Local Authorities are improving their performance in key service areas

Local Authorities are improving their performance in a number of key service areas according to the Local Authority Performance Indicator Report 2018 which has just been published.
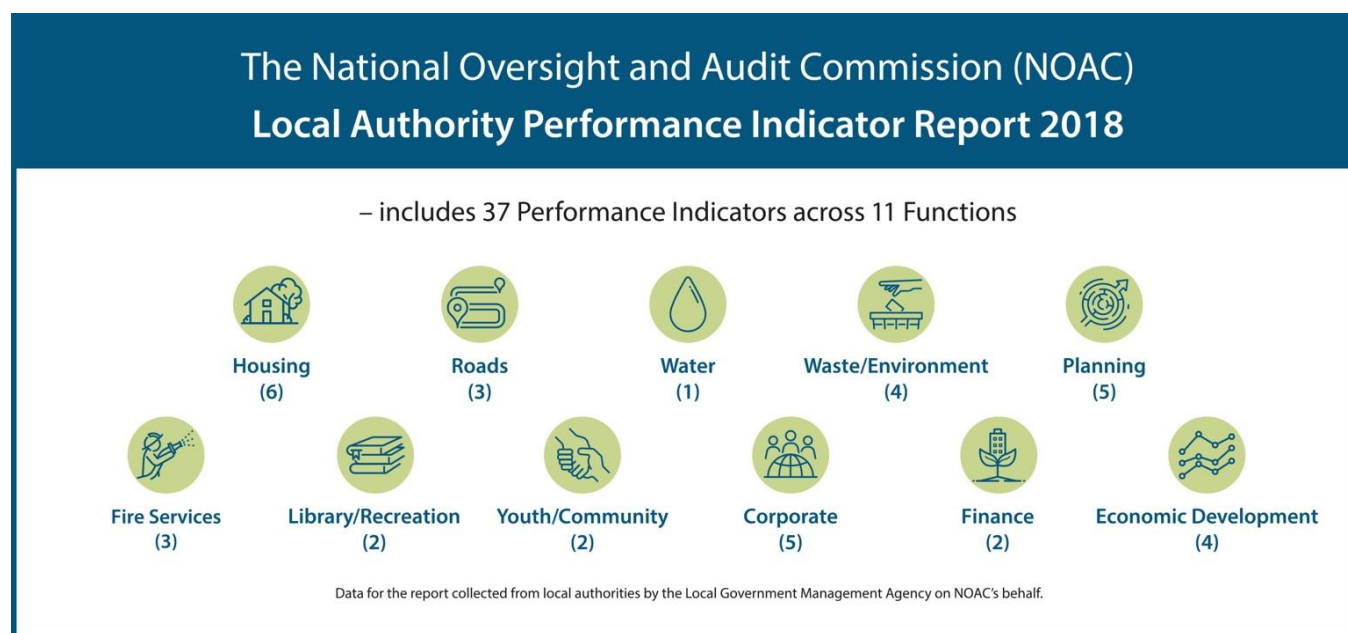
Overall local authorities are performing well when it comes to road maintenance, housing stock, commercial rates collection, job creation, corporate issues such as technology and social media engagement, employment levels and increased use of public libraries.

The comprehensive 100 page report from the National Oversight and Audit Commission (NOAC) is packed with statistics on the performance ot 31 local authorities under 37 different performance indicators.

NOAC's chairman Michael McCarthy said that with this the fifth annual report on performance indicators individual local authorities have a very useful mechanism to view, track and improve on their own performance relative to that of other similar local authorities.

"Ultimately this will help improve their service to the public." he said.

Data for the report was collected by the Local Government Management Agency on NOAC's behalf.

The National Oversight and Audit Commission (NOAC)
Local Authority Performance Indicator Report 2018

– includes 37 Performance Indicators across 11 Functions

Housing (6) · Roads (3) · Water (1) · Waste/Environment (4) · Planning (5)
Fire Services (3) · Library/Recreation (2) · Youth/Community (2) · Corporate (5) · Finance (2) · Economic Development (4)

Data for the report collected from local authorities by the Local Government Management Agency on NOAC's behalf.

Some of the key findings in the report include:

- **Road improvements**. ◦ 4,996 km of regional and local roads were strengthened or resealed in 2018 at a cost of €283million.

- **Housing Stock**. ◦ Local authorities had 134,880 dwellings in their ownership, an increase on the 2017 figures. There were 3,733 (2.8%) vacant and the average time for rehousing was 27.7 weeks.

- **Finance.** The total spend by local authorities in 2018 was €4.66bn. The median level of commercial rates collection was 86% up from 82.5% in 2017.

- **Creating Jobs**. The total number of jobs created nationally in 2018 with the assistance of the Local Enterprise Offices (LEOs) was 3,656 which is an increase of 12.44% on the number of jobs created with LEO assistance in 2017.

- **Technology & Social media.** The total page views of local authority websites in 2018 amounted to 77.21m, In 2017 the figure was 69.68m. Total social media users at end 2018 were 2.38m. This is an increase of 35.78% on the 2017 figure. Local authorities showed an increase in the percentage of motor tax transactions dealt with online, ranging from 54.68% to 85.63%.

