

NOAC

National Oversight and Audit Commission

Local Authority Performance Indicator Report 2017

NOAC Report No. 19 – September 2018

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.

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Executive Summary

This is the fourth annual Performance Indicator Report published by NOAC in relation to its function of scrutinising local authority performance against relevant indicators. Selected indicators of local authority activity in relation to some aspects of their wide ranging functions are collated and published annually in order to provide objective information on their performance. This information is relevant to the local authorities themselves, both to track their own performance over time and to compare their performance with other local authorities of a similar profile and size. The report is also of importance to the various Government Departments that operate through the authorities and to the wider public that are affected by how well their local authority carries out its functions. It is important to NOAC that the indicators are a useful reflector of performance and that they are used by the authorities to set priorities and targets, and to seek to strengthen areas where comparative performance is less than optimal. NOAC is pleased to see that the local authorities are increasingly analysing their indicator outturns and setting targets for improving performance in specific areas. It is clear that the performance indicator system is embedded in local authorities with the results being reviewed on an ongoing basis by the management teams and audit committees in local authorities.

Detailed findings of this report are set out in section 3, however the improved performance of local authorities in respect of a number of areas is worthy of note. Overall, local authorities have shown improved performance in –

- commercial rate collection levels,
- the increased number of planning applications received,

- increasing the number of organisations on county register for the Public Participation Network,
- a welcome reduction in the proportion of vacant stock within local authorities, and
- the reduction in the national average re-letting time for local authority housing.

There are however, always areas for improvement. The report highlights that local authorities generally need to improve performance in tackling –

- the unacceptably low levels of property inspections being carried out under the planning legislation,
- the inconsistency in processing of Fire Safety Certificates by local authorities within the required 2 month period,
- the increase in the number of pollution cases recorded,
- the increase in medically certified sick leave recorded, and
- the increase in adult homelessness rates.

A number of organisations are involved in the annual production of this report. First and foremost, the LGMA's input to the evolution of the guidelines to local authorities, maintenance of the LGReturns system into which all the authorities entered the data, follow-up on individual data items and data presentation has been invaluable. NOAC would also like to express its appreciation for the efforts made by the 31 local authority co-ordinators to meet deadlines, respond to queries and make suggestions for improvements to the indicators.

In particular, NOAC would like to thank all the local authority staff who provided assistance to the data validation exercises carried out

(see Appendix 1 for details of this process and the individual local authorities involved). NOAC is also grateful to staff of Enterprise Ireland, the Environmental Protection Agency, the Residential Tenancies Board, the Road Management Office, the National Waste Collection Permit Office and Tobin Consulting Engineers as well as the Department of

Housing, Planning and Local Government, Department of Transport, Tourism and Sport, Department of Communications, Climate Action and the Environment, the Department of Business, Enterprise and Innovation and the Department of Rural and Community Development who provided or reviewed data included in this report.

For 2017, there are 35 local authority performance indicators:

- Housing (H1 to H6)
- Roads (R1 to R3)
- Water (W1)
- Waste/Environment (E1 to E3)
- Planning (P1 to P5)
- Fire Services (F1 to F3)
- Library/Recreation (L1 and L2)
- Youth/Community (Y1 and Y2)
- Corporate (C1 to C4)
- Finance (M1 to M3)
- Economic Development (J1 to J4)

1. Introduction

This is the fourth annual Performance Indicator Report published by NOAC in relation to its function of scrutinising local authority performance against relevant indicators. The NOAC Performance Indicator Reports follow on from the Service Indicator reports published by the Local Government Management Agency (LGMA) in respect of local authority activity in the years 2004 to 2013.

One of NOAC's key functions is to scrutinise the performance of any local government body against, or in comparison with, relevant indicators that the Commission consider are appropriate. This role commenced for NOAC in 2014. 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 performance could improve. 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. It is apparent from the validation visits that NOAC undertook to a sample of local authorities in 2018, that performance indicators are now being embedded in the operation of local authorities and used to identify areas of potential service improvement.

