine some of the indicators and this will be done for the 2016 report. It is also important that duplication between the work of NOAC and other supervisory authorities is avoided.

The foregoing text and the related Tables indicate the performance across a range of relevant essential services provided by local authorities including housing, road maintenance, fire service, library services, environmental services and corporate and financial services. There is evidence of improvements in performance in a number of areas, such as housing output, with a considerable expansion in the delivery of the HAP scheme. The collection of revenue by local authorities has improved and targets set for improvement in rates collection have largely been achieved or surpassed. Sectoral sick leave is close to the target identified in the VFM Report, although there is some variation in performance across authorities. The level of litter pollution is showing some improvement also. The indicator used in relation to the inspection regime for residential tenancies, while providing details of levels of activity, fails to capture information in relation to deficiencies identified, enforcement actions and impacts. NOAC intends to review this issue with a view to identifying a suitable additional indicator for 2016. In addition, the need for an improved focus on enforcement activities in the waste collection area in some authorities is evident.

There remains considerable variation in the results for some indicators across authorities. NOAC recognises that local authorities vary in terms of scale, geography, cost base, priorities and resources. Therefore, comparison across authorities requires an appreciation and understanding of the varying contexts. However, NOAC would urge councils to utilise the indicators to review their performance in areas where it may be considered sub-optimal and take the necessary action to address any deficiency and learn from any examples of good practice across the sector. Monitoring year on year performance within the authority to identify trends is also encouraged.

In addition, there are some areas where the compilation of baseline data should be improved, for example, in the completion of the condition surveys of regional and local road networks and litter

monitoring surveys in the case of a small number of authorities. The completion of these surveys would improve the robustness of the data to provide meaningful comparisons across all authorities.

It is recognised that many of the indicators in use measure inputs or outputs relating to service delivery. The development of a robust suite of indicators is an iterative process and the indicators in use are subject to on-going review and refinement. NOAC intends to explore in 2017 the identification of suitable outcome indicators.

## Section 2: Housing

**Table 1: Total Social Housing Dwellings Provided 01/01/2015 – 31/12/2015**

Authority	Total Social Housing Dwellings Provided 1/1/2015 to 31/12/2015	No. of Dwellings Directly Provided by the LA	No. of LA Dwellings Constructed	No. of LA Dwellings Purchased	No. of Units Provided under RAS	No. of Units Provided under HAP	No. of Units Provided under SHCEP <sup>4</sup>
Carlow County	186	27	6	21	25	106	28
Cavan County	103	20	6	14	66	N/A	17
Clare County	370	37	0	37	25	236	72
Cork City	265	25	15	10	106	111	23
Cork County	1,011	43	2	41	7	845	116
Donegal County	515	26	0	26	15	469	5
Dublin City	576	152	19	133	96	97	231
Dún Laoghaire-Rathdown	52	16	0	16	35	N/A	1
Fingal County	234	100	0	100	82	N/A	52
Galway City	2	18	0	18	-50	N/A	34
Galway County	23	11	0	11	5	2	5
Kerry County	234	32	0	32	141	N/A	61
Kildare County	209	57	0	57	89	32	31
Kilkenny County	517	25	0	25	75	396	21
Laois County	43	34	6	28	1	N/A	8
Leitrim County	36	4	0	4	27	N/A	5
Limerick City & County	914	39	10	29	26	845	4
Longford County	94	6	0	6	57	N/A	31
Louth County	653	41	0	41	0	598	14
Mayo County	128	13	1	12	70	12	33
Meath County	117	32	5	27	50	11	24
Monaghan County	202	22	9	13	1	175	4
Offaly County	130	9	8	1	4	95	22
Roscommon County	66	7	6	1	59	N/A	0
Sligo County	88	18	0	18	62	6	2
South Dublin County	898	21	0	21	136	548	193
Tipperary County	403	48	0	48	108	188	59
Waterford City & County	649	26	11	15	22	590	11
Westmeath County	172	17	3	14	126	N/A	29
Wexford County	110	15	1	14	51	N/A	44
Wicklow County	81	20	1	19	48	N/A	13
<b>Totals</b>	<b>9,081</b>	<b>961</b>	<b>109</b>	<b>852</b>	<b>1,565</b>	<b>5,362</b>	<b>1,193</b>

<sup>4</sup> Social Housing Capital Expenditure Programme (formerly SHLI – Social Housing Leasing Initiative)

<b>Total Social Housing Provided 01/01/2015 - 31/12/2015</b>		
<b>Total Social Dwellings Provided</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>292.94</b>
	Median	186.00
<b>Total LA Dwellings Provided Directly</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>31.00</b>
	Median	25.00
<b>Provided under RAS</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>50.48</b>
	Median	50.00
<b>Provided under HAP</b>		<b>2015</b>
N	Valid	31
	Missing	0
Average	<b>Mean</b>	<b>282.21</b>
	Median	175.00
<b>Provided under SHCEP</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>38.48</b>
	Median	23.00

**Table 2: Social Housing Dwellings Stock as at 31/12/2015**

Authority	Total No. of Social Housing Dwellings as at 31/12/2015	Dwellings Directly Provided (Constructed or Purchased) by the LA	Dwellings Provided under RAS	Dwellings Provided under HAP	Dwellings Provided under the SHCEP	% of the Directly Provided Dwellings that were Vacant on 31/12/2015
Carlow County	2,269	1,553	487	106	123	0.71
Cavan County	2,591	2,009	554	N/A	28	4.43
Clare County	3,074	2,350	324	236	164	4.34
Cork City	9,926	8,761	914	111	140	5.03
Cork County	9,806	7,219	774	900	913	4.56
Donegal County	5,607	4,653	293	469	192	2.97
Dublin City	27,464	25,353	1,459	97	555	6.29
Dún Laoghaire-Rathdown	4,937	4,400	397	N/A	140	0.66
Fingal County	5,723	4,587	713	N/A	423	1.00
Galway City	2,767	2,307	330	N/A	130	2.60
Galway County	2,689	2,394	265	0	30	5.56
Kerry County	4,942	4,035	776	N/A	131	3.94
Kildare County	4,628	3,621	725	32	250	1.46
Kilkenny County	3,319	2,197	532	498	92	0.68
Laois County	2,208	2,042	143	N/A	23	1.32
Leitrim County	1,038	924	109	N/A	5	8.23
Limerick City & County	7,303	5,094	1,149	1,056	4	3.79
Longford County	2,149	1,895	213	N/A	41	5.96
Louth County	4,706	3,667	67	639	333	1.34
Mayo County	3,162	2,051	957	12	142	5.51
Meath County	3,727	3,132	440	11	144	2.39
Monaghan County	1,863	1,413	256	190	4	0.71
Offaly County	2,246	1,762	157	95	232	1.65
Roscommon County	1,726	1,353	362	N/A	11	9.31
Sligo County	2,596	2,101	451	6	38	6.33
South Dublin County	11,582	9,030	1,535	548	469	0.68
Tipperary County	6,360	4,758	1,107	188	307	2.54
Waterford City & County	6,389	4,825	793	622	149	2.22
Westmeath County	2,543	1,794	463	N/A	286	1.45
Wexford County	5,118	4,234	752	N/A	132	0.92
Wicklow County	4,878	4,346	501	N/A	31	1.13
<b>TOTALS</b>	<b>159,336</b>	<b>129,860</b>	<b>17,998</b>	<b>5,816</b>	<b>5,662</b>	

<b>Total Social Housing Provided at 31/12/2015</b>		
<b>Total Dwellings</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>5139.87</b>
	Median	3727.00
<b>Directly Provided</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>4189.03</b>
	Median	3132.00
<b>Provided under RAS</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>580.58</b>
	Median	487.00
<b>Provided under HAP</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>306.11</b>
	Median	188.00
<b>Provided under SHLI</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>182.65</b>
	Median	140.00
<b>Percentage of Directly Provided Vacant at 31/12/15</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>3.50</b>
	Median	2.54

<b>Summary Statistics 2011-2015</b>						
<b>Total No. of Dwellings in Local Authority Stock</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
N	Valid	34	34	33	31	31
	Missing	0	0	0	0	0
<b>Average</b>	<b>Mean</b>	<b>3,847.30</b>	<b>3,853.10</b>	<b>3937.82</b>	<b>4,177.77</b>	<b>4,189.03</b>
	Median	2,348.00	2,483.50	2506.00	3,100.00	3,132.00

**Table 3: Average Re-letting Time and Cost; Maintenance Cost by Unit**

Authority	Average Time from Date of Vacation of Dwelling to the Date in 2015 when a new Tenancy had Commenced (Weeks)	Average Cost Expended on Getting the Re-tenanted Units Ready for Re-letting (€)	Average per Unit Expenditure in 2015 on Repair and Maintenance of LA Housing (€)
Carlow County	22.77	12,762.46	313.44
Cavan County	56.00	6,846.52	1,046.13
Clare County	33.19	15,986.89	672.48
Cork City	92.74	31,019.65	1,408.97
Cork County	12.69	7,431.66	1,612.54
Donegal County	44.48	8,037.29	701.42
Dublin City	20.15	19,986.01	2,639.34
Dún Laoghaire-Rathdown	12.11	8,983.12	2,127.25
Fingal County	12.84	14,258.05	808.65
Galway City	33.49	13,500.00	433.46
Galway County	48.34	11,549.66	528.94
Kerry County	42.27	10,521.94	577.20
Kildare County	8.66	24,847.49	1,473.26
Kilkenny County	18.38	12,273.25	1,608.61
Laois County	12.34	4,683.64	1,348.68
Leitrim County	62.46	10,039.88	1,482.88
Limerick City & County	16.00	5,402.24	610.13
Longford County	24.43	4,709.57	476.04
Louth County	22.56	6,513.28	1,175.83
Mayo County	39.27	6,750.06	820.84
Meath County	16.00	16,382.00	948.62
Monaghan County	18.30	9,560.69	728.32
Offaly County	33.00	16,436.00	554.51
Roscommon County	74.40	10,112.40	425.51
Sligo County	72.14	9,902.81	335.55
South Dublin County	9.90	12,148.33	1,106.03
Tipperary County	21.65	7,120.21	489.34
Waterford City & County	21.00	12,385.62	636.52
Westmeath County	10.00	13,905.89	550.39
Wexford County	13.70	7,298.08	732.00
Wicklow County	33.74	22,084.78	825.53

<b>Average Re-letting Time, Cost &amp; Maintenance</b>		
<b>Re-letting Time (Weeks)</b>		<b>2015</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>22.56</b>
<b>Re-Let Cost Average (€)</b>		<b>2015</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>10,521.94</b>
<b>Maintenance Cost by Unit (€)</b>		<b>2015</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>732.00</b>

<b>Summary Statistics 2011-2015</b>						
<b>Re-letting Time (Weeks)</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
N	Valid	33	34	33	31	31
	Missing	1	0	0	0	0
	<b>Median</b>	<b>26.60</b>	<b>23.85</b>	<b>22.20</b>	<b>24.28</b>	<b>22.56</b>

**Table 4: Private Rented Sector Inspections; Long-term Homeless Adults**

Authority	Total No. of Registered Tenancies in the LA Area at end 2015	No. of Inspections Carried Out in 2015	No. of Adults Classified as Homeless and in Emergency Accommodation on Night of 31/12/2015	% of Adults who on that Date had been in Emergency Accommodation for 6 Months
Carlow County	3,683	305	14	7.14
Cavan County	2,709	633	0	0
Clare County	4,770	406	14	14.29
Cork City	17,498	1,007	199	27.64
Cork County	17,319	602	1	0
Donegal County	6,220	522	15	26.67
Dublin City	72,874	2,513	2,279	56.6
Dún Laoghaire-Rathdown	15,785	416		
Fingal County	20,563	311		
Galway City	13,067	177	70	20
Galway County	6,091	83	36	33.33
Kerry County	7,395	2,035	34	14.71
Kildare County	11,852	505	262	12.6
Kilkenny County	4,164	379	52	38.46
Laois County	3,690	92	5	20
Leitrim County	1,470	79	0	0
Limerick City & County	12,907	967	174	26.44
Longford County	2,367	54	17	23.53
Louth County	6,166	219	39	17.95
Mayo County	5,966	255	2	0
Meath County	7,361	131	55	1.82
Monaghan County	1,904	324	2	50
Offaly County	3,220	30	0	0
Roscommon County	2,715	692	0	0
Sligo County	5,159	526	8	25
South Dublin County	14,714	1,731		
Tipperary County	7,228	103	24	41.67
Waterford City & County	8,057	896	100	43
Westmeath County	6,583	812	12	41.67
Wexford County	8,407	247	38	34.21
Wicklow County	6,825	358	56	33.93
<b>TOTALS</b>	<b>308,729</b>	<b>17,410</b>	<b>3,508</b>	<b>45.27%</b>

*Dublin City Council manages homelessness responses on behalf of the Dublin authorities, so Dún Laoghaire-Rathdown, Fingal and South Dublin are included in Dublin City*

<b>Private Rented Sector Inspections- Long Term Homeless Adults</b>		
<b>Total No. of Registered Tenancies</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>9959.00</b>
	Median	6583.00
<b>No. of Inspections Carried Out</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>561.61</b>
	Median	379.00
<b>PASS Homeless Adults</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>116.93</b>
	Median	16.00
<b>Long Term Homeless as % of Total No of Homeless Adults</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>45.27%</b>
	Median	20.00

<b>Summary Statistics 2012-2015</b>					
<b>Total No. of Registered Tenancies</b>		<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
<b>Average</b>	<b>Mean</b>	<b>7202.64</b>	<b>8,430.41</b>	<b>9,194.35</b>	<b>9,959.00</b>
	Median	4,338.00	5,052.00	5,944.00	6,583.00
<b>No. of Inspections Carried Out</b>		<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
<b>Average</b>	<b>Mean</b>	<b>585.91</b>	<b>642.97</b>	<b>598.48</b>	<b>561.61</b>
	Median	437.00	550.00	397.00	379.00

## Section 2: Roads

**Table 5:** Road Kilometres that have received a Pavement Surface Condition Index (PSCI) rating

Authority	% Regional Road KM that have ever Received a PSCI Rating	% Local Primary Road KM that have ever Received a PSCI Rating	% Local Secondary Road KM that have ever Received a PSCI Rating	% Local Tertiary Road KM that have ever Received a PSCI Rating	% Total Regional Roads that Received a PSCI Rating During 2015
Carlow County	100	94	96	65	100.0
Cavan County	82	96	81	59	81.0
Clare County	40	58	58	56	31.0
Cork City	78	76	39	2	85.0
Cork County	54	92	84	81	17.0
Donegal County	22	83	77	47	6.0
Dublin City	64	40	45	54	65.0
Dún Laoghaire-Rathdown	98	96	95	79	100.0
Fingal County	0	0	0	0	0.0
Galway City	100	100	93	100	81.0
Galway County	19	95	94	83	13.0
Kerry County	94	94	90	78	58.0
Kildare County	38	41	30	8	12.0
Kilkenny County	6	93	25	5	2.0
Laois County	89	80	79	62	55.0
Leitrim County	8	71	71	58	7.0
Limerick City & County	59	94	95	60	38.0
Longford County	50	75	71	45	21.0
Louth County	9	83	88	20	1.0
Mayo County	81	71	23	17	85.0
Meath County	98	99	98	90	100.0
Monaghan County	95	98	97	92	92.0
Offaly County	68	97	94	81	75.0
Roscommon County	97	98	96	80	100.0
Sligo County	41	94	92	72	33.0
South Dublin County	88	34	9	13	96.0
Tipperary County	83	81	79	52	22.0
Waterford City & County	94	88	90	72	39.0
Westmeath County	42	54	34	29	30.0
Wexford County	58	56	42	33	48.0
Wicklow County	91	93	49	12	93.0

<b>Summary Statistics for overall PSCI Condition surveyed</b>		
<b>% Regional Road KM that have ever Received a PSCI Rating</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>68.00</b>
<b>% Local Primary Road KM that have ever Received a PSCI Rating</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>88.00</b>
<b>% Local Secondary Road KM that have ever Received PSCI Rating</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>79.00</b>
<b>% Local Tertiary Road KM that have ever Received a PSCI Rating</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>58.00</b>
<b>% Regional Roads that Received a PSCI Rating During 2015</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>48.00</b>