- **Staff total** Whole-time equivalent staff employed by the local authority sector at the end of 2018 was 28,307.84. This represents an increase of 3.39% or 927.62 staff since 2017. The national average medically certified paid sick leave rate for the sector in 2018 was the same as 2017 at 3.78%. The national average self-certified paid sick leave rate was 0.35%.

- **Waste / Environment.** Twenty-six local authorities recorded no area as grossly polluted. However for the remaining five that recorded areas in this category the proportional area of the county was low ranging from 1 to 4%.

- **Library Service**
  Libraries are a vital part of community infrastructure enabling community engagement and social integration. In 2018 there were 14million items, mainly books, borrowed and visits per head of the population went from 3.56% in 2017 to 3.58% in 2018.
  Overall, the average number of library visits per head of population was 3.58, a slight increase on the 2017 average of 3.56.

- **Youth / Community**
  The number of organisations on the County Registers for the Public Participation Network (PPN) at the end of 2018 was 15,043 representing an increase on 2017 of 12.86%.

- **Green Flag status**. At the end of 2018, 2,037 schools held a Green Flag, representing 51.4% of all schools nationally. Local authorities provide environmental education and support to schools which participate in this programme.

Michael McCarthy thanked the NOAC board for its continued work in making this report possible and said that he looks forward to liaising with stakeholders for the year ahead to continue this valuable work.

The full Local Authority Performance Indicator Report 2018 is available at:
http://noac.ie/wp-content/uploads/2019/10/NOAC-Performance-Indicator-Report-2018-1.pdf

ends

For further information contact: Jim Walsh 087 2541700
or NOAC via DHPLG Press Office: Tel: (01) 888 2638 (direct), (01) 888 2000;
E-Mail: Press@housing.gov.ie   Web site: www.noac.ie

NOTES FOR EDITORS

NOAC (the National Oversight and Audit Commission) was established under the Local Government Reform Act 2014 to provide independent scrutiny of local government performance in fulfilling national, regional and local mandates. One of its functions is to scrutinise performance of local government bodies against relevant indicators and this is the fifth annual performance indicator report published by NOAC in relation to that function.

Since its establishment, NOAC has examined a range of areas of local authority activity, resulting in the publication of 22 reports to date. For further information on NOAC, including all reports published to date, see www.noac.ie

Carlow County Council performance detailed in key service areas

The following are some of the key findings in the report for Carlow County Council.

- **Housing.** CCC owned 1,706 social housing dwellings at end of 2018 with 0.76% vacant. The average time for rehousing in vacant properties was 16.35 weeks.

- **Environment**. 96,29% of drinking water in private schemes were in compliance with statutory requirements. 34% of the County is unpolluted or litter-free while the balance is classified as slightly polluted.

- **Green Flag status**. At the end of 2018, 44.64% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 6:16 minutes to mobilise fire brigades for calls to fires and 6:25 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 3.14visits per head of population and 112,701 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by CCC at the end of 2018 was 268.09. The average medically certified paid sick leave rate was 3.68%.   The national average was 3.78%. The average self-certified paid sick leave was the same as the national average at 0.35%.

- **Technology & Social media.** The total page views of the CCC website in 2018 was 283,414, Total followers of CCC social media channels at end 2018 were 36,785. The percentage of motor tax transactions dealt with online, was 60**.**68%. This is up from 50.2% in 2014.

Cavan County Council performance detailed in key service areas

The following are some of the key findings in the report for Cavan County Council.

- **Housing.**Cavan County Council owned 2,029 social housing dwellings at end of 2018 with 4.48% vacant.
  The average time for rehousing in vacant properties was 71.39 weeks.

- **Environment**. 96,90% of drinking water in private schemes were in compliance with statutory requirements. 14% of the County is unpolluted or litter-free 85% is classified as slightly polluted and 1% moderately polluted.

- **Green Flag status**. At the end of 2018, 39.08% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:34 minutes to mobilise fire brigades for calls to fires and 5:27 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 2.39 visits per head of population and 107,555 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by CCC at the end of 2018 was 383. The average medically certified paid sick leave rate was 3.74%.   The national average was 3.78%. The average self-certified paid sick leave was0.20%, the national average was 0.35%.

- **Technology & Social media.** The total page views of the CCC website in 2018 was 925,240, Total followers of CCC social media channels at end 2018 were 74,447. The percentage of motor tax transactions dealt with online, was 71.67%.

_____

Clare County Council performance detailed n key service areas

The following are some of the key findings in the report for Clare County Council.

- **Housing.** Clare County Council owned 2,486 social housing dwellings at end of 2018 with 3.66% vacant.
  The average time for rehousing in vacant properties was 31.55 weeks.

- **Environment**. 98.69% of drinking water in private schemes were in compliance with statutory requirements. 21% of the County is unpolluted or litter-free 72% is classified as slightly polluted and 7% moderately polluted.