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 again amended the set of indicators in this report. The number of indicators has increased from 34 to 35 with the addition of a new economic development indicator regarding tourism. Work on refining the indicators is therefore an on-going process and NOAC recognises that a number of the indicators require modification or

replacement with a more relevant data set. The main change for 2017 is in respect of the housing indicators. Having reviewed the H1 indicator in particular and consulted with the Department of Housing, Planning and Local Government (DHPLG) regarding the statistics on social housing that it collects, it has been decided to obtain the 2017 data from a combination of LGReturns, the DHPLG and the Housing Assistance Payment Shared Services Centre.

In addition, some further clarification was also provided in the guidance material that issued local authorities in respect of a number of indicators retained from last year.

In summary, the following indicators were amended/added since 2016 and these changes are reflected in this report:

- Housing stock data was obtained directly from the Department of Housing, Planning and Local Government and the Housing Assistance Payment Shared Services Centre;
- The roads condition indicator relating to the proportion of roads condition surveyed within a specified period and the road works indicator are no longer confined to works funded by grants;
- The planning indicator relating to fire safety certificates now collects the proportion of applications decided within 2 months and within an agreed extended period;
- A new economic development indicator to establish if a current tourism strategy and designated Tourism Officer are in place has been added.

For this report updated guidelines on how to record their performance indicators were sent to all local authorities. An information Seminar was hosted by the LGMA on 23 March 2018 to provide further guidance on these changes. Following queries received by

the LGMA and NOAC at this seminar further guidance issued to all Local Authorities on 13 April 2018 in respect of Housing indicators, specifically relating to how unsold affordable units should be treated in stock numbers and how to calculate housing re-letting and maintenance costs.

NOAC is aware that changes to some indicators may result in year on year comparisons no longer being possible. Where this is the case these will be identified in the relevant area. An example of this in this year's report is the Libraries indicator. Unlike in previous years, for this year's report reserves and renewals are not included under the library visits and issues indicator and so comparisons to prior years cannot be made.

The key messages from the 2017 indicators are set out in Part 2 of this report with detailed findings and tables containing all of the data received included at Part 3 and in Appendix 2. The LGMA, which collected the data on NOAC's behalf, has provided commentary on the indicators in Appendix 3 of the report and has also arranged publication of an infographical presentation of the overall data on its website at www.lgma.ie. Finally, NOAC's conclusions arising from the 2017 data and analysis of that data are in Part 4.

NOAC decided, while developing the 2014 Report, a validation process be put in place to carry out an assessment of the accuracy and reliability of a subset of the indicators and local authorities. This exercise has been carried out in respect of all of the performance indicator reports since then.

The members of the Performance Indicator Sub-Group (assisted where necessary by other NOAC members) carry out these visits. In addition to confirming the validity and robustness of the data provided by the local authorities, views are also obtained on the usefulness of the indicators and related issues. The members also take the opportunity to discuss with local authority officials any follow-up action taken by the authority in respect of the outcomes of the previous report. The performance indicator process generally is discussed with the relevant Chief Executives. A more detailed report on NOAC's quality assurance review of six of the 2017 indicators and of its validation visits to six of the local authorities is at Appendix 1.

NOAC is also beginning to examine the scope for grouping local authorities for comparative reporting purposes. It noted during its validation visits that some authorities had themselves begun to compile information comparing their performance against a selection of other authorities of similar size or profile.

Key Figures

Expenditure on Repair and Maintenance of LA Stock Compiled on a Continuous Basis during 2017 (€)
174,573,322.34

% Drinking Water in Private Schemes in Compliance with Regulations
97.70%

Regional Road Improvement

- Improvement Grants €52,699,408
- Resealing €11,605,908

Local Road Improvement

- Improvement Grants €114,023,760
- Resealing €31,864,247

Spend Per Capita

Overall - €897.89
Fire Services - €57.74
Library Service - €31.00
Planning - €28.31

Overall Totals

Revenue Budget- € 4,275,614,214
Fire - €273,315,342.13
Library - €147,608,663
Planning - €134,798,582.63

Groups Affiliated to PPN

2,365

Average Re-letting Time

28.9 weeks

Increase in Planning Activity

- No. of new Buildings Notified to the LA - 17,321
- Total No. of Planning Cases Investigated in 2017 - 6,549

Litter Pollution

- Median % Litter Free – 11%
- Median % Area Slightly Polluted – 70%

2. Key Messages from 2017 Report

Improving performance using performance indicators

As noted in the introduction to this report the ultimate aim of the performance indicator exercise is to encourage local authorities to critically review their performance relative to other similar authorities in order to make improvements where the data indicates performance could improve. 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.