**Table 6: Ratings in Pavement Surface Condition Index (PSCI) – Regional Roads**

Authority	% Total Regional Road Kilometres with a PSCI Rating of 1-4	% Total Regional Road Kilometres with a PSCI Rating of 5-6	% Total Regional Road Kilometres with a PSCI Rating of 7-8	% Total Regional Road Kilometres with a PSCI Rating of 9-10
Carlow County	1.0	42.0	44.0	13.0
Cavan County	2.0	27.0	42.0	11.0
Clare County	1.0	6.0	23.0	10.0
Cork City	2.0	16.0	25.0	35.0
Cork County	3.0	11.0	24.0	16.0
Donegal County	2.0	7.0	7.0	6.0
Dublin City	4.0	24.0	15.0	21.0
Dún Laoghaire-Rathdown	7.0	24.0	15.0	52.0
Fingal County	0.0	0.0	0.0	0.0
Galway City	0.0	4.0	65.0	31.0
Galway County	1.0	3.0	6.0	9.0
Kerry County	4.0	11.0	43.0	36.0
Kildare County	3.0	4.0	12.0	19.0
Kilkenny County	2.0	1.0	3.0	0.0
Laois County	10.0	29.0	30.0	20.0
Leitrim County	0.0	8.0	0.0	0.0
Limerick City & County	0.0	9.0	36.0	14.0
Longford County	5.0	21.0	14.0	10.0
Louth County	0.0	4.0	4.0	1.0
Mayo County	3.0	29.0	29.0	20.0
Meath County	1.0	17.0	48.0	32.0
Monaghan County	13.0	2.0	51.0	29.0
Offaly County	10.0	9.0	21.0	28.0
Roscommon County	2.0	31.0	21.0	43.0
Sligo County	3.0	5.0	12.0	21.0
South Dublin County	0.0	4.0	26.0	58.0
Tipperary County	6.0	16.0	38.0	23.0
Waterford City & County	5.0	11.0	51.0	27.0
Westmeath County	2.0	8.0	22.0	10.0
Wexford County	10.0	8.0	20.0	20.0
Wicklow County	2.0	11.0	51.0	27.0

<b>Ratings in Pavement Surface Condition Index - Regional Roads</b>		
<b>PSCI Rating 1-4</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>2.00</b>
<b>PSCI Rating 5-6</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>9.00</b>
<b>PSCI Rating 7-8</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>23.00</b>
<b>PSCI Rating 9-10</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>20.00</b>

**Table 7: Ratings in Pavement Surface Condition Index (PSCI) – Local Primary Roads**

Authority	% Total Local Primary Road Kilometres with a PSCI Rating of 1-4	% Total Local Primary Road Kilometres with a PSCI Rating of 5-6	% Total Local Primary Road Kilometres with a PSCI Rating of 7-8	% Total Local Primary Road Kilometres with a PSCI Rating of 9-10
Carlow County	2.0	20.0	67.0	5.0
Cavan County	3.0	47.0	41.0	5.0
Clare County	3.0	11.0	34.0	10.0
Cork City	2.0	19.0	25.0	30.0
Cork County	11.0	23.0	44.0	14.0
Donegal County	8.0	27.0	29.0	19.0
Dublin City	5.0	18.0	6.0	11.0
Dún Laoghaire-Rathdown	10.0	37.0	12.0	37.0
Fingal County	0.0	0.0	0.0	0.0
Galway City	0.0	19.0	71.0	10.0
Galway County	6.0	27.0	46.0	16.0
Kerry County	9.0	23.0	42.0	20.0
Kildare County	6.0	9.0	16.0	10.0
Kilkenny County	8.0	40.0	36.0	9.0
Laois County	14.0	35.0	27.0	4.0
Leitrim County	2.0	17.0	42.0	10.0
Limerick City & County	3.0	21.0	59.0	11.0
Longford County	7.0	36.0	23.0	9.0
Louth County	4.0	33.0	42.0	4.0
Mayo County	8.0	33.0	20.0	10.0
Meath County	7.0	25.0	54.0	13.0
Monaghan County	8.0	5.0	57.0	28.0
Offaly County	33.0	27.0	24.0	13.0
Roscommon County	10.0	66.0	16.0	6.0
Sligo County	13.0	21.0	26.0	34.0
South Dublin County	0.0	1.0	11.0	22.0
Tipperary County	13.0	19.0	36.0	13.0
Waterford City & County	4.0	21.0	57.0	6.0
Westmeath County	6.0	19.0	23.0	6.0
Wexford County	15.0	13.0	15.0	13.0
Wicklow County	7.0	19.0	56.0	11.0

<b>Ratings in Pavement Surface Condition Index – Local Primary Roads</b>		
<b>PSCI Rating 1-4</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>7.00</b>
<b>PSCI Rating 5-6</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>21.00</b>
<b>PSCI Rating 7-8</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>34.00</b>
<b>PSCI Rating 9-10</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>11.00</b>

**Table 8: Ratings in Pavement Surface Condition Index (PSCI) – Local Secondary Roads**

Authority	% Total Local Secondary Road Kilometres with a PSCI Rating of 1-4	% Total Local Secondary Road Kilometres with a PSCI Rating of 5-6	% Total Local Secondary Road Kilometres with a PSCI Rating of 7-8	% Total Local Secondary Road Kilometres with a PSCI Rating of 9-10
Carlow County	7.0	45.0	43.0	1.0
Cavan County	8.0	43.0	27.0	3.0
Clare County	6.0	14.0	31.0	7.0
Cork City	2.0	9.0	12.0	16.0
Cork County	19.0	24.0	32.0	9.0
Donegal County	13.0	29.0	23.0	12.0
Dublin City	9.0	19.0	7.0	10.0
Dún Laoghaire-Rathdown	10.0	39.0	11.0	35.0
Fingal County	0.0	0.0	0.0	0.0
Galway City	0.0	9.0	66.0	18.0
Galway County	13.0	35.0	41.0	5.0
Kerry County	17.0	26.0	35.0	12.0
Kildare County	6.0	8.0	12.0	4.0
Kilkenny County	4.0	9.0	7.0	5.0
Laois County	14.0	32.0	28.0	5.0
Leitrim County	6.0	36.0	28.0	1.0
Limerick City & County	5.0	32.0	51.0	7.0
Longford County	11.0	41.0	9.0	10.0
Louth County	6.0	52.0	27.0	3.0
Mayo County	3.0	5.0	5.0	10.0
Meath County	8.0	33.0	47.0	10.0
Monaghan County	13.0	5.0	52.0	27.0
Offaly County	35.0	21.0	21.0	17.0
Roscommon County	16.0	64.0	13.0	3.0
Sligo County	23.0	26.0	24.0	19.0
South Dublin County	0.0	1.0	3.0	5.0
Tipperary County	22.0	22.0	27.0	8.0
Waterford City & County	6.0	29.0	52.0	3.0
Westmeath County	4.0	14.0	11.0	5.0
Wexford County	15.0	9.0	10.0	8.0
Wicklow County	13.0	13.0	15.0	8.0

<b>Ratings in Pavement Surface Condition Index – Local Secondary Roads</b>		
<b>PSCI Rating 1-4</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>8.00</b>
<b>PSCI Rating 5-6</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>24.00</b>
<b>PSCI Rating 7-8</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>24.00</b>
<b>PSCI Rating 9-10</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>8.00</b>

**Table 9: Ratings in Pavement Surface Condition Index (PSCI) – Local Tertiary Roads**

Authority	% Total Local Tertiary Road Kilometres with a PSCI Rating of 1-4	% Total Local Tertiary Road Kilometres with a PSCI Rating of 5-6	% Total Local Tertiary Road Kilometres with a PSCI Rating of 7-8	% Total Local Tertiary Road Kilometres with a PSCI Rating of 9-10
Carlow County	20.0	26.0	18.0	1.0
Cavan County	8.0	29.0	20.0	2.0
Clare County	24.0	13.0	16.0	3.0
Cork City	1.0	0.0	0.0	1.0
Cork County	30.0	22.0	23.0	6.0
Donegal County	16.0	12.0	11.0	8.0
Dublin City	8.0	23.0	8.0	15.0
Dún Laoghaire-Rathdown	3.0	27.0	18.0	31.0
Fingal County	0.0	0.0	0.0	0.0
Galway City	2.0	10.0	73.0	15.0
Galway County	26.0	30.0	24.0	3.0
Kerry County	20.0	24.0	27.0	7.0
Kildare County	4.0	1.0	2.0	1.0
Kilkenny County	3.0	0.0	1.0	10.0
Laois County	14.0	20.0	17.0	11.0
Leitrim County	12.0	29.0	16.0	1.0
Limerick City & County	16.0	26.0	17.0	1.0
Longford County	17.0	17.0	6.0	5.0
Louth County	6.0	12.0	2.0	0.0
Mayo County	3.0	4.0	4.0	6.0
Meath County	19.0	33.0	30.0	8.0
Monaghan County	19.0	3.0	50.0	20.0
Offaly County	35.0	14.0	15.0	17.0
Roscommon County	30.0	40.0	7.0	3.0
Sligo County	31.0	17.0	16.0	8.0
South Dublin County	5.0	2.0	1.0	5.0
Tipperary County	24.0	11.0	12.0	5.0
Waterford City & County	14.0	24.0	24.0	10.0
Westmeath County	9.0	10.0	8.0	2.0
Wexford County	19.0	4.0	6.0	4.0
Wicklow County	4.0	2.0	3.0	3.0

<b>Ratings in Pavement Surface Condition Index – Local Tertiary Roads</b>		
<b>PSCI Rating 1-4</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>14.00</b>
<b>PSCI Rating 5-6</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>14.00</b>
<b>PSCI Rating 7-8</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>15.00</b>
<b>PSCI Rating 9-10</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>5.00</b>

**Table 10: Regional Road Grants Works**

Authority	KM Regional Road Strengthened Using Road Improvement Grants	Regional Road Improvement Grant Amount (€)	KM Regional Road Resealed Using Road Maintenance Grants	Regional Road Maintenance Grant Amount (€)
Carlow County	16.9	623,359	3.9	120,760
Cavan County	12.4	1,273,906	8.2	279,804
Clare County	9.0	1,099,602	14.1	358,077
Cork City*	0.5	170,000	0.0	0
Cork County	35.4	5,673,308	43.6	1,281,980
Donegal County	18.8	2,720,983	30.1	936,205
Dublin City*	3.9	1,290,955	0.0	0
Dún Laoghaire-Rathdown*	0.5	252,629	0.0	0
Fingal County*	7.5	1,200,030	3.1	253,886
Galway City*	2.8	500,000	0.0	0
Galway County	31.1	3,617,201	19.7	526,478
Kerry County	24.2	2,759,013	12.5	413,551
Kildare County	26.9	3,607,731	10.9	475,080
Kilkenny County	3.1	694,949	9.5	350,742
Laois County	6.2	667,475	5.1	435,272
Leitrim County	12.0	1,673,379	6.1	205,150
Limerick City & County	11.9	1,908,503	13.9	370,568
Longford County	3.5	437,236	3.2	91,255
Louth County	4.9	748,996	9.1	251,186
Mayo County	13.8	2,429,156	23.4	821,661
Meath County	18.5	2,179,943	13.7	486,509
Monaghan County	9.3	1,030,801	6.4	220,908
Offaly County	10.1	1,332,621	8.3	358,209
Roscommon County	16.9	2,526,964	2.1	65,580
Sligo County	3.9	611,381	5.8	214,668
South Dublin County*	2.6	327,075	0.6	109,023
Tipperary County	16.5	2,093,626	31.5	1,065,727
Waterford City & County	11.2	1,154,283	18.0	500,016
Westmeath County	11.9	1,196,031	5.9	160,350
Wexford County	10.2	1,561,686	20.7	540,200
Wicklow County	5.2	715,856	20.7	447,443
<b>TOTALS</b>	<b>361.85</b>	<b>48,078,678</b>	<b>350.03</b>	<b>11,340,288</b>

\* These local authorities did not receive grants from the Department of Transport, Tourism and Sport and funding for any works on regional roads in these authorities came from their own resources or other grants.

<b>Summary Statistics for Regional Grants Work</b>		
<b>KM Regional Road Strengthened Using Roads Improvement Grants</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>10.20</b>
<b>Regional Road Improvement Grant Amount</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>1,200,030</b>
<b>KM Regional Road Resealed Using Road Maintenance Grants</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>8.32</b>
<b>Regional Road Maintenance Grant Amount</b>		<b>2015</b>
N	Valid	30
	Missing	1
	<b>Median</b>	<b>350,742</b>

**Table 11: % Motor Tax Transactions Conducted Online**

Authority	Motor Tax Transactions Performed Online
Carlow County	47.58
Cavan County	56.27
Clare County	57.14
Cork City	N/A
Cork County	67.99
Donegal County	40.63
Dublin City	77.8
Dún Laoghaire-Rathdown	N/A
Fingal County	N/A
Galway City	N/A
Galway County	58.24
Kerry County	66.11
Kildare County	71.46
Kilkenny County	58.41
Laois County	46.91
Leitrim County	50.58
Limerick City & County	56.93
Longford County	44.76
Louth County	52.59
Mayo County	52.37
Meath County	71
Monaghan County	46.45
Offaly County	51.49
Roscommon County	44.12
Sligo County	49.6
South Dublin County	N/A
Tipperary County	61.01
Waterford City & County	58.69
Westmeath County	45.75
Wexford County	58.44
Wicklow County	66.22

Summary Statistics 2011-2015						
% Motor Tax Transactions Performed Online		2011	2012	2013	2014	2015
N	Valid	29	29	29	26	26
	Not Applicable	5	5	5	5	5
	<b>Median</b>	<b>33</b>	<b>37.38</b>	<b>40.5</b>	<b>50.02</b>	<b>56.6</b>

## Section 3: Water

**Table 12:** % Drinking Water in Private Schemes in Compliance with Statutory Requirements

Authority	% of Drinking Water in Private Schemes in Compliance with Statutory Requirements
Carlow County	99.76
Cavan County	98.95
Clare County	99.05
Cork City	100
Cork County	95.43
Donegal County	94.3
Dublin City	N/A
Dún Laoghaire- Rathdown	100
Fingal County	97.78
Galway City	N/A
Galway County	99.25
Kerry County	96.53
Kildare County	98.67
Kilkenny County	97.35
Laois County	98.84
Leitrim County	99.4
Limerick City & County	99.57
Longford County	96.36
Louth County	99.56
Mayo County	98.39
Meath County	96.89
Monaghan County	99.57
Offaly County	99.07
Roscommon County	99.26
Sligo County	99.78
South Dublin County	N/A
Tipperary County	99.58
Waterford City & County	94.43
Westmeath County	100.00
Wexford County	94.07
Wicklow County	95.78

NOTE: Directly provided from the EPA.

<b>Summary Statistics for % Private Water in Compliance</b>		
		<b>2015</b>
N	Valid	28
	Not applicable	3
<b>Average</b>	<b>Mean</b>	<b>97.97</b>
	Median	99

## Section 4: Waste/Environment

**Table 13:** Households Availing of a 3 Bin Service

Authority	No. of Households Availing of a 3 Bin Service at 31/12/2015 (based on 2011 census)	% of Households Availing of a 3 Bin Service (based on 2011 census)
Carlow County	3,687	19.04
Cavan County	1,077	4.19
Clare County	21,189	49.82
Cork City	39,100	83.00
Cork County	23,419	16.67
Donegal County	131	0.23
Dublin City	88,410	42.54
Dún Laoghaire-Rathdown	35,079	46.29
Fingal County	71,183	76.58
Galway City	20,282	73.23
Galway County	6,475	10.68
Kerry County	23,484	44.24
Kildare County	32,377	45.92
Kilkenny County	2,749	8.19
Laois County	4,919	17.62
Leitrim County	8,133	66.51
Limerick City & County	36,514	52.60
Longford County	4,185	29.04
Louth County	13,137	29.93
Mayo County	4,377	9.13
Meath County	13,579	21.93
Monaghan County	1,870	8.83
Offaly County	3,542	13.34
Roscommon County	1,852	7.85
Sligo County	5,290	21.66
South Dublin County	49,969	55.60
Tipperary County	13,721	23.55
Waterford City & County	23,939	56.68
Westmeath County	1,373	4.48
Wexford County	9,331	17.83
Wicklow County	10,705	22.50
<b>TOTAL</b>	<b>575,078</b>	

**NOTE:** Cork County figures apply to North Cork, West Cork and Fermoy monitoring only for all five levels.

<b>Households Availing of a 3 Bin service</b>		
<b>Households Availing of a 3 Bin Service</b>		<b>2015</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>10,705.00</b>
<b>% of Households Availing of a 3 Bin Service</b>		<b>2015</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>22.50</b>

**Table 14:** Environmental Pollution Complaints Closed

Authority	Total No. of Pollution Cases that were the Subject of a Complaint during 2015	Total No. of Pollution Cases Closed During 2015	Total No. of Pollution Cases on Hand at 31/12/15
Carlow County	1,343	1,333	8
Cavan County	659	520	139
Clare County	1,477	1,430	123
Cork City	1,466	1,433	64
Cork County	1,809	1,821	793
Donegal County	1,033	912	209
Dublin City	13,084	12,979	105
Dún Laoghaire-Rathdown	2,430	2,436	16
Fingal County	1,895	1,823	140
Galway City	400	414	45
Galway County	1,428	1,243	369
Kerry County	1,198	1,159	18
Kildare County	1,372	1,569	10
Kilkenny County	928	802	128
Laois County	796	773	16
Leitrim County	376	262	114
Limerick City & County	3,170	3,408	309
Longford County	1,288	1,289	113
Louth County	1,918	1,966	55
Mayo County	965	1,062	235
Meath County	1,154	1,154	98
Monaghan County	448	424	24
Offaly County	806	750	54
Roscommon County	517	411	136
Sligo County	817	805	164
South Dublin County	4,266	4,152	123
Tipperary County	1,339	1,260	123
Waterford City & County	1,980	1,872	151
Westmeath County	839	773	122
Wexford County	2,566	2,283	283
Wicklow County	1,406	1,290	116
<b>TOTALS</b>	<b>55,173</b>	<b>53,808</b>	<b>4,403</b>