- **Green Flag status**. At the end of 2018, 45.45% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:37 minutes to mobilise fire brigades for calls to fires and 5:25 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 3.38 visits per head of population and 405,736 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by CCC at the end of 2018 was 778.75. The average medically certified paid sick leave rate was 3.29%.   The national average was 3.78%. The average self-certified paid sick leave was 0.27%, the national average was 0.35%.

- **Technology & Social media.** The total page views of the CCC website in 2018 was 1,704,688, Total followers of CCC social media channels at end 2018 were 180,697. The percentage of motor tax transactions dealt with online, was 68.43%.

Donegal County Council performance detailed in key service areas

The following are some of the key findings in the report for Donegal County Council.

- **Housing.**Donegal County Council owned 4,790 social housing dwellings at end of 2018 with 3.85% vacant.
  The average time for rehousing in vacant properties was 39.92 weeks.

- **Environment**. 95.89% of drinking water in private schemes were in compliance with statutory requirements. 66% of the County is unpolluted or litter-free 27% is classified as slightly polluted, 6% moderately polluted and 1% significantly polluted.

- **Green Flag status**. At the end of 2018, 52.22% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:42 minutes to mobilise fire brigades for calls to fires and 5:48 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 2.39 visits per head of population and 237,678 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by DCC at the end of 2018 was 927.54. The average medically certified paid sick leave rate was 3.97%.   The national average was 3.78%. The average self-certified paid sick leave was 0.34%, the national average was 0.35%.

- **Technology & Social media.** The total page views of the DCC website in 2018 was 1,861,460, Total followers of DCC social media channels at end 2018 were 92,443. The percentage of motor tax transactions dealt with online, was 54.69%.

Kerry County Council performance detailed in key service areas

The following are some of the key findings in the report for Kerry County Council.

- **Housing.**Kerry County Council owned 4,205 social housing dwellings at end of 2018 with 5.02% vacant.
The average time for rehousing in vacant properties was 28.23 weeks.

- **Environment**. 96.19% of drinking water in private schemes were in compliance with statutory requirements. 24% of the County is unpolluted or litter-free 74% is classified as slightly polluted and 2% moderately polluted.

- **Green Flag status**. At the end of 2018, 55.9% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 6:19 minutes to mobilise fire brigades for calls to fires and 6:16 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 3.05 visits per head of population and 505,631 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by KCC at the end of 2018 was 1,107.62. The average medically certified paid sick leave rate was 4.58%.   The national average was 3.78%. The average self-certified paid sick leave was 0.35%, the same as the national average

- **Technology & Social media.** The total page views of the KCC website in 2018 was 5,881,620 , Total followers of KCC social media channels at end 2018 were 53,527. The percentage of motor tax transactions dealt with online, was 75.87%.

Kildare County Council performance detailed in key service areas

The following are some of the key findings in the report for Kildare County Council.

- **Housing.**Kildare County Council owned 4,087 social housing dwellings at end of 2018 with 1.35%% vacant.
  The average time for rehousing in vacant properties was 26.83 weeks.

- **Environment**. 98.93% of drinking water in private schemes were in compliance with statutory requirements. 57% of the County is unpolluted or litter-free 40% is classified as slightly polluted and 4% moderately polluted.

- **Green Flag status**. At the end of 2018, 46.56% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 6:19 minutes to mobilise fire brigades for calls to fires and 6:12 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 3.02 visits per head of population and 567,541 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by KCC at the end of 2018 was 930.62. The average medically certified paid sick leave rate was 4.39%.   The national average was 3.78%. The average self-certified paid sick leave was 0.33%, the national average is 0.35%

- **Technology & Social media.** The total page views of the KCC website in 2018 was 2,400,420 , Total followers of KCC social media channels at end 2018 were 34,608. The percentage of motor tax transactions dealt with online, was 82.72%.

Kilkenny County Council performance detailed in key service areas

The following are some of the key findings in the report for Kilkenny County Council.

- **Housing.** Kilkenny County Council owned 2,374 social housing dwellings at end of 2018 with 1.14% vacant.
  The average time for rehousing in vacant properties was 21.59 weeks.

- **Environment**. 96.13% of drinking water in private schemes were in compliance with statutory requirements. 22% of the County is unpolluted or litter-free 76% is classified as slightly polluted and 3% moderately polluted.

- **Green Flag status**. At the end of 2018, 45.65% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 6:16 minutes to mobilise fire brigades for calls to fires and 6:03 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 2.62 visits per head of population and 268,284 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by KCC at the end of 2018 was 549.46. The average medically certified paid sick leave rate was 3.74%.   The national average was 3.78%. The average self-certified paid sick leave was 0.33%, the national average is 0.35%

- **Technology & Social media.** The total page views of the KCC website in 2018 was 2,761,552, Total followers of KCC social media channels at end 2018 were 64,830. The percentage of motor tax transactions dealt with online, was 70.82%.

Laois County Council performance detailed in key service areas

The following are some of the key findings in the report for Laois County Council.