Since the introduction of Performance Indicators in 2014 it is now apparent that they have become embedded in local authorities throughout the country. It is evident that management teams and audit committees regularly review local authority performance under each indicator and use these reviews to help improve service provision. A number of local authorities highlighted the positive effect performance indicators have had in improving service delivery. For example, Mayo County Council pointed out the impact performance indicators has had in helping the Council prioritise tackling housing voids and poor pavement conditions. Of particular note this year, during the validation process, was the robust system Westmeath County Council have put in place in respect of data collection and validation for the submission of performance indicators data to NOAC.

The remainder of this chapter highlights some of the key findings and messages from the 2017 performance indicator data and the validation visits undertaken by the subcommittee.

Housing Maintenance

With increasing demand for social housing support nationwide it is more and more important that local authorities put in place good stock management and maintenance practices. Underpinning that should be an emphasis on achieving good value for money in respect of expenditure on stock maintenance.

In May 2017 NOAC published a report in which it undertook a review of the management and maintenance of local authority housing. The report is available on NOAC's website – www.noac.ie. The review examined the effectiveness of local authorities in managing and maintaining their housing stock, i.e. dwellings that the local authorities either built or purchased for the purpose of providing social housing. It also examined the effectiveness of local authority processes for dealing with repairs requests, planned maintenance, the preparation of vacated units for re-letting, maximising occupancy, combatting anti-social behaviour and managing estates that are predominantly owned by local authorities. In respect of the cost of repair and maintenance works the report also concluded that greater financial control would be achieved if authorities had more resort to costing and approval of jobs, while analysis of variances would help to differentiate between increases due to price variation, changes to the scope of the works or claims, which, in turn, would provide feedback to inform better planning of works.

The housing maintenance indicator (H4) looks at expenditure incurred by local authorities in maintaining their properties with a view to reaching conclusions in respect of the overall value for money being achieved. Total expenditure by local authorities on repair and maintenance of stock in 2017, including

planned maintenance expenditure but excluding expenditure under approved major refurbishment schemes, was €174,573,322.

The performance indicator data for 2017 has shown a reduction in the level of expenditure on the repair and maintenance of local authority stock. The figures show that local authorities have achieved a reduction of nearly 13% in average maintenance costs in 2017 as compared to 2016. As would be expected, the larger urban authorities, in general, record high costs of repair and maintenance; though four out of the six authorities recorded a reduction in average cost. Table 1 provides a comparison of the six major urban authorities and the cost of repair and maintenance in those authorities.

Housing repair and maintenance costs was also one of the indicators examined in detail as part of this year's validation exercise undertaken by NOAC members.

It became apparent during the development of the guidance documentation for this indicator that there were a variety of methodologies employed by local authorities to calculate this cost. In particular there was wide variation in approach by local authorities as to how to apportion overhead costs. Some guidance is available to local authorities on how to apportion costs generally from DHPLG in the form of the Local Authority Costing Manual. However, the application of principles seems to vary from local authority to local authority.

In order to provide clarity to local authorities in this matter, the County and City Management Association (CCMA) have established a working group to examine the issue with a view to providing standard guidance to local authorities on how they should account for and apply the cost of overheads. It is intended that this guidance will be available to local authorities in advance of the data collection phase for the 2018 Performance Indicators Report.

Table 1 – Comparison of average repair/maintenance cost across 6 large urban authorities

Local Authority	Average cost of repair/maintenance per unit 2017	Difference on average cost of repair/maintenance per unit 2016 (increase/decrease)
Dublin City	€2,592	↓
Cork City	€1,475	↓
Fingal	€1,407	↑
South Dublin ¹	€1,141	↑
Dún Laoghaire-Rathdown	€1,136	↓
Galway City	€1,027	↓
National Average	€1,312	↓

¹ The difference in the average cost of repair/maintenance of local authority stock for South Dublin County Council between 2016 and 2017 is a very small increase of just €35 as compared to the cost increase recorded by Fingal County Council of some €600 per unit of stock.

Litter

Increasingly litter is becoming a key factor in the public's satisfaction with local authority performance. The benefits of a clean environment have become more apparent to all and a strong focus is placed on this both socially and from a business/economic development perspective.