**Table 15: % Local Authority Area within the 5 Levels of Litter Pollution**

Authority	% Area Unpolluted or Litter Free	% Area Slightly Polluted	% Area Moderately Polluted	% Area Significantly Polluted	% Area Grossly Polluted
Carlow County	6	90	4	0	0
Cavan County	0	86	10	4	0
Clare County	15	77	8	0	0
Cork City	1	84	13	2	0
Cork County	24	66	10	0	0
Donegal County	5	81	10	4	0
Dublin City	18	45	25	11	1
Dún Laoghaire-Rathdown	57	22	17	4	0
Fingal County	14	58	27	1	0
Galway City	6	66	22	6	0
Galway County	14	53	25	6	2
Kerry County	19	67	13	1	0
Kildare County	44	45	6	3	2
Kilkenny County	6	63	28	3	0
Laois County	23	74	3	0	0
Leitrim County	21	68	11	0	0
Limerick City & County	N/A	N/A	N/A	N/A	N/A
Longford County	26	61	11	2	0
Louth County	0	69	15	8	8
Mayo County	26	49	25	0	0
Meath County	4	73	17	6	0
Monaghan County	11	86	3	0	0
Offaly County	11	60	29	0	0
Roscommon County	21	73	6	0	0
Sligo County	26	70	4	0	0
South Dublin County	N/A	N/A	N/A	N/A	N/A
Tipperary County	13	64	20	3	0
Waterford City & County	23	56	18	3	0
Westmeath County	3	82	15	0	0
Wexford County	11	66	18	5	0
Wicklow County	17	53	18	11	1

Percentage Area within the Five Levels of Litter Pollution						
<b>Unpolluted or Litter Free</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
N	Valid	32	31	33	28	29
	Missing	2	2	0	3	2
	<b>Median</b>	<b>9</b>	<b>8</b>	<b>11</b>	<b>9.5</b>	<b>14</b>
<b>Slightly polluted</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
N	Valid	32	31	33	28	29
	Missing	2	2	0	3	2
	<b>Median</b>	<b>67.5</b>	<b>61</b>	<b>63</b>	<b>70</b>	<b>66</b>
<b>Moderately polluted</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
N	Valid	32	31	33	28	29
	Missing	2	2	0	3	2
	<b>Median</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>16</b>	<b>15</b>
<b>Significantly polluted</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
N	Valid	32	31	33	28	29
	Missing	2	2	0	3	2
	<b>Median</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>
<b>Grossly polluted</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
N	Valid	32	31	33	28	29
	Missing	2	2	0	3	2
	<b>Median</b>	<b>0</b>	<b>1.5</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 5: Planning

**Table 16:** New Buildings Inspections; Referrals to An Bord Pleanála, Cost per Capita of the Planning Service

Authority	New Buildings Inspected as % of New Buildings Notified	No. of LA Planning Decisions the Subject of an Appeal to ABP that was Determined by ABP in 2015	% of Determinations that Confirmed (With or Without Variation) the Decision made by the LA	Cost Per Capita of the Planning Service (based on 2016 Census) (€)
Carlow County	25.83	9	55.56	23.16
Cavan County	20.45	12	83.33	13.84
Clare County	27.27	33	84.85	30.53
Cork City	18.38	39	89.74	29.93
Cork County	22.26	111	76.58	29.97
Donegal County	24.22	24	58.33	23.57
Dublin City	96.87	287	78.40	23.76
Dún Laoghaire-Rathdown	19.17	163	76.07	33.36
Fingal County	17.07	91	78.02	32.85
Galway City	15.58	30	83.33	32.45
Galway County	26.96	35	71.43	20.17
Kerry County	50.00	55	63.64	31.44
Kildare County	13.29	70	65.71	26.24
Kilkenny County	14.96	9	55.56	24.80
Laois County	15.75	11	81.82	21.36
Leitrim County	30.43	2	50.00	30.88
Limerick City & County	24.53	42	76.19	23.78
Longford County	19.35	4	50.00	37.41
Louth County	27.47	28	53.57	26.86
Mayo County	16.84	30	83.33	26.20
Meath County	30.46	41	73.17	23.71
Monaghan County	22.86	10	90.00	24.36
Offaly County	35.90	20	60.00	32.73
Roscommon County	24.00	9	55.56	38.05
Sligo County	37.25	13	61.54	33.45
South Dublin County	31.48	60	70.00	24.26
Tipperary County	17.48	33	69.70	26.93
Waterford City & County	0.00	17	76.47	22.75
Westmeath County	13.01	12	50.00	22.69
Wexford County	31.21	27	85.19	24.26
Wicklow County	29.22	64	71.88	26.09
<b>TOTAL</b>		<b>1,391</b>		

**Table 17: Planning Enforcement Cases Closed as Resolved**

Authority	Total No. of Planning Cases Referred to or Initiated by the LA During 2015 that were Investigated	Total No. of Cases Closed During 2015	% Closed Cases Dismissed under Section 152(2) <sup>5</sup> or Statute Barred or Exempted Development	% Closed Cases Resolved to the LA's Satisfaction through Negotiations	% Closed Cases on foot of Enforcement Proceedings	Total No. of Planning Cases being Investigated as at 31/12/2015
Carlow County	11	53	39.62	18.87	41.51	137
Cavan County	65	25	72	8	20	52
Clare County	248	115	13.04	32.17	54.78	725
Cork City	92	54	25.93	27.78	46.3	154
Cork County	337	338	29.59	1.48	68.93	1,039
Donegal County	202	130	63.85	1.54	34.62	2,078
Dublin City	972	851	48.77	0	51.23	1,782
Dún Laoghaire-Rathdown	356	281	31.32	24.91	43.77	243
Fingal County	181	126	5.56	0	94.44	105
Galway City	333	297	40.07	0	59.93	43
Galway County	236	95	14.74	0	85.26	1,481
Kerry County	232	278	39.93	2.16	57.91	608
Kildare County	190	556	84.35	8.99	6.65	1,249
Kilkenny County	101	98	14.29	20.41	65.31	328
Laois County	109	144	21.53	2.78	75.69	181
Leitrim County	31	18	38.89	27.78	33.33	13
Limerick City & County	426	437	45.08	6.86	48.05	1,137
Longford County	23	31	3.23	61.29	35.48	44
Louth County	186	255	6.67	35.69	57.65	219
Mayo County	149	69	37.68	0	62.32	719
Meath County	378	408	42.4	45.34	12.25	725
Monaghan County	109	69	15.94	2.9	81.16	251
Offaly County	54	41	12.2	2.44	85.37	46
Roscommon County	93	38	39.47	36.84	23.68	55
Sligo County	198	288	26.39	10.07	63.54	198
South Dublin County	168	96	0	42.71	57.29	396
Tipperary County	145	191	51.83	0	48.17	696
Waterford City & County	183	168	4.76	94.05	1.19	216
Westmeath County	70	63	23.81	0	76.19	141
Wexford County	197	411	1.22	40.15	58.64	479
Wicklow County	166	249	23.29	9.64	67.07	806
<b>TOTALS</b>	<b>6,241</b>	<b>6,273</b>				<b>16,346</b>

<sup>5</sup> Planning and Development Act 2000

<b>Summary Statistics for Planning 2015</b>		
<b>Total No. of Cases Closed During 2015</b>		<b>2015</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>24</b>
<b>No. of LA Planning Decisions the Subject of an Appeal to ABP that were Determined by the Board in 2015</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>45</b>
	Median	30
<b>% of the Determinations that Confirmed with or without Variation the Decision made by the Local Authority</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>74.34</b>
	Median	71.88
<b>Cost per Capita of the Planning Service (€)</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>26.78</b>
	Median	27.29

<b>Summary Statistics 2011-2015</b>						
<b>Buildings Inspected as % of New Buildings Notified to the LA</b>						
		2011	2012	2013	2014	2015
N	Valid	34	34	33	31	31
	Missing	0	0	0	0	0
	<b>Median</b>	<b>19.36</b>	<b>19.19</b>	<b>19.86</b>	<b>17.71</b>	<b>24.00</b>

## Section 6: Fire Service

**Table 18:** Cost per Capita of the Fire Service and Service Mobilisation

Authority	Cost Per Capita of the Fire Service (based on 2011 Census) (€)	Average Time to Mobilise Fire Brigade in respect of Fire (Minutes)		Average Time to Mobilise Fire Brigade in respect of Non-Fire Emergency Incidents (Minutes)	
		Full-Time Station	Part-Time Station	Full-Time Station	Part-Time Station
Carlow County	38.41	N/A	6.29	N/A	6.37
Cavan County	54.33	N/A	6.18	N/A	5.8
Clare County	44.14	N/A	5.43	N/A	5.67
Cork City	90.73	1.70	N/A	1.76	N/A
Cork County	48.25	N/A	5.28	N/A	5.41
Donegal County	47.61	N/A	6.18	N/A	5.92
Dublin City	80.58	1.41	6.43	1.49	6.49
Dún Laoghaire-Rathdown	N/A	N/A	N/A	N/A	N/A
Fingal County	N/A	N/A	N/A	N/A	N/A
Galway City	N/A	N/A	N/A	N/A	N/A
Galway County	46.40	2.67	5.05	2.58	5.12
Kerry County	45.32	N/A	6.13	N/A	6.13
Kildare County	28.35	N/A	5.46	N/A	5.19
Kilkenny County	52.79	N/A	6.77	N/A	6.78
Laois County	43.69	N/A	5.32	N/A	4.42
Leitrim County	69.68	N/A	4.55	N/A	4.22
Limerick City & County	70.52	1.5	5.4	1.7	5.3
Longford County	50.14	N/A	6	N/A	6.01
Louth County	51.84	2.1	4.57	2.77	3.77
Mayo County	41.48	N/A	5.29	N/A	5.41
Meath County	30.56	N/A	5.08	N/A	5.28
Monaghan County	43.00	N/A	6.4	N/A	7.11
Offaly County	41.31	N/A	5.13	N/A	5.27
Roscommon County	69.91	N/A	6.67	N/A	6.75
Sligo County	59.22	N/A	4.52	N/A	4.56
South Dublin County	N/A	N/A	N/A	N/A	N/A
Tipperary County	50.43	N/A	5.85	N/A	5.67
Waterford City & County	68.75	1.5	5.13	1.68	5.85
Westmeath County	31.65	N/A	6.3	N/A	7.72
Wexford County	31.63	N/A	6.25	N/A	7.86
Wicklow County	35.12	N/A	5.22	N/A	5.3

Cost Per Capita (€) Fire Service				
		Full-Time Station	Full & Part-Time Station	Part-Time Station
N	Valid	1	5	21
	Missing	0	0	0
<b>Average</b>	<b>Mean</b>	<b>90.73</b>	<b>63.62</b>	<b>45.57</b>
	Median	90.73	68.75	44.14

Average Time to Mobilise Fire Brigade (Fire in Minutes)						Average Time to Mobilise Fire Brigade (Non-Fire in Minutes)					
Full-Time	Station	2015	Part-Time	Station	2015	Full-Time	Station	2015	Part-Time	Station	2015
N	Valid	6	N	Valid	26	N	Valid	6	N	Valid	26
	Missing	0		Missing	0		Missing	0		Missing	0
<b>Average</b>	<b>Mean</b>	<b>1.81</b>	<b>Average</b>	<b>Mean</b>	<b>5.65</b>	<b>Average</b>	<b>Mean</b>	<b>2.00</b>	<b>Average</b>	<b>Mean</b>	<b>5.75</b>
	Median	1.60		Median	5.45		Median	1.73		Median	5.67

**Table 19: Mobilisation Times (%) First Attendance at Scenes of Fire and non-Fire Cases**

Authority	% of Fire Cases in which First Attendance is within 10 Minutes	% Fire Cases in which First Attendance is between 10 and 20 Minutes	% of Fire Cases in which First Attendance is after 20 Minutes	% of all other Emergency Incidents in which First Attendance is within 10 Minutes	% of all other Emergency Incidents in which First Attendance is between 10 and 20 Minutes	% of all other Emergency Incidents in which First Attendance is after 20 Minutes
Carlow County	41.11	43.48	15.42	28.42	57.89	13.68
Cavan County	27.23	54.97	17.8	28.35	48.66	22.99
Clare County	40.42	36.75	22.83	29.3	48.72	21.98
Cork City	88.93	10	1.07	87.89	11.86	0.25
Cork County	38.31	44.09	17.6	29.09	53.93	16.98
Donegal County	28.17	57.51	14.32	29.95	50.23	19.82
Dublin City	78.21	19.53	2.26	76.36	21.25	2.38
Dún Laoghaire-Rathdown	N/A	N/A	N/A	N/A	N/A	N/A
Fingal County	N/A	N/A	N/A	N/A	N/A	N/A
Galway City	N/A	N/A	N/A	N/A	N/A	N/A
Galway County	40.23	30.57	29.2	56.69	29.43	13.88
Kerry County	28.13	50.43	21.44	28.63	58.87	12.5
Kildare County	24.71	63.91	11.38	23.65	62.57	13.77
Kilkenny County	21.76	60.25	17.99	22.9	49.03	28.06
Laois County	35.24	55.83	8.93	37.34	49.79	12.88
Leitrim County	39.76	46.99	13.25	47.13	41.4	11.46
Limerick City & County	69.35	23.12	7.53	54.24	35.73	10.03
Longford County	42.28	50.67	7.05	29.85	59.7	10.45
Louth County	71.92	25.07	3.02	62.89	34.02	3.09
Mayo County	36.42	45.88	17.7	39.37	50	10.63
Meath County	36.72	51.94	11.34	25.9	58.36	15.74
Monaghan County	31.55	58.93	9.52	14.19	63.51	22.3
Offaly County	56.85	37.08	6.07	32.99	55.67	11.34
Roscommon County	25.12	57.82	17.06	28.7	60.19	11.11
Sligo County	53.8	20.56	25.63	59.31	26.9	13.79
South Dublin County	N/A	N/A	N/A	N/A	N/A	N/A
Tipperary County	45.34	41.86	12.8	31.24	53.15	15.62
Waterford City & County	75.03	20.76	4.21	71.88	21.88	6.25
Westmeath County	25.73	60.88	13.39	14.61	60.67	24.72
Wexford County	34.51	45.25	20.25	13.56	50	36.44
Wicklow County	39.32	44.34	16.34	44.26	46.99	8.74

<b>Fire and Non-Fire Mobilisation times (%)</b>		
<b>Percentage of Fire Cases within 10 Minutes</b>		<b>2015</b>
N	Valid	27
	Missing	4
	<b>Median</b>	<b>39.32</b>
<b>Percentage of Fire Cases between 10- 20 Minutes</b>		<b>2015</b>
N	Valid	27
	Missing	4
	<b>Median</b>	<b>45.25</b>
<b>Percentage of Fire Cases After 20 Minutes</b>		<b>2015</b>
N	Valid	27
	Missing	4
	<b>Median</b>	<b>13.39</b>
<b>Percentage of Non-Fire Cases within 10 Minutes</b>		<b>2015</b>
N	Valid	27
	Missing	4
	<b>Median</b>	<b>29.95</b>
<b>Percentage of Non-Fire Cases between 10-20 Minutes</b>		<b>2015</b>
N	Valid	27
	Missing	4
	<b>Median</b>	<b>50.00</b>
<b>Percentage of Fire Cases After 20 Minutes</b>		<b>2015</b>
N	Valid	27
	Missing	4
	<b>Median</b>	<b>13.68</b>

## Section 7: Library

**Table 20:** Library Visits and Items Issued; Cost of Operating a Library Service

Authority	No. of Library Visits per Head of Population (based on 2016 Census)	No. of Items Issued to Borrowers in the Year	Cost per Capita (based on 2016 Census) (€)
Carlow County	3.28	200,965	28.13
Cavan County	2.9	148,072	23.64
Clare County	3.92	554,385	34.31
Cork City	5.25	866,664	56.07
Cork County	4.11	1,761,063	21.71
Donegal County	2.19	333,793	22.91
Dublin City	4.74	2,379,655	42.61
Dún Laoghaire-Rathdown	4.6	1,502,259	35.63
Fingal County	3.83	1,020,967	38.86
Galway City	N/A	N/A	N/A
Galway County	2.54	691,893	17.82
Kerry County	3.46	645,401	23.03
Kildare County	2.86	656,923	30.96
Kilkenny County	2.89	308,473	28.02
Laois County	2.78	208,255	22.23
Leitrim County	5.64	113,305	47.36
Limerick City & County	3.98	767,853	27.64
Longford County	5.32	124,614	40.28
Louth County	1.88	359,121	25.24
Mayo County	2.75	603,544	23.06
Meath County	4.07	556,439	19.41
Monaghan County	4.35	331,638	37.20
Offaly County	3.21	259,381	27.76
Roscommon County	2.21	189,229	27.30
Sligo County	1.92	213,625	31.58
South Dublin County	3.69	1,082,197	37.60
Tipperary County	3.71	444,549	18.49
Waterford City & County	4.34	514,062	33.15
Westmeath County	3.34	326,665	27.63
Wexford County	4.12	594,634	25.87
Wicklow County	3.04	428,715	20.54
<b>TOTAL</b>		<b>18,188,339</b>	

**NOTE:** Galway County Council collects library statistics on behalf of Galway City Council and these are presented as combined statistics.