- **Housing.** Laois County Council owned 2,146 social housing dwellings at end of 2018 with 0.79% vacant.
  The average time for rehousing in vacant properties was 12.56 weeks.

- **Environment.** 95.95% of drinking water in private schemes were in compliance with statutory requirements. 22% of the County is unpolluted or litter-free and 78% is classified as slightly polluted

- **Green Flag status**. At the end of 2018, 52.63% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:48 minutes to mobilise fire brigades for calls to fires and 5:11 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 3.66 visits per head of population and 198,752 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by LCC at the end of 2018 was 422.78. The average medically certified paid sick leave rate was 3.88%.   The national average was 3.78%. The average self-certified paid sick leave was 0.39%, the national average is 0.35%

- **Technology & Social media.** The total page views of the LCC website in 2018 was 564,533, Total followers of LCC social media channels at end 2018 were 43,341. The percentage of motor tax transactions dealt with online, was 61.37%.

Leitrim County Council performance detailed in key service areas

The following are some of the key findings in the report for Leitrim County Council.

- **Housing.** Leitrim County Council owned 952 social housing dwellings at end of 2018 with 4.52% vacant.
  The average time for rehousing in vacant properties was 43.33 weeks.

- **Environment.** 98.89% of drinking water in private schemes were in compliance with statutory requirements. 4% of the County is unpolluted or litter-free, 90% is classified as slightly polluted and 6% moderately polluted

- **Green Flag status**. At the end of 2018, 52.27% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 4:47 minutes to mobilise fire brigades for calls to fires and 3:57 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 4.65 visits per head of population and 75,925 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by LCC at the end of 2018 was 258.70. The average medically certified paid sick leave rate was 3.10%.   The national average was 3.78%. The average self-certified paid sick leave was 0.29%, the national average is 0.35%

- **Technology & Social media.** The total page views of the LCC website in 2018 was 345,891, Total followers of LCC social media channels at end 2018 were 8,064. The percentage of motor tax transactions dealt with online, was 66.55%.

Limerick City and County Council performance detailed in key service areas

The following are some of the key findings in the report for Limerick City & County Council.

- **Housing.** Limerick City and County Council owned 5,280 social housing dwellings at end of 2018 with 3.97% vacant.
  The average time for rehousing in vacant properties was 28.49 weeks.

- **Environment.** 99.36% of drinking water in private schemes were in compliance with statutory requirements. 1% of the County is unpolluted or litter-free, 63% is classified as slightly polluted, 31% moderately polluted, 3% significantly polluted and 2% grossly polluted.

- **Green Flag status**. At the end of 2018, 48.24% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 1:22 minutes for the full-time stations to mobilise fire brigades for calls to fires and 5:25 for the part-time stations. The equivalent times for non-fire emergency incidents were 1:19 and 5:13,

- **Public Libraries**. There were an average of 3.19 visits per head of population and 435,467 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by LCCC at the end of 2018 was 1,174.25. The average medically certified paid sick leave rate was 3.80%.   The national average was 3.78%. The average self-certified paid sick leave was 0.40%, the national average is 0.35%

- **Technology & Social media.** The total page views of the LCCC website in 2018 was 3,322,576, Total followers of LCC social media channels at end 2018 were 58,322. The percentage of motor tax transactions dealt with online, was 70.16%.

Longford County Council performance detailed in key service areas

The following are some of the key findings in the report for Longford County Council.

- **Housing.** Longford County Council owned 1,948 social housing dwellings at end of 2018 with 4.98% vacant.

The average time for rehousing in vacant properties was 70.64 weeks.

- **Environment.** 96.50% of drinking water in private schemes were in compliance with statutory requirements. 22% of the County is unpolluted or litter-free, 63% is classified as slightly polluted, 14% moderately polluted and 1% significantly polluted.

- **Green Flag status**. At the end of 2018, 61.7% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 6:19 minutes to mobilise fire brigades for calls to fires and 6:31 minutes in respect of non-fire emergencies.

- **Public Libraries**. There were an average of 5.69 visits per head of population and 89,297 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by LCC at the end of 2018 was 314.92. The average medically certified paid sick leave rate was 2.98%.   The national average was 3.78%. The average self-certified paid sick leave was 0.31%, the national average is 0.35%

- **Technology & Social media.** The total page views of the LCC website in 2018 was 447,310, Total followers of LCC social media channels at end 2018 were 25,496. The percentage of motor tax transactions dealt with online, was 59.75%.

Louth County Council performance detailed in key service areas

The following are some of the key findings in the report for Louth County Council.

- **Housing.** Louth County Council owned 3,812 social housing dwellings at end of 2018 with 2.7% vacant.
  The average time for rehousing in vacant properties was 16.42 weeks.

- **Environment.** 99.46% of drinking water in private schemes were in compliance with statutory requirements. 2% of the County is unpolluted or litter-free, 64% is classified as slightly polluted, 24% moderately polluted, 6% significantly polluted and 4% grossly polluted.