The results outlined in the detailed findings section of this report show both positive and negative outcomes; in particular good improvements by some local authorities in managing litter and evidence of some authority's with worsening litter situations . 15 authorities increased the litter free portion of their counties in comparison to 2016 however 5 authorities recorded areas of gross pollution albeit with low rates of between 1% and 4%.

Litter pollution was examined in detail as part of this year's validation process by the NOAC members. It was apparent that each authority is conscious of the importance of constantly improving its performance. Westmeath County Council made suggestions for improvements in the current data gathering system which the NOAC members agreed may benefit local authority performance in this area.

The improvements suggested by Westmeath included:

- the use of tablets to manage their survey findings in real time; and
- giving the local authority access to real time data.

NOAC is mindful that resources are limited and is impressed with improvements shown by a number of authorities. That being said, NOAC would like to see no areas of significant or gross pollution in any local authority area in future reports. A collaborative approach between local authorities, along with advice from high performing authorities could

improve performance in this area without the need for a large increase in resources.

Fire

The Fire Service provides an essential service in every county in dealing with both fire related and non-fire related incidents. All 31 local authorities provide this either in a full time or part time capacity with Dublin City Council Fire Service providing this service on behalf of the four Dublin authorities and Galway County Council providing the service to Galway City.

The detailed results for each local authority in respect of the fire indicators can be found in Part 3 of this report. That Part also provides an analysis of the data and comparison of the indicators to local authority performance in previous years, where appropriate.

The Fire Service Mobilisation indicator (F2) was examined in detail as part of this year's validation process by the NOAC. Feedback obtained from the 6 authorities in respect of the fire services indicators suggests that these indicators may require review. Arising from that feedback, received at the validation visits, NOAC will consult with the National Directorate for Fire and Emergency Management to ensure the most effective data gathering mechanism is used for the performance indicators.

Revenue Expenditure Per capita

This indicator was introduced in 2016. Year on year changes can reflect how each local authority is providing services to its residents. In 2017 the average expenditure per capita recorded was €897.89 which is an increase from €842.00 in 2016. Limerick City and County Council recorded the highest spend per capita of €1,813.78 and Meath County Council the lowest at €534.19.

As the cost per capita for both years is based on the same 2016 Census data it is clear that expenditure by local authorities overall has increased nationally. Within that 12 authorities show decreased revenue expenditure per capita with the remaining 19 authorities showing increased revenue expenditure.

A comparison between the 6 large urban authorities shows the per capita cost varies greatly from South Dublin County Council with €703.92 to Dublin City Council at €1,505.34. This variance between bordering authorities can in part be attributed to non-residents using the services of the bordering authority.

It should be noted that certain local authorities carry out functions on a national or shared service basis and this expenditure would be reflected in the overall expenditure figure e.g. HAP and Payroll Shared Service Centre.

Expenditure per capita can also be reduced when income decreases. During this year's validation visits it became apparent that certain local authorities were experiencing delays in obtaining rateable valuations for commercial properties.

The net effect of this delay has been the inability of local authorities to levy rates which, in turn, reduces the income generated by the local authority putting increased strain on the authority's cash position.

Year on Year Performance

The detailed findings section in this report set out each local authority's performance against individual indicators. However, NOAC would like to draw particular attention to following overall improvements in performance:

- nationally, commercial rate collection levels have improved since 2016. Fingal County Council had the highest collection

rate in 2017 and Louth County had the largest percentage year on year increase in rates collection. However there is still room for improvement in certain local authorities with Donegal, Laois and Louth County Councils all having collection rates of 75% or just below;

- planning applications significantly increased by 34% from 2016 to 2017 which in the current housing crisis is a welcome increase. Cork, Fingal and South Dublin County Councils recorded the highest number of applications with over 1,500 per authority;
- the number of organisations on the County Register for the Public Participation Network increased by 11.87% from 2016 to 2017. This is a welcome development which illustrates the value of the activity of community and voluntary groups within local authority areas. Tipperary recorded 1,341 registrations whereas Cork and Galway City Councils and Wicklow County Council recorded less than 200 each; and
- nationally, there has been a welcome reduction in the level of vacant stock within local authorities, a trend that has continued from 2016. Coupled with that, the national average re-letting time has dropped significantly since 2016, down to 28.9 weeks. 11 local authorities have re-letting times of less than 20 weeks with some local authorities making substantial reductions in average re-letting times. There are still authorities that need to improve average times but the current trend is very welcome.