<b>Summary Statistics for 2015</b>		
<b>Cost Per Capita of Operating a Library Service (€)</b>		<b>2015</b>
N	Valid	30
	N/A	1
<b>Average</b>	<b>Mean</b>	<b>30.04</b>
	Median	27.70
<b>No. of Library Visits per Head of Population</b>		<b>2015</b>
N	Valid	30
	N/A	1
<b>Average</b>	<b>Mean</b>	<b>3.68</b>
	Median	3.58
<b>No. of Items Issued to Borrowers in the Year</b>		<b>2015</b>
N	Valid	30
	N/A	1
<b>Average</b>	<b>Mean</b>	<b>606,278</b>
	Median	479,306

## Section 8: Youth and Community

**Table 21:** Youth and Community Participation

Authority	% of Local Schools Involved in the Local Youth Council/ Comhairle na nÓg Scheme	Number of Organisations on the County Register at 31/12/2015	% of Organisations on the County Register that Opted to be Part of the Social Inclusion College within the PPN
Carlow County	90.91	354	10.45
Cavan County	100.00	632	25
Clare County	77.78	199	18.09
Cork City	46.43	91	68.13
Cork County	30.51	737	18.32
Donegal County	100.00	468	18.59
Dublin City	36.71	576	33.51
Dún Laoghaire-Rathdown	0.00	192	29.69
Fingal County	63.33	423	12.53
Galway City	100.00	103	39.81
Galway County	71.43	543	11.79
Kerry County	88.46	512	19.14
Kildare County	95.83	449	18.04
Kilkenny County	62.50	184	26.09
Laois County	100.00	297	12.79
Leitrim County	100.00	169	33.14
Limerick City & County	37.93	442	11.54
Longford County	100.00	97	15.46
Louth County	88.89	216	35.65
Mayo County	92.59	359	28.13
Meath County	81.82	371	14.02
Monaghan County	100.00	290	17.24
Offaly County	100.00	238	9.66
Roscommon County	100.00	243	16.87
Sligo County	84.62	353	11.61
South Dublin County	74.29	315	34.29
Tipperary County	75.76	920	12.39
Waterford City & County	89.47	505	17.62
Westmeath County	100.00	366	27.32
Wexford County	68.18	359	16.43
Wicklow County	71.43	134	28.36
<b>TOTAL</b>		<b>11,137</b>	

<b>Summary Statistics 2011-2015</b>						
<b>% of Local Schools and Youth Clubs Involved in the Local Youth Council/Comhairle na nÓg Scheme</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
N	Valid	34	34	34	30	30
	Missing	0	0	0	1	1
	<b>Median</b>	<b>70.7</b>	<b>57.74</b>	<b>30</b>	<b>62.16</b>	<b>88.46</b>

## Section 9: Corporate

**Table 22:** Total Whole-time Equivalent Staff; % Medically Certified and Self-Certified Paid Sick Leave

Authority	Total Number of Whole Time Equivalent (WTE) Staff in LA at 31/12/2015	% of Paid Working Days Lost to Medically Certified Sickness Absence in 2015	% of Paid Working Days Lost to Self-Certified Sickness Absence in 2015
Carlow County	263.89	3.48	0.38
Cavan County	362.30	2.40	0.19
Clare County	719.21	3.44	0.24
Cork City	1,217.68	3.34	0.44
Cork County	1,947.41	3.19	0.39
Donegal County	851.91	4.02	0.35
Dublin City	5,308.00	3.73	0.56
Dún Laoghaire-Rathdown	930.90	2.80	0.47
Fingal County	1,242.07	3.79	0.29
Galway City	418.50	4.03	0.33
Galway County	740.22	3.88	0.31
Kerry County	1,063.72	3.30	0.29
Kildare County	803.10	4.17	0.31
Kilkenny County	482.25	3.84	0.36
Laois County	376.12	2.76	0.38
Leitrim County	251.05	5.14	0.34
Limerick City & County	1,034.05	3.28	0.33
Longford County	268.60	3.53	0.32
Louth County	594.28	3.83	0.61
Mayo County	928.71	3.01	0.29
Meath County	631.87	3.56	0.33
Monaghan County	364.25	3.38	0.14
Offaly County	373.80	3.40	0.24
Roscommon County	403.96	3.66	0.23
Sligo County	390.39	3.53	0.22
South Dublin County	1,017.17	4.54	0.46
Tipperary County	975.62	3.99	0.28
Waterford City & County	785.73	2.99	0.36
Westmeath County	462.07	2.20	0.37
Wexford County	693.68	3.12	0.38
Wicklow County	666.85	2.59	0.26
<b>TOTAL</b>	<b>26,569.36</b>		

<b>Summary Statistics for Whole Time Equivalents Numbers</b>		
<b>Total Number of WTE Staff in LA</b>		<b>2015</b>
<b>N</b>	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>857.08</b>
	Median	693.68

<b>Summary Sick-Leave Statistics 2011-2015</b>						
<b>Percentage of paid working days lost due to sickness absence through medically certified leave</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
<b>N</b>	Valid	34	34	34	31	31
	Missing	0	0	0	0	0
	<b>Median</b>	<b>4.44</b>	<b>4.26</b>	<b>4.15</b>	<b>3.53</b>	<b>3.48</b>
<b>Percentage of paid working days lost due to sickness absence through self-certified leave</b>		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
<b>N</b>	Valid	34	34	34	31	31
	Missing	0	0	0	0	0
	<b>Median</b>	<b>0.65</b>	<b>0.54</b>	<b>0.36</b>	<b>0.34</b>	<b>0.33</b>

**Table 23:** Website Page Views and Social Media Followers; Cost of ICT per WTE

Authority	Total Page Views of the LA website in 2015	Total No. of Followers at end 2015 of the LA's Social Media Accounts	Overall Cost of ICT Provision per WTE (€)
Carlow County	185,148	2,642	3,421.38
Cavan County	862,880	47,077	2,458.09
Clare County	1,485,775	750	2,261.37
Cork City	3,482,518	87,132	2,015.38
Cork County	1,143,336	11,372	2,849.19
Donegal County	1,015,860	14,463	2,649.84
Dublin City	11,195,065	43,054	2,015.08
Dún Laoghaire-Rathdown	3,694,043	26,254	3,482.21
Fingal County	3,822,857	34,000	3,175.78
Galway City	897,440	9,895	3,765.31
Galway County	1,103,312	9,778	2,246.64
Kerry County	1,138,659	30,929	2,380.50
Kildare County	1,961,799	8,921	1,934.93
Kilkenny County	2,276,986	35,247	3,490.96
Laois County	532,037	7,473	3,191.31
Leitrim County	310,735	1,900	3,854.60
Limerick City & County	3,425,212	25,697	3,060.96
Longford County	391,565	1,160	3,169.12
Louth County	411,066	4,574	2,584.51
Mayo County	2,113,558	4,170	2,424.88
Meath County	1,916,597	41,813	3,347.66
Monaghan County	455,510	4,358	3,513.84
Offaly County	741,181	12,693	2,562.93
Roscommon County	419,272	3,724	3,658.36
Sligo County	265,984	5,691	3,158.62
South Dublin County	4,812,149	28,228	3,563.37
Tipperary County	988,698	3,213	2,689.72
Waterford City & County	854,787	80,795	2,706.86
Westmeath County	788,943	32,949	3,051.73
Wexford County	2,067,204	14,561	2,622.89
Wicklow County	790,591	10,008	3,367.67
<b>TOTALS</b>	<b>55,550,767</b>	<b>644,521</b>	

<b>Summary Statistics for Website Visits 2015</b>		
<b>Total number of page visits to the LA website</b>		<b>2015</b>
<b>N</b>	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>1,791,960</b>
	Median	1,015,860
<b>Total number of social media users at 31/12/2015 following the LA on social media sites</b>		<b>2015</b>
<b>N</b>	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>20,791</b>
	Median	11,372
<b>Overall cost of ICT provision per WTE (€)</b>		<b>2015</b>
<b>N</b>	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>2,925</b>
	Median	3,051.73

## Section 10: Finance

Table 24: 5 Year Summary of Revenue Account Balance

Authority	Revenue Balance 2011 (€)	Revenue Balance 2012 (€)	Revenue Balance 2013 (€)	Revenue Balance 2014 (€)	Revenue Balance 2015 (€)	Cumulative surplus/deficit at 31/12/2015 as % of AFS Total Income
Carlow County	81,605	54,410	100,223	366,510	432,645	0.85%
Cavan County	1,916,065	1,917,053	1,742,633	1,742,757	1,742,864	3.00%
Clare County	-1,031,196	-1,390,003	-1,411,673	-800,990	-250,136	-0.24%
Cork City	458,945	549,743	734,369	772,919	779,934	0.52%
Cork County	21,014,047	16,278,256	11,147,760	10,601,829	12,217,336	4.04%
Donegal County	-10,660,644	-15,581,989	-15,752,132	-14,966,588	-14,345,654	-10.75%
Dublin City	20,113,211	16,186,509	16,576,645	28,354,582	245,934	0.03%
Dún Laoghaire-Rathdown	9,550,465	9,601,934	9,648,543	9,699,927	9,721,176	6.01%
Fingal County	17,673,622	17,476,011	15,947,275	15,967,583	15,972,157	7.48%
Galway City	44,603	61,283	192,170	254,693	370,930	0.48%
Galway County	-1,390,913	-1,884,518	-1,898,994	-1,891,838	-1,886,029	-1.70%
Kerry County	5,418,545	5,847,957	6,093,078	6,184,008	6,271,768	5.01%
Kildare County	-2,585,424	-2,251,727	-1,815,805	-1,445,710	-1,199,572	-0.80%
Kilkenny County	-600,931	-155,280	-138,666	-68,390	-18,233	-0.02%
Laois County	-499,962	-494,535	-493,027	-393,286	-297,861	-0.52%
Leitrim County	-117,645	-1,479,205	-1,579,451	-1,426,331	-1,324,122	-3.86%
Limerick City & County	112,544	-22,982	573,822	599,562	759,891	0.46%
Longford County	-172,844	-107,413	91,710	126,465	142,995	0.59%
Louth County	7,228,037	4,052,228	1,442,529	-2,607,460	-2,510,886	-2.74%
Mayo County	-1,699,872	-2,524,603	-5,394,107	-5,059,930	-4,656,196	-3.48%
Meath County	-7,149,012	-7,385,723	-4,546,950	-3,840,500	-2,892,155	-2.75%
Monaghan County	-943,259	-1,485,128	-3,309,389	-2,879,914	-2,704,446	-4.74%
Offaly County	-4,609,616	-5,782,975	-5,293,325	-4,734,970	-4,148,732	-7.19%
Roscommon County	99,816	110,589	149,312	166,848	150,145	0.27%
Sligo County	-14,790,779	-17,512,053	-26,027,015	-26,602,276	-25,942,602	-40.43%
South Dublin County	12,093,400	12,095,145	10,729,452	12,051,637	12,080,197	5.80%
Tipperary County	5,579,540	5,676,314	5,503,094	5,536,783	5,542,326	3.99%
Waterford City & County	-7,508,460	-8,484,387	-8,886,424	-8,677,450	-7,997,198	-6.63%
Westmeath County	-1,039,857	-982,392	-951,062	27,702	250,745	0.38%
Wexford County	-755,297	-8,563,365	-10,267,403	-9,873,539	-9,160,549	-8.80%
Wicklow County	-1,420,281	-1,393,802	-4,084,330	-3,783,860	-3,432,617	-3.73%

*In the case of 2015 the unaudited Annual Financial Statements (AFS) were used. The balances are cumulative end year balances net of transfers to/from reserves and include the dissolved town and borough councils.*

<b>5 Year Summary of Revenue and Account Balances</b>		
<b>2011 Balance</b>		<b>2011</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>€1,213,250.68</b>
	Median	-€172,844.00
<b>2012 Balance</b>		<b>2012</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>€400,817.81</b>
	Median	-€155,280.00
<b>2013 Balance</b>		<b>2013</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>-€360,552.84</b>
	Median	-€138,666.00
<b>2014 Balance</b>		<b>2014</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>€109,702.35</b>
	Median	-€68,390.00
<b>2015 Balance</b>		<b>2015</b>
N	Valid	31
	Missing	0
<b>Average</b>	<b>Mean</b>	<b>-€518,901.45</b>
	Median	-€18,233.00

**Table 25:** Five Year Summary of Percentage Collection Levels for Commercial Rates

Authority	% Commercial Rates Collected 2011	% Commercial Rates Collected 2012	% Commercial Rates Collected 2013	% Commercial Rates Collected 2014	% Commercial Rates Collected 2015
Carlow County	74.0	70.0	73.0	75.0	84.0
Cavan County	75.0	71.0	71.0	70.0	82.0
Clare County	76.0	75.0	75.0	75.0	82.0
Cork City	79.0	76.0	72.0	72.0	78.0
Cork County	82.0	79.0	80.0	79.0	86.0
Donegal County	55.9	59.5	57.1	56.3	61.2
Dublin City	80.0	80.0	81.0	84.0	88.0
Dún Laoghaire-Rathdown	76.0	75.0	78.0	78.0	85.0
Fingal County	85.0	83.2	90.2	92.1	96.1
Galway City	62.0	62.0	62.0	66.0	72.0
Galway County	72.0	69.0	65.0	67.0	81.0
Kerry County	76.2	75.5	75.4	77.6	79.6
Kildare County	77.0	73.0	74.0	78.0	82.0
Kilkenny County	82.0	81.0	86.0	89.0	92.0
Laois County	77.0	74.0	70.0	69.0	75.0
Leitrim County	72.0	64.0	65.0	60.0	79.0
Limerick City & County	70.0	66.0	65.0	65.0	75.0
Longford County	75.0	71.3	69.8	69.7	82.0
Louth County	60.0	50.0	49.0	56.0	60.0
Mayo County	81.0	78.0	77.0	75.0	80.2
Meath County	80.0	77.0	80.0	81.0	85.0
Monaghan County	68.0	64.0	65.0	64.0	77.0
Offaly County	81.4	81.8	81.7	82.1	84.3
Roscommon County	79.0	78.0	77.0	80.0	93.0
Sligo County	65.0	62.0	59.0	67.0	73.0
South Dublin County	74.1	74.0	77.0	80.0	81.0
Tipperary County	79.0	78.0	77.0	72.0	78.0
Waterford City & County	73.0	72.0	70.0	72.0	79.0
Westmeath County	79.2	77.0	76.4	72.6	79.0
Wexford County	65.7	66.7	67.8	70.6	75.0
Wicklow County	69.0	65.0	64.0	69.0	76.0

*In the case of 2015, the unaudited AFSs were used.*

<b>Summary Statistics for the Collection Levels for Commercial Rates (2011-2015)</b>		
<b>Commercial Rates %</b>		<b>2011</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>76.00</b>
<b>Commercial Rates %</b>		<b>2012</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>74.00</b>
<b>Commercial Rates %</b>		<b>2013</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>73.00</b>
<b>Commercial Rates %</b>		<b>2014</b>
N	Valid	31
	Missing	0
	Median	72.00
<b>Commercial Rates %</b>		<b>2015</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>80.19</b>

**Table 26:** Five Year Summary of Percentage Collection Levels for Rent & Annuities

Authority	% Rent & Annuities Collected 2011	% Rent & Annuities Collected 2012	% Rent & Annuities Collected 2013	% Rent & Annuities Collected 2014	% Rent & Annuities Collected 2015
Carlow County	91.0	92.0	91.0	91.0	92.0
Cavan County	82.0	80.0	80.0	83.0	84.0
Clare County	86.0	85.0	85.0	86.0	87.0
Cork City	89.0	87.0	85.0	83.0	81.0
Cork County	93.0	92.0	89.0	91.0	93.0
Donegal County	87.4	86.9	86.6	89.3	89.8
Dublin City	79.0	77.0	78.0	78.0	80.0
Dún Laoghaire-Rathdown	80.0	79.0	77.0	80.0	79.0
Fingal County	87.2	88.7	88.9	90.6	90.1
Galway City	76.0	76.0	77.0	78.0	79.0
Galway County	91.0	90.0	88.0	88.0	90.0
Kerry County	94.8	94.3	94.4	93.6	94.1
Kildare County	82.0	83.0	84.0	87.0	88.0
Kilkenny County	88.0	89.0	90.0	92.0	92.0
Laois County	94.0	94.0	94.0	95.0	96.0
Leitrim County	93.0	91.0	91.0	87.0	86.0
Limerick City & County	91.0	90.0	89.0	87.0	89.0
Longford County	88.2	88.1	86.2	86.2	88.0
Louth County	86.0	84.0	83.0	82.0	73.0
Mayo County	83.0	82.0	83.0	83.0	84.5
Meath County	85.0	86.0	85.0	84.0	86.0
Monaghan County	95.0	95.0	95.0	95.0	95.0
Offaly County	87.2	85.8	88.0	86.0	85.4
Roscommon County	91.0	89.0	91.0	93.0	89.0
Sligo County	87.0	82.0	80.0	77.0	78.0
South Dublin County	75.0	74.0	75.0	73.0	74.0
Tipperary County	92.0	93.0	93.0	92.0	95.0
Waterford City & County	83.0	82.0	82.0	78.0	79.0
Westmeath County	89.6	90.4	93.5	94.0	95.0
Wexford County	91.6	90.0	89.9	90.4	92.0
Wicklow County	93.0	92.0	93.0	92.0	93.0