- **Green Flag status**. At the end of 2018, 52.17% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 1:18 minutes for the full-time stations to mobilise fire brigades for calls to fires and 4:24 for the part-time stations. The equivalent times for non-fire emergency incidents were 1:30 and 2:24,

- **Public Libraries**. There were an average of 2.01 visits per head of population and 365,684 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by LCC at the end of 2018 was 625.15. The average medically certified paid sick leave rate was 4.35%. The national average was 3.78%. The average self-certified paid sick leave was 0.55%, the national average is 0.35%

- **Technology & Social media.** The total page views of the LCC website in 2018 was 1,239,736, Total followers of LCC social media channels at end 2018 were 38,664. The percentage of motor tax transactions dealt with online, was 67.84%.

Mayo County Council performance detailed in key service areas

The following are some of the key findings in the report for Mayo County Council.

- **Housing.** Mayo County Council owned 2,082 social housing dwellings at end of 2018 with 3.27% vacant.
  The average time for rehousing in vacant properties was 50.04 weeks.

- **Environment.** 97.64% of drinking water in private schemes were in compliance with statutory requirements. 55% of the County is unpolluted or litter-free, 33% is classified as slightly polluted, 11% moderately polluted and 2% significantly polluted.
  v

- **Green Flag status**. At the end of 2018, 47.09% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:41 minutes for the stations to mobilise fire brigades for calls to fires and 5:42 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 3.71 visits per head of population and 335,800 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by MCC at the end of 2018 was 1,013.26. The average medically certified paid sick leave rate was 3.40%. The national average was 3.78%. The average self-certified paid sick leave was 0.25%, the national average is 0.35%

- **Technology & Social media.** The total page views of the MCC website in 2018 was 1,743,771, Total followers of MCC social media channels at end 2018 were 121,922. The percentage of motor tax transactions dealt with online, was 66.9%.

Meath County Council performance detailed in key service areas

The following are some of the key findings in the report for Meath County Council.

- **Housing.** Meath County Council owned 3,116 social housing dwellings at end of 2018 with 3.63% vacant.
  The average time for rehousing in vacant properties was 25.59 weeks.

- **Environment.** 97.29% of drinking water in private schemes were in compliance with statutory requirements. 15% of the County is unpolluted or litter-free, 51% is classified as slightly polluted, 29% moderately polluted, 5% significantly polluted and 1% grossly polluted.

- **Green Flag status**. At the end of 2018, 44.93% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:15 minutes for the stations to mobilise fire brigades for calls to fires and 5:28 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 3.16 visits per head of population and 414,428 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by MCC at the end of 2018 was 696.35. The average medically certified paid sick leave rate was 2.98%. The national average was 3.78%. The average self-certified paid sick leave was 0.38%, the national average is 0.35%

- **Technology & Social media.** The total page views of the MCC website in 2018 was 2,110,556, Total followers of MCC social media channels at end 2018 were 82,974. The percentage of motor tax transactions dealt with online, was 84.24%.

Monaghan County Council performance detailed in key service areas

The following are some of the key findings in the report for Monaghan County Council.

- **Housing.** Monaghan County Council owned 1,541 social housing dwellings at end of 2018 with 0.91% vacant.
  The average time for rehousing in vacant properties was 8.9 weeks.

- **Environment.** 99.04% of drinking water in private schemes were in compliance with statutory requirements. 19% of the County is unpolluted or litter-free, 67% is classified as slightly polluted, 13% moderately polluted and 1% significantly polluted.

- **Green Flag status**. At the end of 2018, 48.65% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:16 minutes for the stations to mobilise fire brigades for calls to fires and 6:15 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 3.78 visits per head of population and 168,186 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by MCC at the end of 2018 was 400.49. The average medically certified paid sick leave rate was 3.49%. The national average was 3.78%. The average self-certified paid sick leave was 0.20%, the national average is 0.35%

- **Technology & Social media.** The total page views of the MCC website in 2018 was 1,086,690, Total followers of MCC social media channels at end 2018 were 62,632. The percentage of motor tax transactions dealt with online, was 63.76%.

Offaly County Council performance detailed in key service areas

The following are some of the key findings in the report for Offaly County Council.

- **Housing.** Offaly County Council owned 1,813 social housing dwellings at end of 2018 with 1.49% vacant.
  The average time for rehousing in vacant properties was 34.97 weeks.

- **Environment.** 99.34% of drinking water in private schemes were in compliance with statutory requirements. 20% of the County is unpolluted or litter-free, 50% is classified as slightly polluted and 30% moderately polluted.

- **Green Flag status**. At the end of 2018, 65.38% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:34 minutes for the stations to mobilise fire brigades for calls to fires and 5:39 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 3.15 visits per head of population and 153,384 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by OCC at the end of 2018 was 392.70. The average medically certified paid sick leave rate was 2.82%. The national average was 3.78%. The average self-certified paid sick leave was 0.26%, the national average is 0.35%

- **Technology & Social media.** The total page views of the OCC website in 2018 was 1,319,285, Total followers of OCC social media channels at end 2018 were 53,777. The percentage of motor tax transactions dealt with online, was 67.45%.