There are however areas of performance that were generally below par nationally -

- while the number of planning applications received was up nationally, inspections were unacceptably low for some

authorities with Longford and Louth inspecting just 2.13% and 10.64% respectively of new buildings notified to the authority; and

- it is also evident that the performance levels of local authorities are inconsistent in processing of Fire Safety Certificates within 2 months. 100% of Cork County Council's certificates were decided upon within the 2 month period whereas only 10% of South Dublin County Council's reached a conclusion in the same timeframe. The remaining 5 large urban authorities, Cork, Dublin and Galway City Councils and Dún Laoghaire-Rathdown and Fingal County Councils, did not record processing percentages greater than 47%.

3. Detailed Findings

Housing (H1 to H6)

As set out in the 2016 Performance Indicator Report, subsequent to the validation exercise carried out by NOAC, issues emerged in relation to the data provided for the H1 (housing stock) and H2 (housing vacancy) indicators. Following a detailed assessment of the data, NOAC made the decision not to publish these indicators for 2016 and instead to focus on a redesign of the indicators for 2017 to better align with the priorities identified in the Government's housing strategy - Rebuilding Ireland, which was introduced in July 2016. In that context, a comparison between the 2016 and 2017 performance indicator data for the H1 indicator is not possible.

One of the key indicators that NOAC review every year is the social housing stock level in local authorities. This is housing stock that is owned by local authorities and is added to each year through local authority build and acquisition programmes. From a performance management perspective, the management of housing stock is a key function of local authorities for assessment. In that context, NOAC has developed an indicator which looks at the stock level in local authorities, the additions to that stock in the review year and of course any reduction in stock levels during that year as well. This gives an overall view of the movement and management of local authority housing stock and the activity of local authorities in that year, adding to the housing stock.

Local authorities therefore play a key role in implementing Rebuilding Ireland – in order to meet new and existing housing need.

Notwithstanding this, it must be acknowledged that the local authorities' role in meeting housing need does not have to be only in providing accommodation support directly (building and buying). Local authorities play a key role in managing and

steering the delivery of housing supports by other bodies, and play a crucial role in delivering housing supports through other delivery mechanisms such as the Housing Assistance Payment (HAP). As set out in Rebuilding Ireland, delivery of housing supports is now achieved through collaboration between local authorities, approved housing bodies (AHB's) and other entities using both traditional methods of delivery and also more innovative approaches to provision. In that context, while the housing stock of local authorities remains a key focus for NOAC, social housing delivery by other entities must also be acknowledged. This also points to local authorities taking on a more strategic role in managing the delivery of social housing by other bodies and through a range of new delivery mechanisms. In summary, ways to deliver social housing support can be divided into a number of activity strands namely -

- direct local authority activity in increasing their housing stock to provide for households in housing need (i.e. building and buying),
- local authority activity in providing housing units through DHPLG funding streams, which do not form part of the authority's permanent stock, but which meet housing need (e.g. HAP and RAS), and the involvement of local authorities in the provision of housing by AHB's which meet the needs of households on local authority waiting lists by adding to the permanent and leased social housing stock of those AHB's.

From NOAC's perspective, while local authority involvement in the provision of housing support by AHB's is important in respect of the overall objective of meeting housing need, from an oversight and audit perspective, the direct activities of the local authority, particularly in increasing permanent housing stock, is of key consideration. Table 2 shows the dwellings

provided by both local authorities and AHB's under the various social housing schemes funded by the DHPLG. Tables 3 and 4, which follow, break down the build and acquisition delivery in 2017 by local authorities and AHB's. The full table broken down by individual local authority functional area is set out in Appendix 2 Section 12.

Table 2 – Total Social Housing Output 2017

Total New Build	Total Acquisition	LA Voids	Leasing	RAS	HAP	Overall Totals
2,297	2,214	1,757	827	890	17,916	25,901

Source: Department of Housing, Planning and Local Government

Note: Provision is also made through the Social Protection Vote for the supplementation of the cost of renting accommodation by certain households.