*In the case of 2015, the unaudited AFSs were used.*

<b>5 Year Summary of the Percentage Collection Levels for Rent &amp; Annuities</b>		
<b>Rent &amp; Annuities %</b>		<b>2011</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>88.00</b>
<b>Rent &amp; Annuities %</b>		<b>2012</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>88.07</b>
<b>Rent &amp; Annuities %</b>		<b>2013</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>88.00</b>
<b>Rent &amp; Annuities %</b>		<b>2014</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>87.00</b>
<b>Rent &amp; Annuities %</b>		<b>2015</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>88.00</b>

**Table 27:** Five Year Summary of Percentage Collection Levels for Housing Loans

Authority	% Housing Loan Collected 2011	% Housing Loan Collected 2012	% Housing Loan Collected 2013	% Housing Loan Collected 2014	% Housing Loan Collected 2015
Carlow County	80.0	72.0	71.0	82.0	91.0
Cavan County	82.0	74.0	67.0	67.0	73.0
Clare County	67.0	61.0	57.0	61.0	58.0
Cork City	82.0	76.0	78.0	74.0	71.0
Cork County	70.0	61.0	60.0	53.0	54.0
Donegal County	75.3	67.1	65.9	63.3	63.4
Dublin City	71.0	68.0	61.0	58.0	59.0
Dún Laoghaire-Rathdown	73.0	64.0	64.0	57.0	62.0
Fingal County	93.6	90.0	98.0	97.8	97.9
Galway City	72.0	72.0	78.0	81.0	77.0
Galway County	83.0	78.0	76.0	75.0	76.0
Kerry County	90.4	88.0	86.6	82.5	80.3
Kildare County	57.0	49.0	44.0	42.0	43.0
Kilkenny County	73.0	68.0	74.0	77.0	82.0
Laois County	81.0	76.0	67.0	62.0	64.0
Leitrim County	71.0	65.0	63.0	60.0	85.0
Limerick City & County	78.0	77.0	75.0	77.0	78.0
Longford County	77.2	67.1	60.8	56.0	55.0
Louth County	64.0	60.0	60.0	66.0	69.0
Mayo County	66.0	61.0	63.0	65.0	67.8
Meath County	83.0	77.0	68.0	63.0	66.0
Monaghan County	86.0	85.0	81.0	80.0	80.0
Offaly County	63.0	59.2	60.4	61.6	61.1
Roscommon County	57.0	50.0	42.0	53.0	75.0
Sligo County	57.0	53.0	47.0	46.0	55.0
South Dublin County	100.0	98.0	96.0	90.0	100.0
Tipperary County	75.0	74.0	77.0	76.0	77.0
Waterford City & County	67.0	57.0	57.0	53.0	56.0
Westmeath County	48.6	47.3	54.5	62.0	73.0
Wexford County	87.9	82.3	77.7	75.3	80.0
Wicklow County	74.0	74.0	74.0	73.0	76.0

*In the case of 2015, the unaudited AFSs were used.*

<b>5 Year Summary of the Percentage Collection Levels for Housing Loans</b>		
<b>Housing Loan %</b>		<b>2011</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>74.00</b>
<b>Housing Loan %</b>		<b>2012</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>68.00</b>
<b>Housing Loan %</b>		<b>2013</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>67.00</b>
<b>Housing Loan %</b>		<b>2014</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>65.00</b>
<b>Housing Loan %</b>		<b>2015</b>
N	Valid	31
	Missing	0
	<b>Median</b>	<b>73.00</b>

## Section 11: Economic Development

**Table 28:** Number of Jobs Created in 2015 with assistance from the Local Enterprise Office

Authority	No. of Jobs Created with assistance from the LEO with each part-time job = 0.5
Carlow County	66.00
Cavan County	103.50
Clare County	101.50
Cork City	56.00
Cork County	151.00
Donegal County	183.00
Dublin City	230.00
Dún Laoghaire-Rathdown	21.00
Fingal County	157.50
Galway City	N/A
Galway County	67.50
Kerry County	123.00
Kildare County	102.00
Kilkenny County	107.50
Laois County	112.00
Leitrim County	46.00
Limerick City & County	167.00
Longford County	76.00
Louth County	65.00
Mayo County	134.50
Meath County	144.50
Monaghan County	43.50
Offaly County	71.50
Roscommon County	36.50
Sligo County	38.50
South Dublin County	100.00
Tipperary County	114.50
Waterford City & County	165.50
Westmeath County	156.50
Wexford County	149.00
Wicklow County	62.50
<b>TOTAL</b>	<b>3,152.50</b>

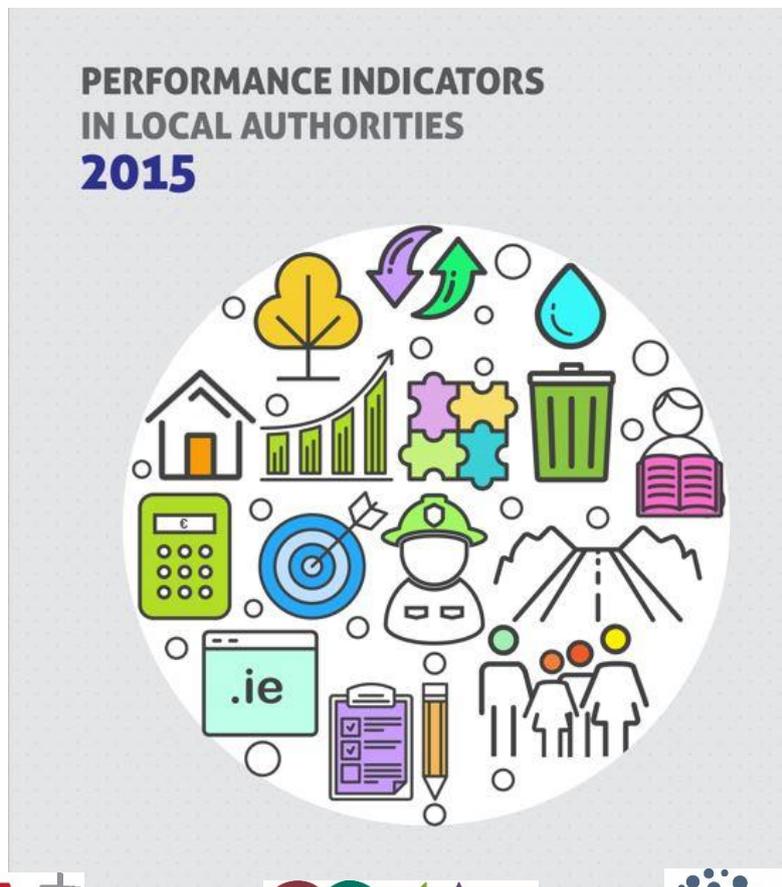
<b>Summary Statistics for 2015</b>		
<b>Average number of Jobs created in 2015 with assistance from the Local Enterprise Office</b>		
N	Valid	30
	Not Applicable	1
<b>Average</b>	<b>Mean</b>	<b>105.08</b>
	Median	102.75

# 2015 PERFORMANCE INDICATORS FOR THE LOCAL GOVERNMENT SECTOR

PRESENTED TO THE

NATIONAL OVERSIGHT AND AUDIT COMMISSION

OCTOBER 2016



## 1. INTRODUCTION

- 1.1. The Local Government Management Agency (LGMA) collected and analysed the 2015 performance indicators in respect of the 31 local authorities for NOAC to support its role in monitoring the performance of the local government sector. This is the second set of performance indicator figures compiled for NOAC<sup>6</sup>. This year the LGMA is offering an infographic display of the performance indicator data at [www.lgma.ie](http://www.lgma.ie).

### **Background to Performance Indicators**

- 1.2. Local authorities have been reporting on performance since 2004 when the then Minister for the Environment, Community and Local Government introduced service indicators for the sector. In relation to activity up to 2013, 46 indicators were measured. NOAC, which was established in 2014, undertook a review of the indicators and concluded that they should focus on financial management and customer service and reduced the number of indicators to 35. Following a further review by NOAC earlier this year the number of indicators reported on for 2015 was reduced and refined.

### **METHODOLOGY**

- 1.3. The performance indicators are collected using a number of primary sources. The majority of the data is provided by each local authority. In addition, data was submitted by other bodies including:

- The Department of Transport, Tourism and Sport; Vehicle Registration Unit
- Tobin Consulting
- Residential Tenancies Board
- National Waste Collection Permit Office
- The Department of Jobs, Enterprise and Innovation
- The Road Management Office
- The Department of Housing, Planning, Community and Local Government

- 1.4. The data sets were submitted by each local authority and the organisations above by mid July 2016. A total of 100 data sets were used to derive the 31 indicators. This data was then analysed for accuracy by the Research and Innovation Division of the LGMA and the NOAC Secretariat. Separately NOAC conducted data audits with selected local authorities.

- 1.5. During the process the Central Statistics Office (CSO) published the preliminary results of the 2016 census. Where possible, the 2016 Preliminary Census data was used<sup>7</sup>.

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<sup>6</sup> Up to 2015 the Local Government sector submitted Service Indicators to the then Minister for the Environment, Community and Local Government.

<sup>7</sup> 2016 Census data is used for the following; cost per capita of planning service; number of visits to the library per head of population; per capita cost of operating the library services. 2011 household figures are used to analyse the percentage of households availing of a 3 bin services. Figures provided by the National Emergency Directorate based on the 2011 Census were used to assess the per capita data for fire services.

### **Comparing Local Authority Performance**

- 1.6. The performance indicators provide a useful tool for local authorities in terms of accountability and transparency. They also help to identify potential areas for improvement for the sector or for individual local authorities. However, the LGMA would caution against use of the performance indicators to compare the performance of one local authority against another. Each local authority is different. While local authorities provide a similar range of services they must take account of local needs and democratic priorities for a particular area, while taking into account national policies. In addition, the diversity between local authorities has an impact on performance measurement. For example, local authorities serve areas with different geographic spread, population density, resources, socio-economic profiles, and demand for services. To accommodate these important differences, it is more appropriate to measure performance of individual local authorities over time.

### **Reporting Averages**

- 1.7. While it is not recommended that the performance indicators would be used to compare local authorities due to the different and bespoke set of circumstances each local authority functions in, it is accepted that, in the interests of transparency and to support informed decision making, average figures for the sector should be provided. That stated, this raises a number of methodological challenges. Average figures are only available where volumes are provided, and where it is appropriate to provide such data. On other instances the medians are used to show the value that sits half way between the smallest and largest number. This is sometimes a more accurate reflection of performance because the divergent scores can disproportionately bias the mean, making it unrepresentative of the majority of scores. The report clearly states which average is used.

### **CONTEXT**

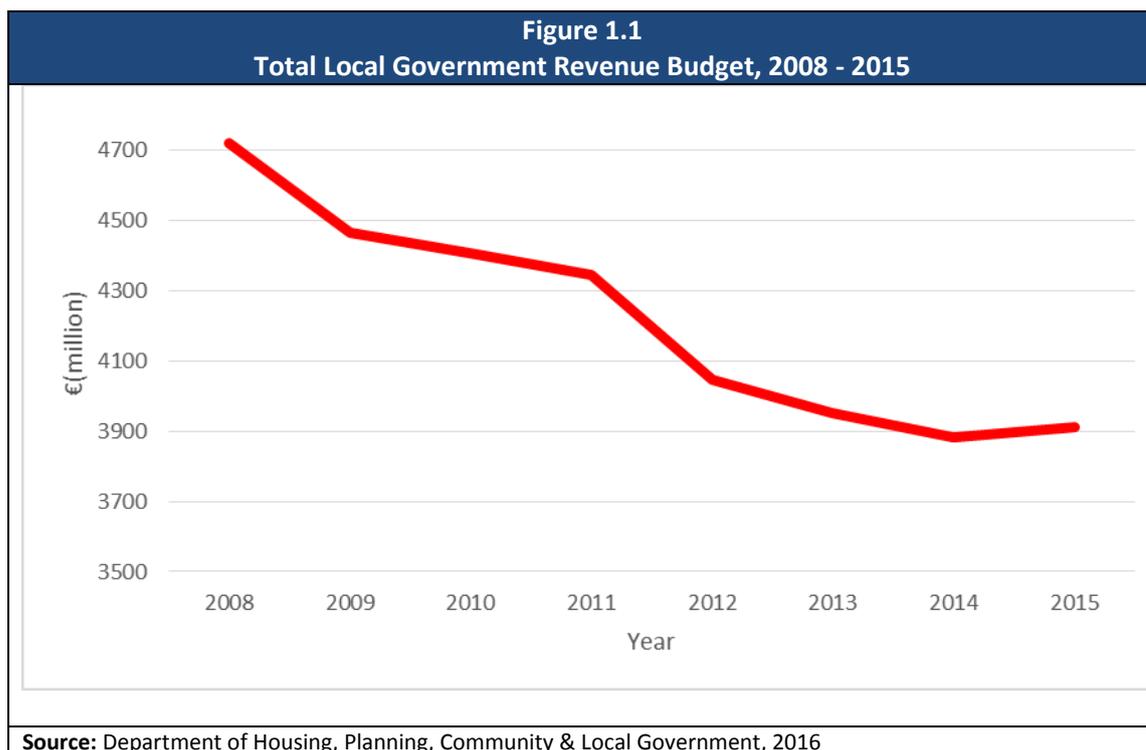
- 1.8. This report is written at a time of significant reform of the local government sector as outlined in the paragraphs below.

### **Democratic Reform**

- 1.9. The Local Government Reform Act 2014 provided for the abolition of the Town and Borough Councils, the establishment of Municipal Districts and mergers of local authorities in Limerick, Waterford and Tipperary. As a result, in 2014 the number of local authorities reduced from 114 to 31 and the number of elected representatives at local government level reduced from 1,627 to 949.

### **Resources and Efficiency**

- 1.10. As illustrated in Figure 1.1, the Revenue Budget of the local government sector reduced from €4.72bn in 2008 to a low of €3.882bn in 2014 and increased to €3.91bn in 2015. Between 2008 and 2014, Capital Expenditure by the local government sector contracted from €6.134bn to €1.114bn, an 81.8% reduction.



- 1.11. As presented later in this report, between 2010 and 2015 the level of staffing in the local government sector reduced from 30,703 to 26,569, a reduction of 13.5%.
- 1.12. In 2010 the Local Government Efficiency Review Group (LGER) published a report that identified 106 recommendations designed to improve efficiency and generate income in the local government sector. The 2010 LGER report estimated that the annual savings and income that might accrue as a result of the implementation of the 106 recommendations was €511million. In March, 2016 a final report on the outcome of LGER was presented to NOAC. This report found that 63% of the recommendations of LGER were delivered with a further 14% having either changed direction or been overtaken by other policy initiatives. The remaining projects either did not proceed or are on hold. The actual annual savings and income generated as a result of implementation of the 2010 LGER recommendations were in the order of €586.6million. A further €473.6million was raised in Local Property Tax, which was also a recommendation of LGER in 2010.

#### **Efficiency Programme**

- 1.13. As part of the efficiency drive in 2012 the local government sector established a Public Sector Reform Oversight Group (PSROG). Since then, the sector has sought more efficient, centralised methods of service delivery in areas such as payroll, procurement, waste enforcement, waste permitting, river basin management and road management. A report on the status of the shared services projects was submitted to NOAC in March, 2016<sup>8</sup>.

<sup>8</sup> Two reports were submitted to NOAC by the PMO in 2016: the Final Report on the 2010 LGER recommendations; and an update on Shared Services and were the subject of NOAC Reports Nos. 5 and 6.

### **Evolving Functions**

- 1.14. The range of services provided by local government has evolved. The water services function is transitioning to Irish Water under a 12 year Service Level Agreement to 2025. The local authorities strengthened their roles in economic and community development with the establishment of the Local Enterprise Offices and the Local Community and Development Committees (LCDC). In 2016, the LCDCs published Local Economic and Community Plans, which provide clear direction for the economic and community development of their areas, working in partnership with key agencies and the community and voluntary sector. In addition, local authorities expanded their housing services with the establishment of the Housing Assistance Payments (HAP) scheme. The local government services in waste enforcement and river basin management have also evolved with the establishment of the Waste Enforcement Regional Local Area Offices and the Water Framework Directive Offices respectively.