Roscommon County Council performance detailed in key service areas

The following are some of the key findings in the report for Roscommon County Council.

- **Housing.** Roscommon County Council owned 1,344 social housing dwellings at end of 2018 with 3.72% vacant.
The average time for rehousing in vacant properties was 43.61 weeks.

- **Environment.** 98.26% of drinking water in private schemes were in compliance with statutory requirements. 17% of the County is unpolluted or litter-free and the remaining 83% is classified as slightly polluted.

- **Green Flag status**. At the end of 2018, 70% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:51 minutes for the stations to mobilise fire brigades for calls to fires and 5:43 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 2.08 visits per head of population and 108,043 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by RCC at the end of 2018 was 388.15. The average medically certified paid sick leave rate was 4.30%. The national average was 3.78%. The average self-certified paid sick leave was 0.33%, the national average is 0.35%

- **Technology & Social media.** The total page views of the RCC website in 2018 was 783,456, Total followers of RCC social media channels at end 2018 were 28,798. The percentage of motor tax transactions dealt with online, was 54.68%.

Sligo County Council performance detailed in key service areas

The following are some of the key findings in the report for Sligo County Council.

- **Housing.** Sligo County Council owned 2,129 social housing dwellings at end of 2018 with 3.83% vacant.
The average time for rehousing in vacant properties was 32.69 weeks.

- **Environment.** 97.42% of drinking water in private schemes were in compliance with statutory requirements. 7% of the County is unpolluted or litter-free, 65% is classified as slightly polluted, 26% moderately polluted and 2% significantly polluted.

- **Green Flag status**. At the end of 2018, 56.1% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 3:42 minutes for the stations to mobilise fire brigades for calls to fires and 3:39 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 2.4 visits per head of population and 177,394 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by SCC at the end of 2018 was 408.06. The average medically certified paid sick leave rate was 3.30%. The national average was 3.78%. The average self-certified paid sick leave was 0.21%, the national average is 0.35%

- **Technology & Social media.** The total page views of the SCC website in 2018 was 837,166, Total followers of SCC social media channels at end 2018 were 14,978. The percentage of motor tax transactions dealt with online, was 61.96%.

Tipperary County Council performance detailed in key service areas

The following are some of the key findings in the report for Tipperary County Council.

- **Housing.** Tipperary County Council owned 4,994 social housing dwellings at end of 2018 with 3.2% vacant.
  The average time for rehousing in vacant properties was 33.5 weeks.

- **Environment.** 98.97% of drinking water in private schemes were in compliance with statutory requirements. 31% of the County is unpolluted or litter-free, 53% is classified as slightly polluted, 13% moderately polluted and 2% significantly polluted.

- **Green Flag status**. At the end of 2018, 62.03% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:49 minutes for the stations to mobilise fire brigades for calls to fires and 5:54 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 3.09 visits per head of population and 325,124 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by TCC at the end of 2018 was 1,034.06. The average medically certified paid sick leave rate was 3.97%. The national average was 3.78%. The average self-certified paid sick leave was 0.26%, the national average is 0.35%

- **Technology & Social media.** The total page views of the TCC website in 2018 was 1,897,926, Total followers of TCC social media channels at end 2018 were 61,954. The percentage of motor tax transactions dealt with online, was 74.22%.

Waterford City and County Council performance detailed in key service areas

The following are some of the key findings in the report for Waterford City & County Council.

- **Housing.** Waterford City & County Council owned 5,096 social housing dwellings at end of 2018 with 1.81% vacant.
  The average time for rehousing in vacant properties was 15.6 weeks.

- **Environment.** 92.55% of drinking water in private schemes were in compliance with statutory requirements. 19% of the County is unpolluted or litter-free, 40% is classified as slightly polluted, 36% moderately polluted and 5% significantly polluted.

- **Green Flag status**. At the end of 2018, 57.45% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 1:12 minutes for the full-time stations to mobilise fire brigades for calls to fires and 5:01 minutes for the part-time stations. The equivalent times for non-fire emergency incidents were 1:22 and 4:54,

- **Public Libraries**. There were an average of 4.9 visits per head of population and 445,450 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by WCCC at the end of 2018 was 768.19. The average medically certified paid sick leave rate was 3.97%. The national average was 3.78%. The average self-certified paid sick leave was 0.37%, the national average is 0.35%

- **Technology & Social media.** The total page views of the WCCC website in 2018 was 2,835,667, Total followers of WCCC social media channels at end 2018 were 188,195. The percentage of motor tax transactions dealt with online, was 69.86%.

Westmeath County Council performance detailed in key service areas

The following are some of the key findings in the report for Westmeath County Council.

- **Housing.** Westmeath County Council owned 1,908 social housing dwellings at end of 2018 with 1.26% vacant.
  The average time for rehousing in vacant properties was 8.06 weeks.

- **Environment.** 98.69% of drinking water in private schemes were in compliance with statutory requirements. 12% of the County is unpolluted or litter-free, 69% is classified as slightly polluted, 19% moderately polluted and 1% significantly polluted.