Table 3 – Total Social Housing *Build* Output 2017 by local authority and AHB

LA New Build	AHB New Build	Part V – New Build (LA & AHB)	Total New Build
1,014	761	522	2,297

Table 4 – Total Social Housing *Acquisition* Output 2017 by local authority and AHB

LA Acquisition	AHB Acquisition	Total Acquisition
1,454	760	2,214

The housing needs of some 26,000 households were therefore met in 2017 through a variety of delivery mechanisms and by a number of entities including local authorities and AHB's. Focusing on local authority delivery, in so far as it adds to local authority permanent stock, a total of 2,468 additional social housing stock units were provided in 2017, as recorded by DHPLG. This was in addition to Part V units. Of this number, 1,014 were built by local authorities with the balance of 1,454 units purchased by local authorities on the open market.

As can be seen by a comparison of DHPLG output figures for local authorities to figures recorded by local authorities for additions to

stock in 2017, there is some variation in respect of 22 authorities². There are a number of valid reasons for these differences including –

- Part V Units which are recorded differently by local authorities and DHPLG;
- Local Authority Mortgage to Rent units, and Repossessed or Voluntarily Surrendered units which appear in local

² Clare, Cork, Donegal, Dún Laoghaire-Rathdown, Fingal, Galway, Kerry, Kilkenny, Laois, Longford, Louth, Meath, Monaghan, Offaly, Sligo, South Dublin, Tipperary, Westmeath and Wicklow County Councils, Limerick City and County Council, and Cork and Galway City Council's.

authority stock figures but not new output in DHPLG figures;

- Units purchased from local authority own resources which DHPLG may not have been advised of;
- Units inadvertently omitted from previous local authorities returns that are reconciled in DHPLG figures laterally;
- Units which were inadvertently incorrectly counted by DHPLG as output due to a change in the categorisation of turnkey units from acquisitions to new build for 2017, and
- In one case an incorrect quarterly return inadvertently submitted to DHPLG, the units contained in which will have to be reconciled by DHPLG as part of their 2018 output statement.

While comparison to 2016 output is not possible, comparison between similar local authorities in terms of delivery in 2017 is useful. The following section will look at two groupings in particular – delivery by the 6 large urban authorities and delivery by all urban/city authorities and authorities in the Greater Dublin area (GDA) where there is the highest level of housing need. Before looking at specific authorities it is worth drawing attention to the one comparison to 2016 that is possible from the data submitted by local authorities. The indicator data includes figures from the local authorities of –

1. The number of dwellings in the ownership of the local authority at end 2016, and
2. The number of dwellings in the ownership of the local authority at end 2017.

Nationally this shows an increase in local authority housing stock of 1.5% when new units added to stock, and demolitions and sales of dwellings (reduction in stock numbers) are taken into account. In 2017

local authorities had 133,394 dwellings in their ownership, an increase on the 131,375 dwellings of 2016. All but one local authority (Wicklow County Council) showed a net increase in stock numbers at end 2017. Wicklow County Council did however record reasonably significant numbers of dwellings sold in 2017 (23 units). The biggest proportional increase in net stock numbers was recorded by Monaghan County Council (6.7%) with the lowest increase in net stock number recorded by Galway City Council (0.04%). Local authorities recorded the sale of 348 units of stock in 2017 with all but 2 local authorities (Cork and Leitrim County Councils) showing some, if small, sale activity. Dublin City Council had by far the highest number of property sales in 2017, 54 local authority owned dwellings. Only 6 local authorities demolished dwellings in 2017; a total of 197 dwellings were demolished in 2017. Not unexpectedly the majority of these dwellings were in Dublin City Council (148), Limerick City and County Council (21) and Cork City Council (16) all of whom have active regeneration projects.

Table 5 shows the direct local authority social housing output, including void units brought back into productive use by local authorities, published by DHPLG in respect of the 6 large urban authorities. These 6 authorities account for 40% of direct local authority social housing delivery in 2017. Dublin City Council accounted for by far the largest proportion of the output from these 6 authorities – nearly 62%. Dublin City Council had the highest output in each of the categories with Fingal County Council the second highest but still a significant margin behind Dublin City Council. Galway City Council recorded the lowest direct output of the 6 urban authorities.