### **THIS REPORT**

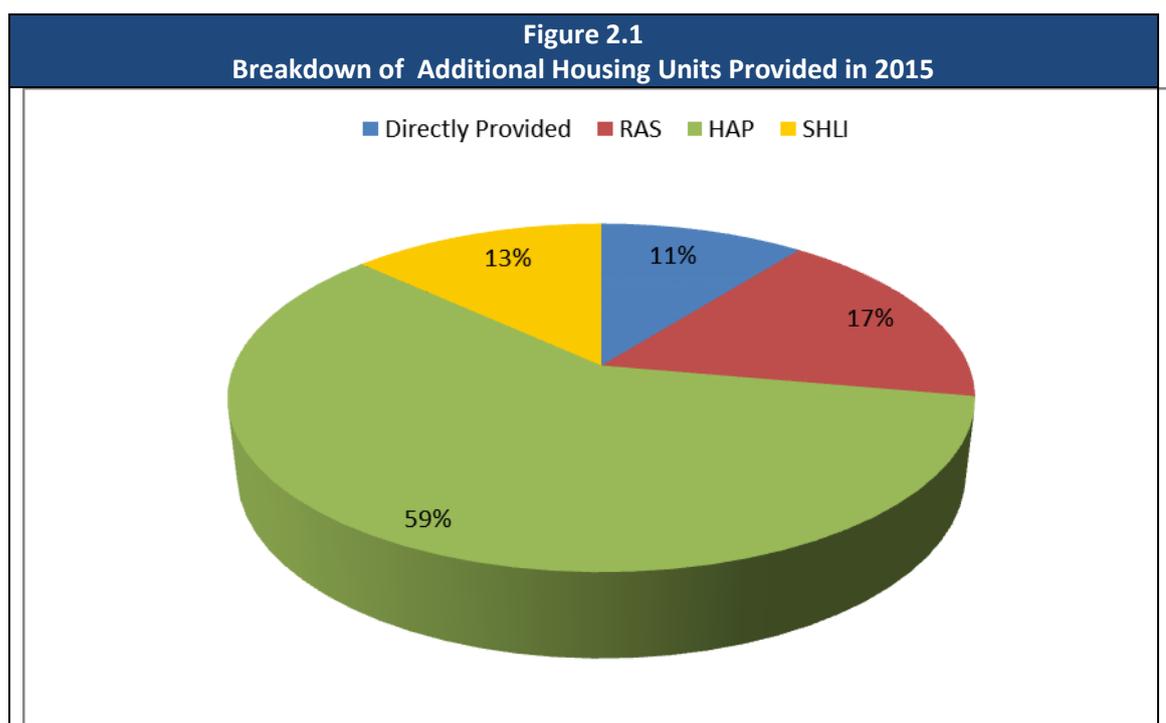
- 1.15. This remainder of this report sets out the performance of local authorities in 2015 for housing, roads, water, waste/environment, planning, fire services, library/recreation, youth/community, corporate, finance and economic development. The performance indicators do not cover the full range of services provided by local authorities; however, they present data on the key business areas of the sector.

## 2. HOUSING

2.1. Housing is a priority for the Local Government sector, which is committed to the delivery of the **Rebuilding Ireland Action Plan for Housing and Homelessness**, which was published by the Government in July, 2016. The Action Plan commits to delivering 47,000 units to 2021. This represents an investment of €5.35billion in housing by the Government over the period 2016 to 2021. The Local Government sector will play a central role in the delivery of the targets set out in the plan, working with the Department of Housing, Planning, Community and Local Government, the Approved Housing Bodies, the Housing Agency and the Housing Finance Agency.

### HOUSING PROVISION

2.2. By December 2015 the local government sector had provided a total of **159,336 units**, 81% of which are properties owned by local authorities. In 2015 the local government sector provided an **additional 9,081 housing units, an increase of 138%** on provision in 2014 when an additional 3,820 units were provided by the sector. The breakdown of provision is presented in Figure 2.1 below.



SHLI IS THE SOCIAL HOUSING LEASING INITIATIVE, NOW CALLED THE SOCIAL HOUSING CAPITAL EXPENDITURE PROGRAMME

### HOUSING MANAGEMENT

2.3. In 2015, the percentage of vacant dwellings within the social housing stock was 3.5%. This includes all untenanted units, whether awaiting re-tenanting, illegally occupied units or awaiting demolition or necessary repair work. The median time from vacation of the dwelling

to commencement of a new tenancy shortened from 24.48 weeks in 2014 to 22.56 weeks<sup>9</sup>. The median cost of repair and maintenance of a unit increased from €8,375 in 2014 to €10,522 in 2015. The median cost of housing maintenance in 2015 reduced to €732 per unit, from a median cost in 2014 of €758.

#### **HOMELESSNESS**

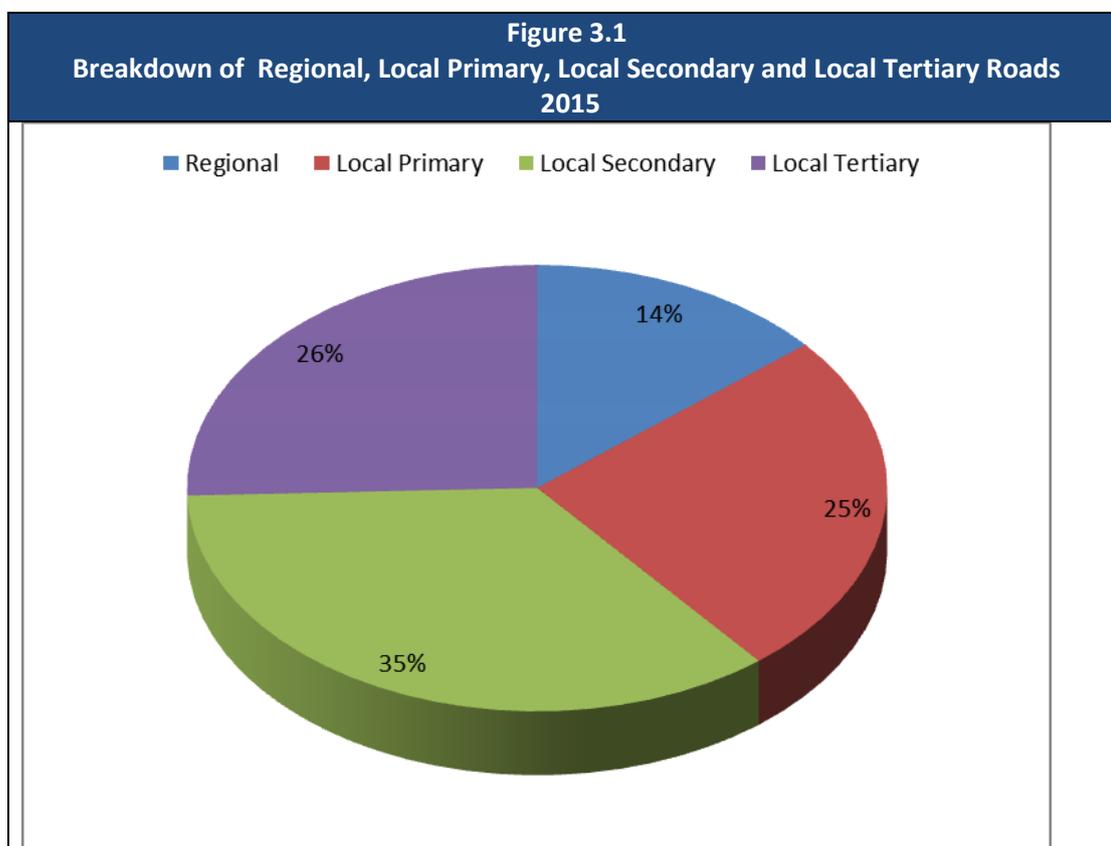
- 2.4. The performance indicators use data as at 31<sup>st</sup> December 2015 when there was a total of 3,508 adults homeless and in emergency accommodation, of which 45.3% were in emergency accommodation for 6 months continuously. Subsequently, according to statistics published by the Department of Housing, Planning, Community and Local Government, by August 2016 there was a total of 4,248 homeless adults and 1,151 homeless families, with 2,363 dependants.

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<sup>9</sup> This includes dwellings that required considerable refurbishment to make them habitable for local authority tenants impacting on both time taken to re-let the unit and the re-let average cost.

### 3. ROADS

3.1. There is a total of **94,405km** of regional, local primary, local secondary and local tertiary roads in Ireland, the breakdown of which is illustrated in Figure 3.1.



#### **Pavement Surface Condition Index (PSCI)**

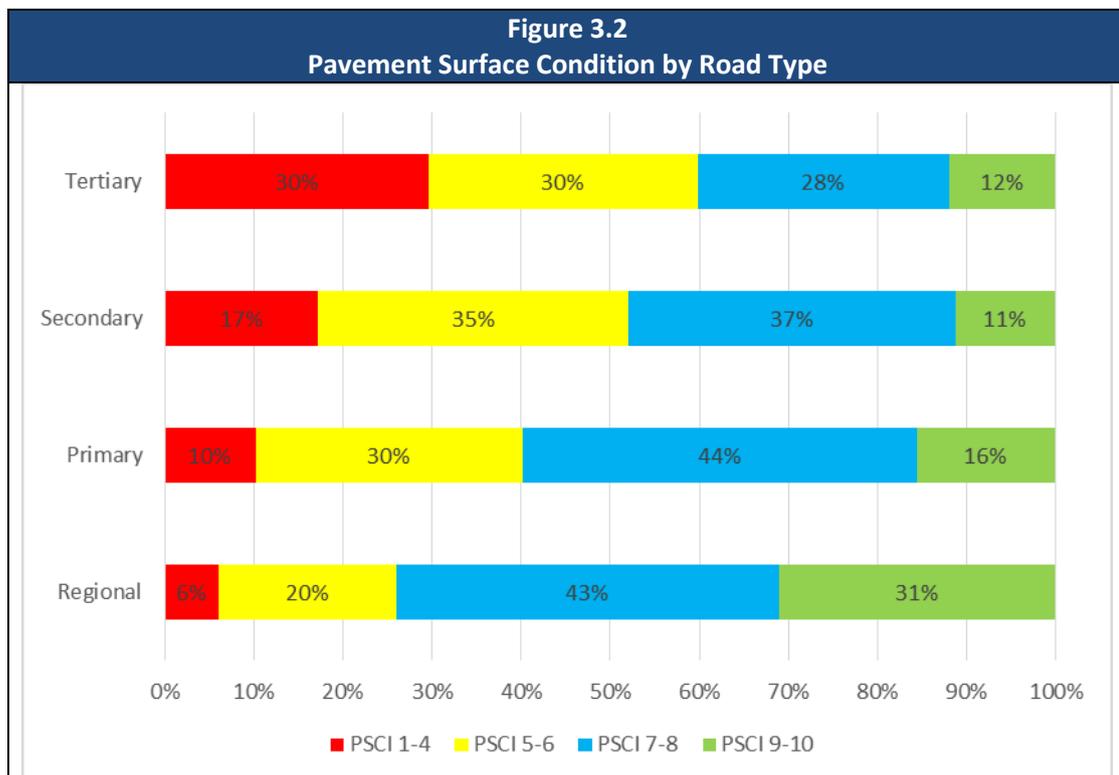
3.2. The PSCI, which is approved by the Department of Transport, Tourism and Sport, provides local authorities with a standardised means to assess and rate the surface conditions for roads. For the purpose of the performance indicators, the roads that have a PSCI rating are categorised as follows:

- Category 1-4: Structural Distress
- Category 5-6: Pavement Defects
- Category 7-8: Surface Defects
- Category 9-10: No/Minor Defects

3.3. The PSCI Rating for Regional Roads, Local Primary Roads, Local Secondary Roads and Local Tertiary Roads<sup>10</sup> are presented in Figure 3.2. The data is derived from a central system called MapRoad.

<sup>10</sup> 30 of 31 local authorities responded to the PSCI Rating. It excludes data for Fingal County.

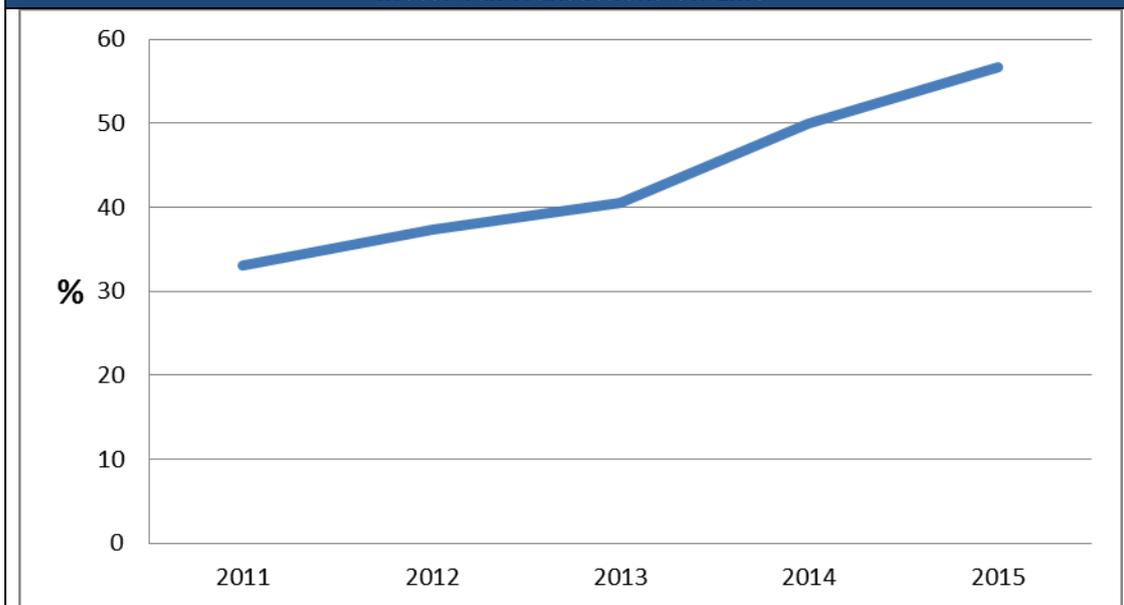
- There is a total of **13,119 km** of regional roads in Ireland. By 2015 60.35% of regional roads were PSCI rated.
- In 2015, the Department of Transport, Tourism and Sport and the local authorities provided €48.1 million to strengthen 362km of regional roads. A further €11.3 million was invested under the Regional Road Maintenance Grant to reseal 350km of regional roads.
- There is a total of **23,540km** of local primary roads. By 2015, 83.54% of local primary roads were given a PSCI rating.
- There is a total of **33,148km** of local secondary roads. By 2015, 72% of local secondary roads were PSCI rated.
- There is a total of **23,636km** of local tertiary roads. By 2015, 58.16% of local tertiary roads were PSCI rated.



#### **MOTOR TAX ON LINE**

3.4. As illustrated in Figure 3.3 the percentage of motor tax transactions conducted online continues to grow steadily. In 2011 the median average of online motor tax transactions was 33%. This grew to 57% by 2015.

**Figure 3.3**  
**Motor Tax Transactions On-Line**



#### 4. WATER & ENVIRONMENT

##### WATER SERVICES

- 4.1. With the establishment of Irish Water and the subsequent transfer of water functions from local authorities to the utility, this indicator was revised by NOAC to reflect this reform. The performance indicator now measures the percentage of private drinking water schemes in compliance with statutory requirements. In 2015 a total of 55,169 samples were taken at these schemes, of which 97.97% were compliant with statutory requirements.