- **Green Flag status**. At the end of 2018, 37.78% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:34 minutes for the stations to mobilise fire brigades for calls to fires and 7 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 3.1 visits per head of population and 223,497 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by WCC at the end of 2018 was 453.12. The average medically certified paid sick leave rate was 3.09%. The national average was 3.78%. The average self-certified paid sick leave was 0.38%, the national average is 0.35%

- **Technology & Social media.** The total page views of the WCC website in 2018 was 842,912, Total followers of WCC social media channels at end 2018 were 55,271. The percentage of motor tax transactions dealt with online, was 59.98%.

Wexford County Council performance detailed in key service areas

The following are some of the key findings in the report for Wexford County Council.

- **Housing.** Wexford County Council owned 4,492 social housing dwellings at end of 2018 with 3.03% vacant.
  The average time for rehousing in vacant properties was 30.13 weeks.

- **Environment.** 94.53% of drinking water in private schemes were in compliance with statutory requirements. 10% of the County is unpolluted or litter-free, 71% is classified as slightly polluted, 18% moderately polluted and 2% significantly polluted.

- **Green Flag status**. At the end of 2018, 57.14% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:32 minutes for the stations to mobilise fire brigades for calls to fires and 5:33 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 3.6 visits per head of population and 465,627 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by WCC at the end of 2018 was 754.23. The average medically certified paid sick leave rate was 3.72%. The national average was 3.78%. The average self-certified paid sick leave was 0.37%, the national average is 0.35%

- **Technology & Social media.** The total page views of the WCC website in 2018 was 2,200,452, Total followers of WCC social media channels at end 2018 were 29,986. The percentage of motor tax transactions dealt with online, was 72.04%.

_____

Wicklow County Council performance detailed in key service areas

The following are some of the key findings in the report for Wicklow County Council.

- **Housing.** Wicklow County Council owned 4,410 social housing dwellings at end of 2018 with 2.31% vacant.
  The average time for rehousing in vacant properties was 26.1 weeks.

- **Environment.** 93.92% of drinking water in private schemes were in compliance with statutory requirements. 8% of the County is unpolluted or litter-free, 59% is classified as slightly polluted, 27% moderately polluted and 6% significantly polluted.

- **Green Flag status**. At the end of 2018, 49.06% of schools in the county held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. It took an average of 5:16 minutes for the stations to mobilise fire brigades for calls to fires and 5:22 minutes. for non-fire emergency incidents.

- **Public Libraries**. There were an average of 4.1 visits per head of population and 626,731 items issued to library borrowers in 2018.

- **Staff total** Whole-time equivalent staff employed by WCC at the end of 2018 was 715.35. The average medically certified paid sick leave rate was 2.51%. The national average was 3.78%. The average self-certified paid sick leave was 0.27%, the national average is 0.35%

- **Technology & Social media.** The total page views of the WCC website in 2018 was 1,190,302, Total followers of WCC social media channels at end 2018 were 40,276. The percentage of motor tax transactions dealt with online, was 78.65%.

_____---

Cork City & County Councils performance detailed in key service areas

The following are some of the key findings in the report for Cork City and County Councils.

- **Housing.** Cork City Council owned 8,978 social housing dwellings at end of 2018 and Cork County Council owned 7,675.
Vacancy rates**.** Cork City 3.51%.   Cork County 1.98%.
Average time for rehousing in vacant properties.
Cork City 49 weeks. Cork County 34.49 weeks.

- **Environment.**
Drinking water in private schemes in compliance with statutory requirements.
Cork City 100%. Cork County 92.95%
Pollution/Litter
Unpolluted or litter-free. Cork City 4%.   Cork County 37%.
Slightly polluted,   Cork City 80%. Cork County 34%.
Moderately polluted.   Cork City 15%. Cork County28%
Significantly polluted.   Cork City 1%.   Cork County 0%
Grossly polluted.   Cork City 0%.   Cork County 1%

- **Green Flag status**. At the end of 2018, 48.86%% of schools in Cork City and 57.91% in the County held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. Cork City has full-time stations and It took an average of 1:31 minutes for the stations to mobilise fire brigades for calls to fires and 1:24 minutes. for non-fire emergency incidents. Cork County has part-time stations and the equivalent times were 5;07 and 5:18 minutes.

- **Public Libraries**.
Average visits per head of population.
Cork City 6.01.   Cork County 3.89.
Items issued to library borrowers in 2018.
Cork City 817,395. Cork County 1,181,192

- **Staff total**
Whole-time equivalent staff employed at the end of 2018.
Cork City. 1,275.20. Cork County 2,105.85

Average medically certified paid sick leave rate
Cork City. 3.87. Cork County 3.72. National average 3.78%
Average self-certified paid sick leave
Cork City 0.46%. Cork County 0.30%. National average 0.35%

- **Technology & Social media.**
  Total page views of websites in 2018
  Cork City. 794,565. Cork County 3,393,596.
  Total followers of social media channels at end 2018
  Cork City. 135,589. Cork County. 95,995.