Table 5 – Direct social housing output by 6 large urban authorities 2017

Local Authority	Built Units	Acquisitions	Void Units	Total
Cork City Council	33	34	81	148
Dublin City Council	295	217	543	1,055
Galway City Council	0	7	11	18
Fingal County Council	99	52	121	272
Dún Laoghaire Rathdown County Council	38	17	31	86
South Dublin County Council	0	40	87	127
Total	465	367	874	1,706

Table 6 shows the direct local authority social housing output by all urban/city authorities' and authorities' in the Greater Dublin area (GDA). These 12 authorities account for 54% of direct local authority social housing output

in 2017. After Dublin City Council, Limerick City and County Council has the largest number of units built by a local authority and Kildare County Council the largest number of units acquired in 2017.

Table 6 - Direct social housing output by city authorities, large urban authorities and authorities in GDA 2017

Local Authority	Built Units	Acquisitions	Void Units	Total
6 large urban authorities	465	367	874	1,706
Kildare County Council	28	108	8	144
Limerick City and County Council	111	40	13	164
Louth County Council	25	17	7	49
Meath County Council	16	44	52	112
Waterford City and County Council	4	41	52	97
Wicklow County Council	0	12	11	23
Total	649	629	1,017	2,295

With the ever increasing demand for suitable social housing accommodation to meet housing need, the management of vacant properties within local authorities has never

been more important. Minimising housing vacancies is a key action in the Government's housing strategy Rebuilding Ireland and local authorities have benefitted from a concerted

programme, and targeted funding, from the Department of Housing, Planning & Local Government, to achieve that outcome.

In that context NOAC, year on year, looks at the number of dwellings in a local authority's overall stock that were not tenanted as of 31 December 2017. The overall percentage of local authority stock that was vacant at the end of 2017 was just 2.72%.

As can be seen in the data in Table H2, the proportion of the stock vacant at end 2017 was less than the national average in the case of 17 local authorities. Included among the 17 are Limerick and Waterford City and County Council, South Dublin, Cork, Kildare, Kilkenny and Westmeath County Councils. The lowest vacancy rate was in Westmeath County Council at 0.43%, followed closely by South Dublin County Council at 0.44%. The highest level of vacancy was again in Leitrim County Council at 5.86%. Thirteen local authorities had a vacancy rate of less than 2%. On the other hand only 5 local authorities had a vacancy rate higher than 4%. The total number of vacant dwellings at end 2017 was 3,631.

NOAC has previously noted that a key action in the Government's Rebuilding Ireland - Action Plan for Housing and Homelessness is to achieve the refurbishment and re-letting of vacant social housing units with minimal delay in line with best asset management practices. This is stated to involve adopting a national re-letting performance standard across all local authorities, a preventative maintenance approach to housing stock management, greater focus on the roles and responsibilities of tenants and funding mechanisms structured to incentivise swift turnaround, consistent standards and be pro-active.

The national average re-letting time from the date the tenant vacated the dwelling to the date of the first rent debit in 2017 was 28.91 weeks and the average re-letting cost was

€17,106.60. The average re-letting time has dropped significantly since 2016 while the average re-letting cost has increased.

Table H3 shows that average re-letting times were less than 20 weeks for Dún Laoghaire Rathdown, Kilkenny, Laois, Longford, Louth, Mayo, Monaghan, South Dublin, Westmeath, and Wicklow County Councils and Dublin City Council. Westmeath County Council had the shortest average re-letting time of 6.8 weeks. Seven local authorities reduced their average re-letting time by more than 10 weeks including Mayo and Longford County Councils, and Cork City Councils each of which saw reductions of over 30 weeks. Sligo County Council's average re-letting time was the longest nationally at almost 78 weeks. Sligo County Council commented that 32 properties that were vacant during the years 2010-2015 inclusive have skewed the overall reletting time. The number of days these properties have been vacant has added significantly to this average time. These properties have now been brought back into productive use under the voids and derelict voids schemes so there should be a reduction in the Council's average re-letting time evident in the 2018 Report.