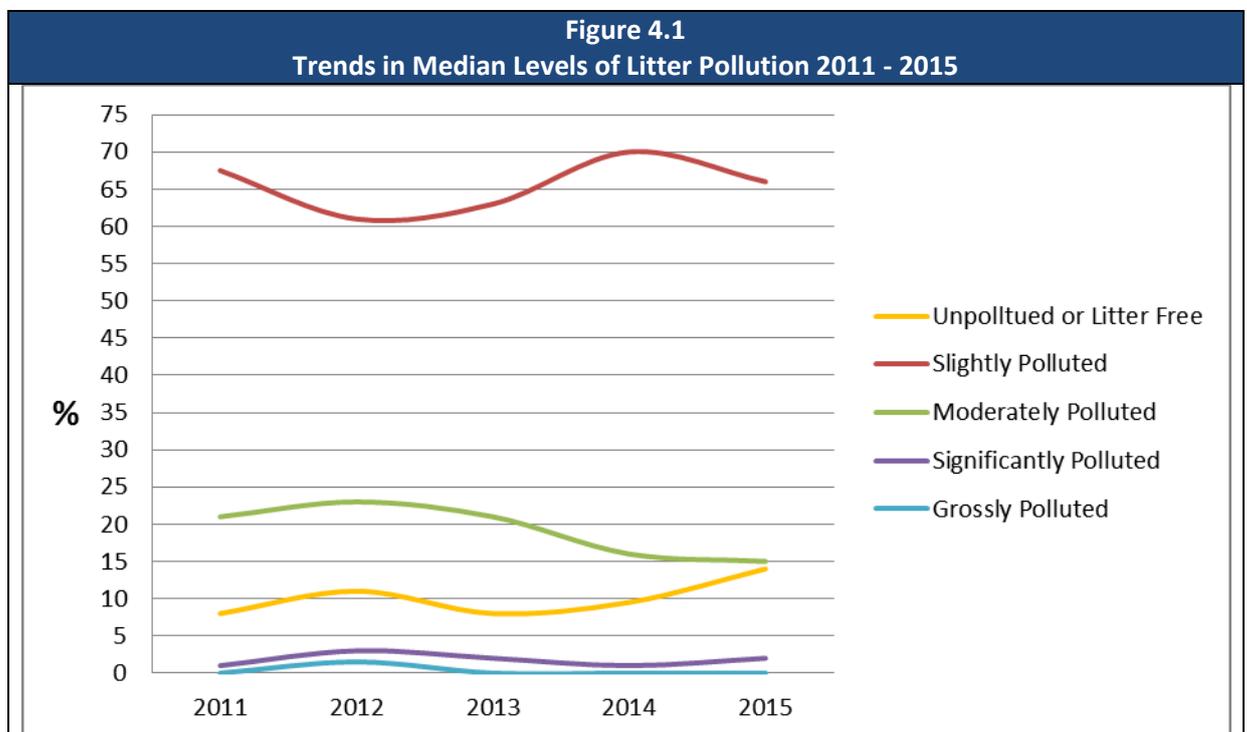
##### ENVIRONMENT

###### 3-Bin Service

- 4.2. Local authorities play a regulatory role in relation to waste collection. Between 2014 and 2015 the total of households with a 3-bin service increased by 10% to 575,078.

###### Pollution & Litter

- 4.3. In 2015 a total of 55,173 pollution complaints, including litter, air, noise or waste pollution, were made to local authorities and 53,808 cases were closed by local authorities during the year.
- 4.4. Local authorities, in partnership with voluntary groups such as Tidy Towns and Chambers of Commerce, are working to reduce the level of litter in their areas. As illustrated in Figure 4.1, in 2015 80% of the area surveyed was unpolluted/litter-free/slightly polluted, an improvement from 72% in 2012. The level of moderately/significantly/grossly polluted areas has reduced consistently from 27.5% to 17% in the same period<sup>11</sup>.



<sup>11</sup> This data is based on area surveyed and to that extent median averages are used.

## **5. PLANNING**

- 5.1. Local authorities play forward planning, regulatory, development management and enforcement roles for their areas.

### **NEW BUILDINGS INSPECTED**

- 5.2. In 2015 local authorities were notified of a total of 9,438 new buildings of which 2,555, or 27% were inspected. The median percentage of new buildings inspected was 24%, an increase from 17.7% in 2014.

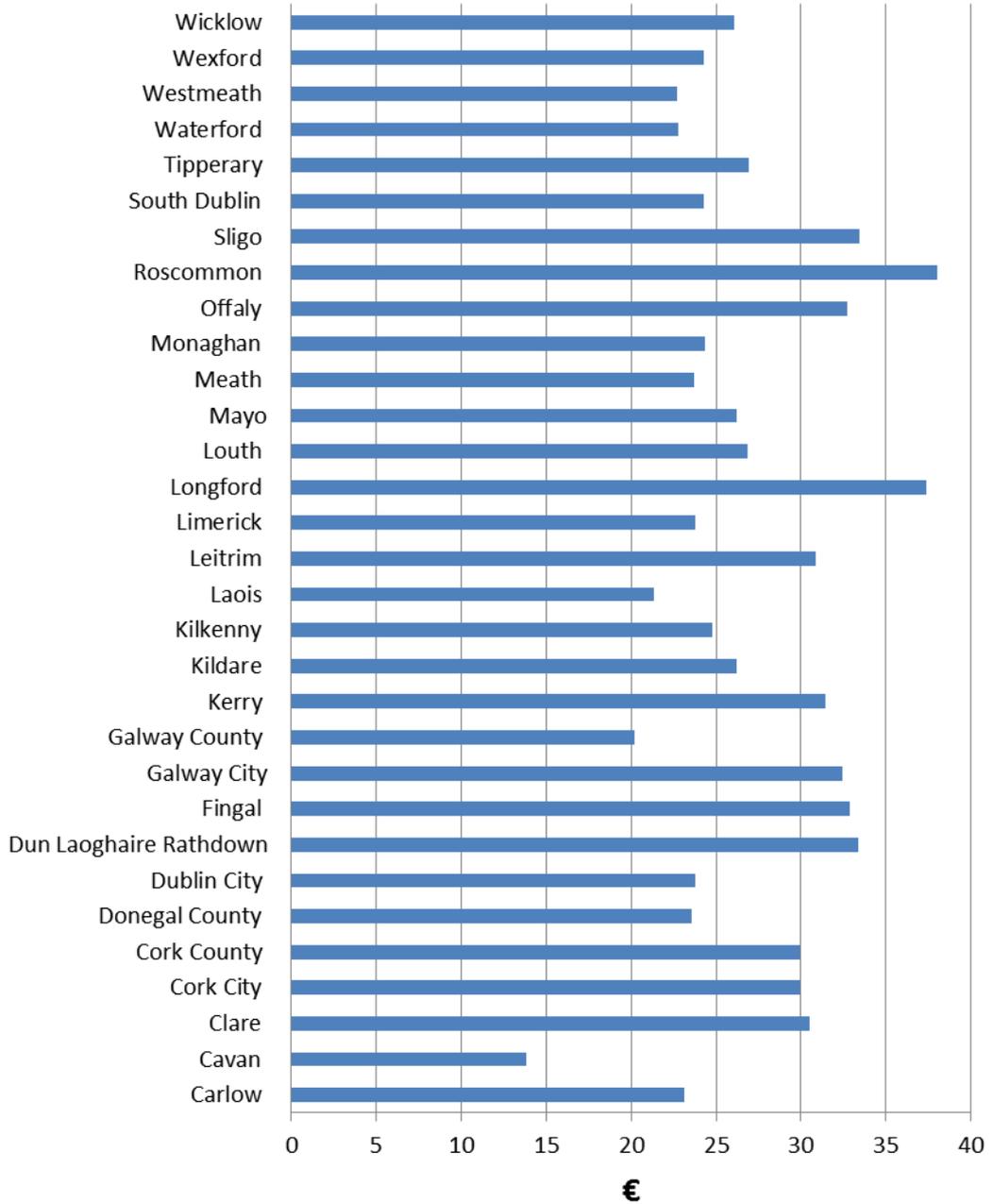
### **APPEALS TO AN BORD PLEANÁLA**

- 5.3. A total of 1,391 planning decisions made by local authorities were appealed to An Bord Pleanála, an increase over 2014 when 1,095 decisions were appealed to An Bord. Of this, 74.3% of decisions made by local authorities were confirmed by An Bord Pleanála.

### **COST PER CAPITA OF PLANNING SERVICES**

- 5.4. The cost of planning services includes forward planning, development management and enforcement. The cost per capita of planning services across the sector was €26.78. Figure 5.1 below provides a comparison of the planning costs across the sector. Costs associated with planning can be significantly influenced by the costs associated with the preparation of a County or City Development Plan, which varies between authorities.

**Figure 5.1**  
**Cost Per Capita of Planning Services**  
**2015**



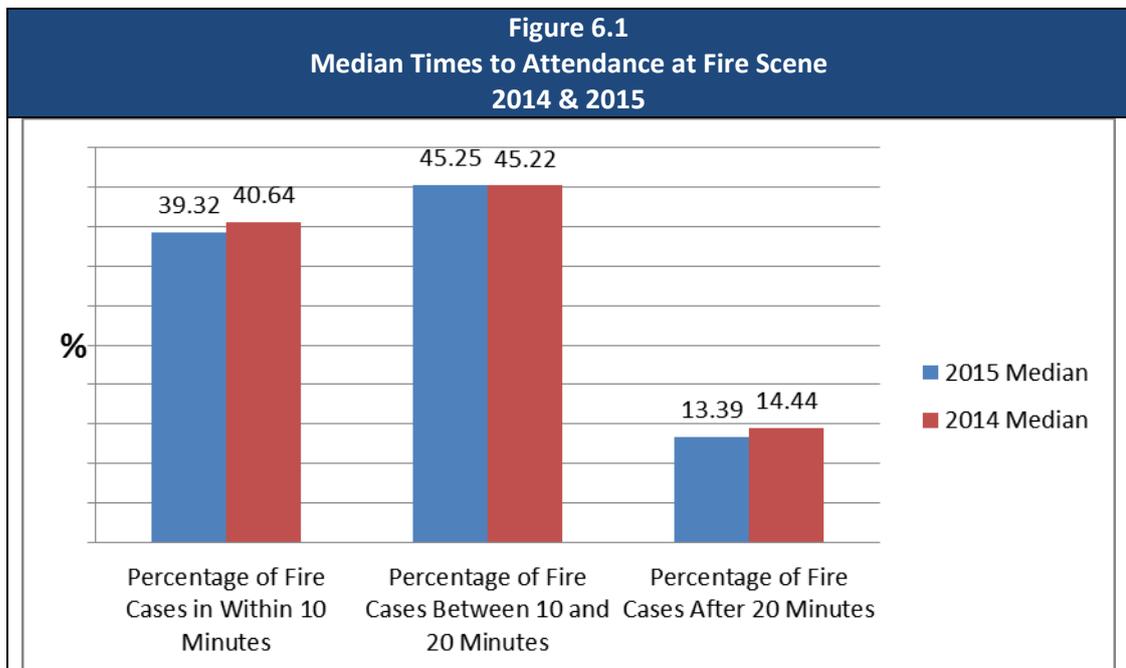
## 6. FIRE SERVICES

6.1. For the purpose of the performance indicators there is a distinction made between mobilisation and attendance to fire scenes and non-fire scenes.

### FIRE SCENES

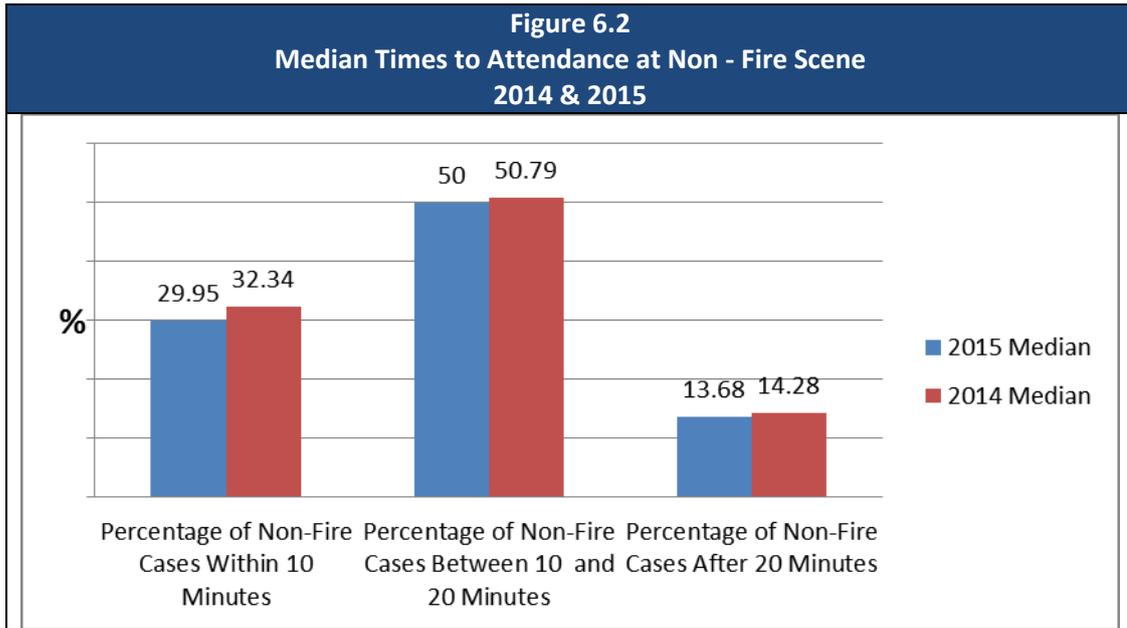
6.2. In the case of **fire**, in 2015 the median number of minutes taken to **mobilise** the fire brigade in full-time stations was 1 minute 36 seconds, while the time in part-time fire stations was 5 minutes 27 seconds. This compared with 1 minute 40 seconds and 5 minutes 32 seconds respectively in 2014.

6.3. Figure 6.1 below compares the median times of **first attendance** at a fire scene in respect in 2014 and 2015. This highlights relatively consistent attendance times between 2014 and 2015. Almost 40% of fire scenes are attended within 10 minutes while 85% are attended within 20 minutes.



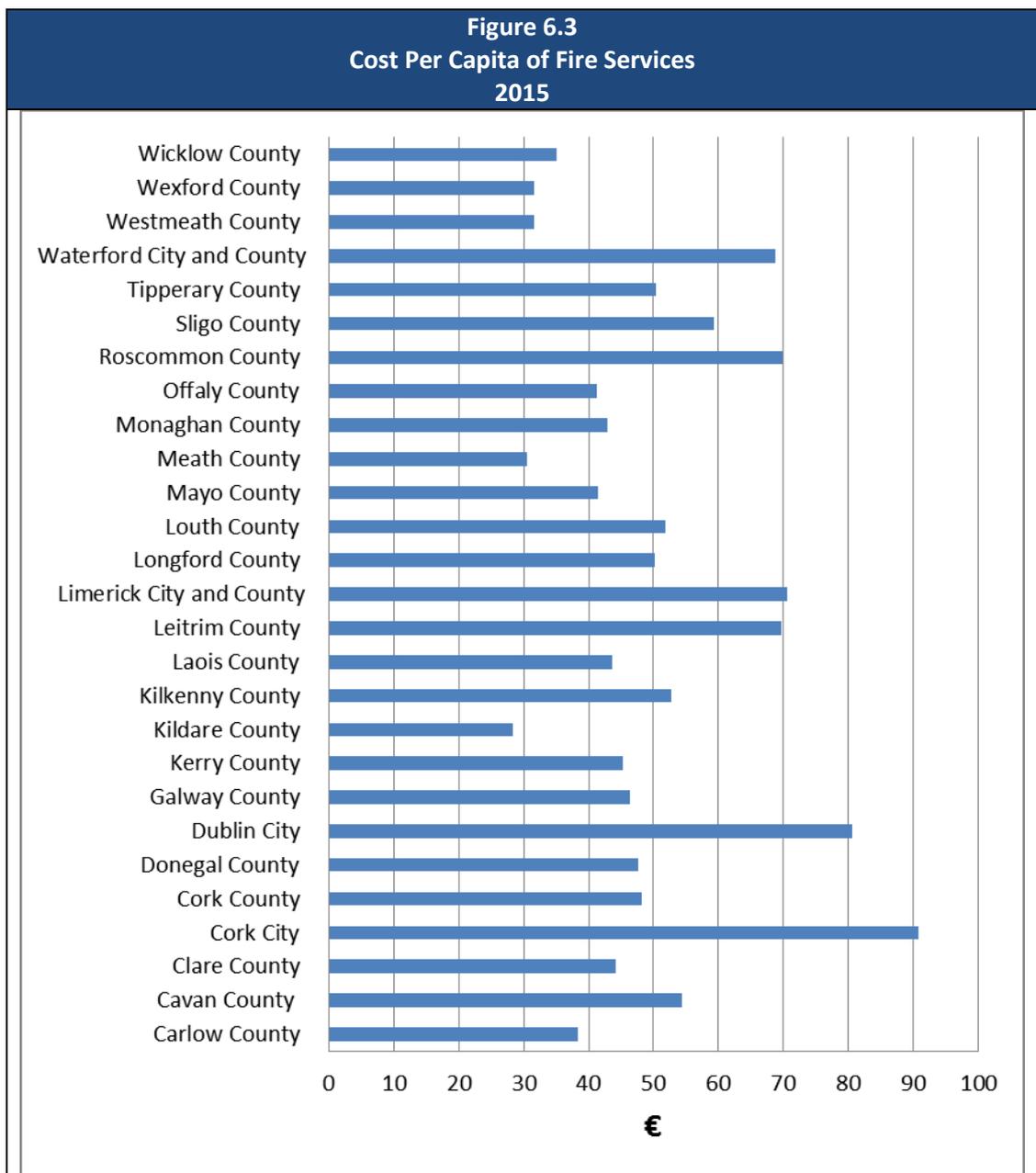
**NON-FIRE SCENES**

- 6.4. In 2015 it took a median of 1 minute 44 seconds to **mobilise** from full-time fire stations and 5 minutes 40 seconds to mobilise from part-time fire stations. This compares with response times of 1 minute 47 seconds and 5 minutes 55 seconds respectively in 2014.
- 6.5. **Attendance** to non-fire scenes is presented in Figure 6.2 below, showing that in 2015 on average almost 30% of non-fire scenes were attended within 10 minutes and 80% were attended within 20 minutes.