Galway City & County Councils performance detailed in key service areas

The following are some of the key findings in the report for Galway City and County Councils.

- **Housing.**
  Social housing dwellings owned at end of 2018.
   Galway City 2,335. Galway County 2,383
  Vacancy rates**.** Galway City 2.57%. Galway County 4.42%
  Average time for rehousing in vacant properties.
  Galway City 44 weeks. Galway County 52.14 weeks.

- **Environment**
  Unpolluted or litter-free. Galway City 16%. Galway County 20%
  Slightly polluted,   Galway City 58%. Galway County 50%.
  Moderately polluted.   Galway City 23%. Galway County 20%
  Significantly polluted.   Galway City   4%. Galway County 7%
  Grossly polluted.   Galway City   0%. Galway County 3%

- **Green Flag status**. At the end of 2018, 58.97% of schools in Galway City and 38.27% in the County held a Green Flag, The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. Galway City Council provide the service for both City & County. It took an average of 2:19 minutes for the full-time stations to mobilise fire brigades for calls to fires and 5:06 for the part-time stations. The equivalent times for non-fire emergency incidents were 5:06 and 5.48 minutes

- **Public Libraries**.
  Combined average visits per head of population. 2.41
  Items issued to library borrowers in 2018. 619,577

- **Staff total**
  Whole-time equivalent staff employed at the end of 2018.
  Galway City. 441.59. Galway County 757.61
  Average medically certified paid sick leave rate
  Galway City. 4.22. Galway County 4.21. National average 3.78%
  Average self-certified paid sick leave
  Galway City 0.28%. Galway County 0.27%.National average 0.35%

- **Technology & Social media.**
  Total page views of websites in 2018
  Galway City. 1,071,681. Galway County 1,555,479.
  Total followers of social media channels at end 2018
  Galway City. 19,107. Galway County. 60,093.

Dublin Local Authorities performance detailed in key service areas

The following are some of the key findings in the report for the four Dublin Local Authorities

- **Housing.**
  Social housing dwellings owned at end of 2018.
  Dublin City 25,244. Dun Laoghaire Rathdown. 4,269
  Fingal. 4,887. South Dublin County. 9,167
  Vacancy rates**:** Dublin City 3.1%. Dun Laoghaire Rathdown 2.31%
  Fingal 2.51. South Dublin County 0.75.
  Average time for rehousing in vacant properties:
  Dublin City 16.79 weeks. Dun Laoghaire Rathdown. 12.39 weeks.
  Fingal. 26.78 weeks. South Dublin County. 17.44 weeks.
  .

- **Environment**
  Unpolluted or litter-free.
  Dublin City 14%. Dun Laoghaire Rathdown 30%. Fingal 18%. South Dublin County 15%
  Slightly polluted,
  Dublin City 57%. Dun Laoghaire Rathdown 56%. Fingal 45%. South Dublin County 69%
  Moderately polluted.
  Dublin City 22%. Dun Laoghaire Rathdown 13%. Fingal 37%. South Dublin County 15%
  Significantly polluted. Dublin City 7%. Dun Laoghaire Rathdown 1%. Fingal 1%. South Dublin County 2%.

- **Green Flag status**. At the end of 2018 the percentage of schools holding a Green Flag were Dublin City 46.13%. Dun Laoghaire Rathdown 57.01%. Fingal 60.61%. South Dublin County 49.66% The national average is 51.4%. Local authorities provide environmental education and support to schools which participate in this programme.

- **Fire service**. Dublin Fire Brigade provides services to all four local authorities. It took an average of 1:29 minutes for the full-time stations to mobilise fire brigades for calls to fires and 6:14 minutes for the part-time stations. The equivalent times for non-fire emergency incidents were 1:35 and 6:18 minutes.

- **Public Libraries**.
  Average visits per head of population. Dublin City 4.58. Dun Laoghaire Rathdown 4.78. Fingal 3.57. South Dublin Council 3.6.
  Items issued to library borrowers in 2018.
  Dublin City 1,964,960. Dun Laoghaire Rathdown 891,031. Fingal 755,668. South Dublin County 955,728.

- **Staff total**
  Whole-time equivalent staff employed at the end of 2018.
  Dublin City 5,510.45. Dun Laoghaire Rathdown 999.05. Fingal 1,296.99. South Dublin County 1,156.26.
  Average medically certified paid sick leave rate
  Dublin City 3.62%. Dun Laoghaire Rathdown 4.21%. Fingal 3.39%. South Dublin County 5.23%
  Average self-certified paid sick leave
  Dublin City 0.36%. Dun Laoghaire Rathdown 0.46%. Fingal 0.33%. South Dublin County 0.45%

- **Technology & Social media.**

Total page views of websites in 2018
Dublin City 18,346,827. Dun Laoghaire Rathdown 3,802,425. Fingal 3,936,233. South Dublin County 5,725,914.
Total followers of social media channels at end 2018
Dublin City 293,083. Dun Laoghaire Rathdown 74,833. Fingal 190,176. South Dublin Council 57,988.
Motor Tax transactions online: Combined 85.63%.

_____