**COST PER CAPITA**

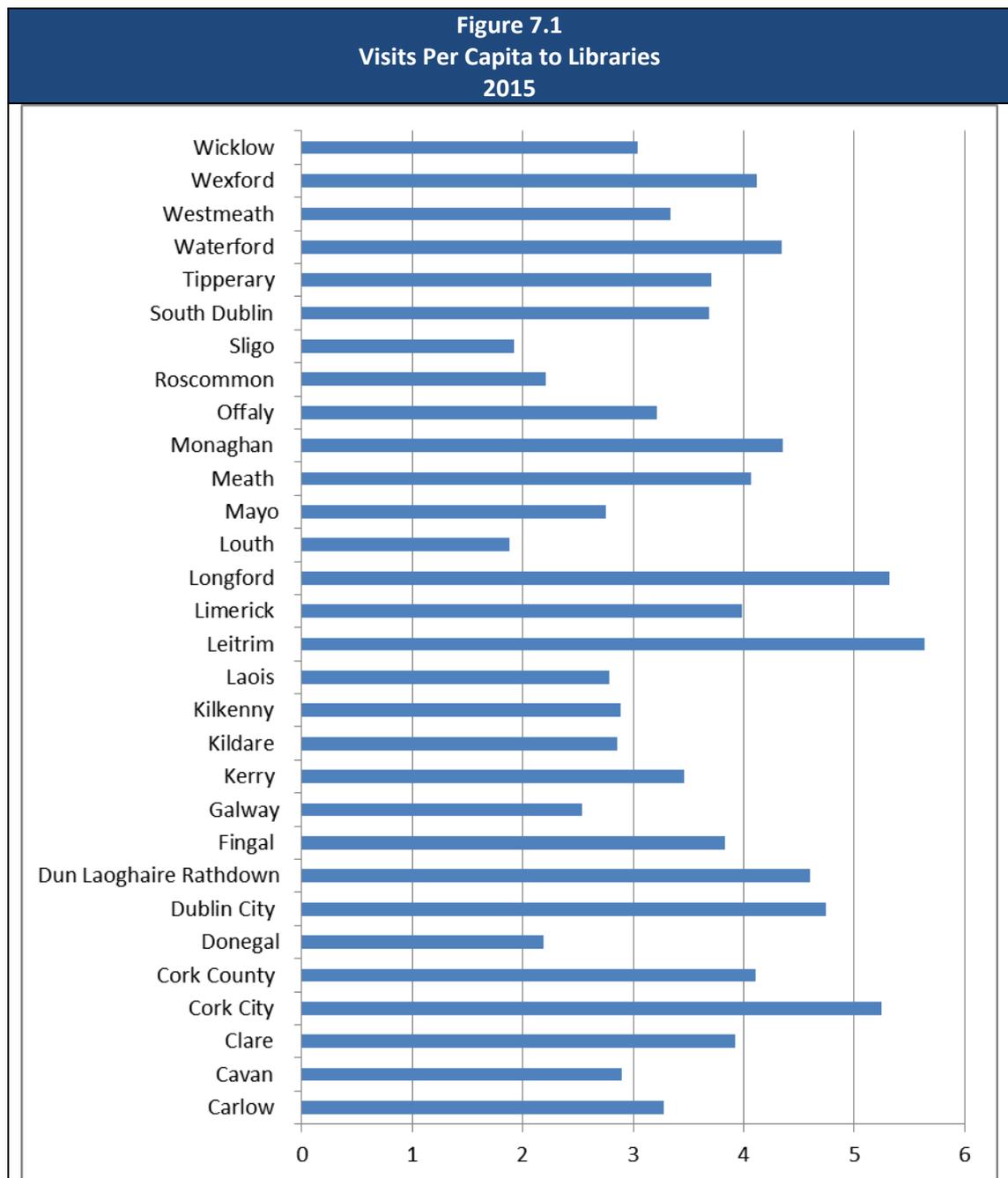
6.6. The per capita cost of fire services across the local government sector in 2015 was €55.53. Figure 6.3 presents the cost per head of population being provided a first response by the fire service in each local authority area. The cost of operating fire services is influenced by whether the fire service operates a full-time or part-time fire brigade. Cork City is the only fire authority operating a full time brigade with no retained fire-fighters. Dublin City provides the service for the Dublin local authorities, Dublin City, Fingal, South Dublin and Dun Laoghaire Rathdown. Galway County Council operates as a shared service for Galway City and County Councils<sup>12</sup>.



<sup>12</sup> 18,201 of the population receiving their first response from the Northern Ireland Fire Service have been excluded from the per capita cost calculation. Of these, 14,280 are in County Donegal.

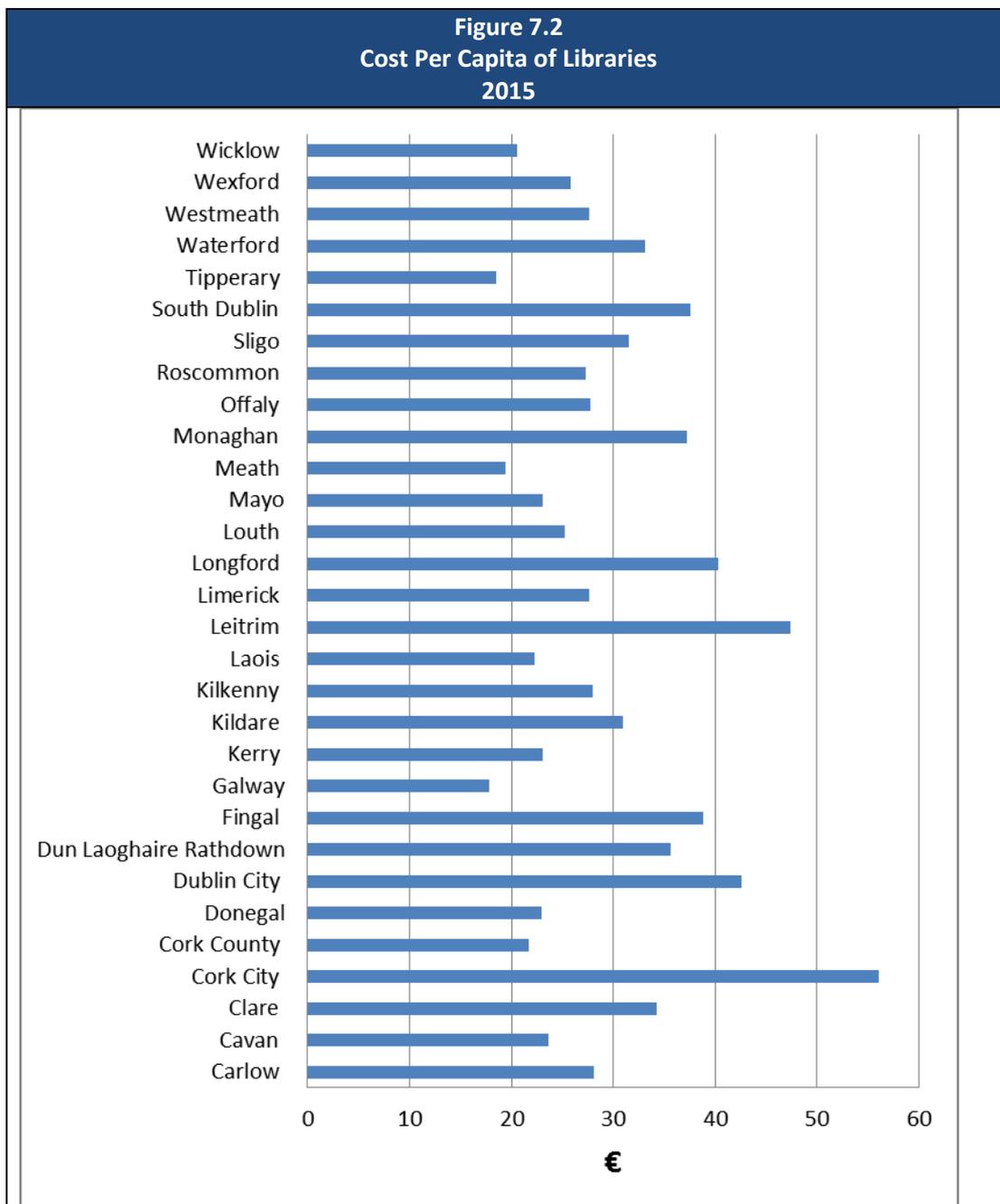
## 7. LIBRARY SERVICES

7.1. In 2015 there was a total of **17,492,513 visits** to libraries run by local authorities in Ireland. A total of **18,188,339 items** were borrowed including books, DVDs, audio, ebooks, e-magazines, e-audio and ProQuest etc. In addition to borrowing, people visit libraries to find information, get help from a librarian, participate in events and courses, access PCs and Wi-Fi, and for study and community space. Figure 7.1 below presents the number of visits per capita to libraries for each local authority in 2015<sup>13</sup>.



<sup>13</sup> Galway County Council collects library statistics on behalf of Galway City Council and these are presented as a combined statistic.

7.2. The overall cost per capita of operating the library service is €30.04. Figure 7.2 provides a comparison of cost per capita of library services across the local authorities.



## **8. YOUTH & COMMUNITY**

### **PUBLIC PARTICIPATION NETWORKS**

- 8.1. Public Participation Networks were established in 2014 to enable the public to take an active and formal role in the policy making and oversight activities of local authorities' areas of responsibility. In 2015 a total of 11,137 community organisations were included in the County Register, of which 19.78% opted to be part of the Social Inclusion College of their respective Public Participation Network.

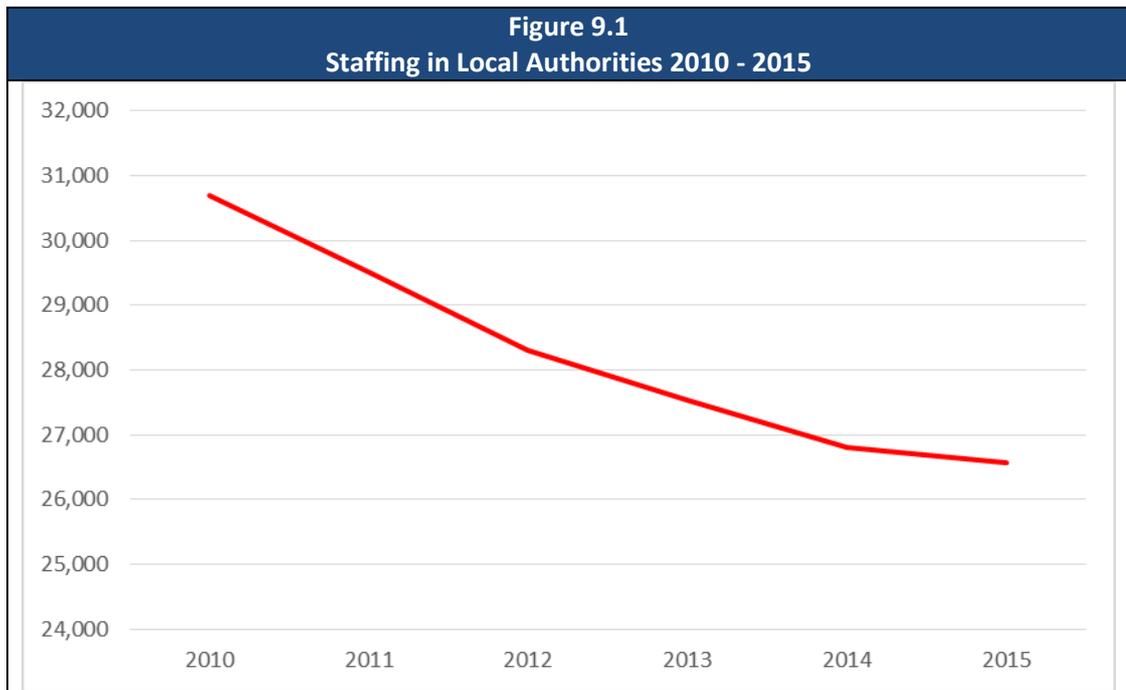
### **YOUTH**

- 8.2. Comhairle na nÓg gives young people the opportunity to be involved in the development of local services and policies. There are youth councils in all local authority areas. In 2015, 67.6% of all second level schools participated in the Youth Councils/Comhairle na nÓg.

## 9. CORPORATE

### STAFFING

- 9.1. As illustrated in Figure 9.1 below, between 2010 and 2015 the number of whole time equivalent staff working in local authorities reduced from 30,703 to 26,569, a reduction of 13.5%. The reduction rate has slowed between 2013 and 2015.



### WORKING DAYS LOST TO SICKNESS

- 9.2. The median percentage of paid working days lost to medically certified leave reduced from 4.44% in 2011 to 3.48% in 2015. Over the same period the median percentage of paid working days lost to self-certified leave reduced from 0.65% to 0.33%.

### USE OF WEBSITES AND SOCIAL MEDIA

- 9.3. In 2015 there was a total of 55,550,767 page views of local authority websites, an increase of 21% over 2014 figures. By the end of 2015, there were 644,521 followers of social media pages of local authorities.

## **10. FINANCE**

### **DEFICITS**

- 10.1. As outlined in Section One, local authorities operated in a particularly challenging financial environment between 2008 and 2015. As a result, by 2012 the majority of councils were operating at a revenue deficit. As presented in Section One, the sector has implemented a suite of efficiency measures aimed at reducing costs. The number of local authorities operating at a deficit stays at 16, and all those authorities have reduced their figure from the 2014 figure. The method of reporting has changed to bring the sector in line with other public bodies – as a result it is difficult to make a comparison with previous years.

### **COMMERCIAL RATES, RENTS & ANNUITIES AND HOUSING LOANS**

#### **COMMERCIAL RATES**

- 10.2. The local government sector implemented a comprehensive debt management programme that involved improved processes, alignment in reporting with methods used by other public sector bodies and a focussed debt management training programme. Furthermore, rates collection targets were set for each local authority. As a result, all local authorities improved their level of rates collection in 2015.

#### **RENTS & ANNUITIES**

- 10.3. The median collection rate for Rents & Annuities was 88% compared to 87% in 2014. Collection rates increased in 22 local authorities, remained static in 2 and dropped slightly in 7 which is an improvement on figures in 2014. Local authorities are proactive in managing rent arrears and liaise closely with tenants who are in arrears, often setting up payment plans to clear the outstanding amounts.

#### **HOUSING LOANS**

- 10.4. The area of Housing Loans showed an improvement in collection rates in 2015 – the rate increased in the case of 24 Local Authorities, remained static in 1 and reduced in 6. This is an improvement on 2014 collection rates and the median rose from 65% in 2014 to 73% in 2015. It should be noted that the loan book of a local authority who loaned as a 'lender of last resort' will be slower to recover than the loan books of a bank or building society. The Mortgage Arrears Resolution Process (MARP) is a statutory framework for customers to pay arrears over a long period of time and will therefore increase the period of loan repayments while reducing the value of individual repayments.

## 11. ECONOMIC DEVELOPMENT

11.1. Local authorities have traditionally played a significant role in relation to economic development, from planning and development services, to provision of transport, water and environmental infrastructure. The sector has also supported communities in the provision of social enterprises and delivered a range of festivals and events throughout Ireland. In 2014 the role local authorities play in job creation expanded with the establishment of the Local Enterprise Offices (LEOs). In 2015 the Local Enterprise Offices assisted businesses to create an additional 3,152 whole time equivalent jobs<sup>14</sup>. While the performance indicators only report on the number of whole time equivalents, this does not reflect the scale of work conducted by Local Enterprise Offices. In addition to direct financial assistance, the LEOs supported a wider cohort of entrepreneurs in 2015 that are not included in the performance indicators:

- 1,896 training programmes involving 27,187 participants;
- Provision of one-to-one mentoring to 8,175 participants;
- 399 referrals to Micro Finance Ireland, 200 of which were approved; and
- Promotion of the Trading Online Voucher Scheme with almost 1,700 businesses participating.

11.2. 2016 saw a further expansion of the economic development role played by local authorities. The Local Community Development Committees (LCDCs) adopted Local Economic and Community Plans, which represent a coordinated approach to local community and economic development, led by the County and City Councils. This approach improves the alignment of the actions of the local authorities, agencies and local community and voluntary groups involved in the economic and community development of their areas, ensuring that they are working to common objectives and shared goals. Local authorities, working with the Department of Jobs, Enterprise and Innovation, are coordinating the implementation of the Regional Action Plans for Jobs.

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<sup>14</sup> Where part-time jobs were created they were counted as 0.5 of a whole time equivalent. This represents a net increase in jobs created by LEO clients, and takes into account job losses. A total of 7,122 jobs were created by LEO clients and total employment by the 6,573 LEO client companies stood at 32,592 at end 2015.