Local authorities are asked to provide figures relating to all re-let dwellings during the year, including any that required substantial refurbishment work due to dereliction – the only re-lettings that do not have to be included are those where the vacancy was due to the inclusion of the dwelling in an estate-wide refurbishment scheme. The reduction in the national average re-letting time in 2017 is likely a result of the return of an increasing number of long-term voids to occupation in 2016 arising from the Department of Housing, Planning and Local Government's Vacant Properties (Voids) Programme as referred to in NOAC's report Review of Management and Maintenance of Local Authority Housing published in 2017.

A comparison of average re-letting times for the six main urban authorities of Cork, Dublin

and Galway Cities, Dún Laoghaire-Rathdown, Fingal and South Dublin County Councils reveals major variations in both the average re-letting times and costs. The detailed findings for each of these authorities are set out in Table 7. South Dublin and Dún Laoghaire-Rathdown County Councils had low re-letting times of 10.1 weeks and 15.5 weeks respectively.

The two other Dublin authorities averaged 23.75 weeks (Fingal) and 18.93 weeks (Dublin City). In respect of Fingal this marked an increase of over 5 weeks in average re-letting time. Galway City Council was considerably longer at 46.79 weeks (a slight increase on the 2016 figure) and Cork City Council's average re-letting time was the longest of the large urban authorities at just over 61 weeks. This does, however, represent a significant reduction in re-letting time for Cork City Council (a reduction of nearly 50 weeks from nearly 111 weeks in 2016).

Average re-letting costs rose for 22 authorities. Included amongst those 22 authorities were the majority of the large

urban authorities. However, decreases in costs were noted for Dublin City Council, Waterford City and County Council and Cork and Galway County Councils.

In respect of costs, again focusing on the large urban authorities, the re-letting cost is lowest in Dún Laoghaire-Rathdown and Fingal at €15,284 and €15,721 respectively. This is, however, an increase in the cost of re-letting properties for both authorities since 2016. Expenditure on re-let units averaged between €18,570 and €25,499 for South Dublin County Council, Galway and Dublin cities and Cork City was again higher at €29,558. Indeed Cork City Council recorded the highest level of average re-letting costs nationally, with Waterford City and County Council recording the lowest average cost (€5,316.11).

The proportion of the stock in these urban authorities re-let during the year varied from Galway City Council's 1.6% (39 units) to Dublin City's 3.5% (876 units). Roscommon County Council recorded the highest proportion of the stock re-let during the year nationally at 7.3% (103 units).

Table 7: Average re-letting times and costs of urban authorities

Key: Change since 2016 ↓ decrease in re-letting time/costs ↑ increase in re-letting time/costs

Local Authority	Unit Re-letting Time		Unit Re-letting Cost		No. of Units re-tenanted
Cork City	61.3 weeks	↓	€29,558	↑	182
Dublin City	18.93 weeks	↓	€18,570	↓	876
Galway City	46.79 weeks	↑	€25,499	↑	39
Dún Laoghaire-Rathdown	15.5 weeks	↑	€15,284	↑	121
Fingal	23.75 weeks	↑	€15,721	↑	95
South Dublin	10.1 weeks	↓	€20,765	↑	182

Expenditure on repair and maintenance of local authority houses, set out in Table H4 averaged almost €1,312 per house in 2017, a decrease on 2016 when maintenance expenditure averaged €1,506. The figure was less than €1,000 for 15 authorities, with the three lowest being Sligo at €366, followed by

Offaly at €458 and Cavan at €478. The highest average maintenance cost was Dublin City Council at €2,592 (a reduction on average maintenance costs in 2016), followed by Louth County Council at €1,627 and Kilkenny County Council at €1,573.

The data shows that the inspection rate of registered tenancies continues to be low at just under 5%, a marginal increase on the rate of 4.4% recorded in 2016. The number of inspected dwellings that are found not to be compliant with the Standards Regulations continues to be high at 79% or 12,901 dwellings. Only two local authorities bucked this trend with failure rates of less than 50% – Cavan and Wicklow County Council with 17.71% and 9.16%, respectively, of inspected dwellings not compliant with the standards regulations. Local authorities have advised that the number of non-compliant dwellings that became compliant in 2017 was 3,329, again a significant reduction on 2016.

The number of homeless adults in emergency accommodation at the year-end (Table H6) has risen since 2016 to 5,263 persons. This is an unwelcome statistic which continues a trend of increase in long-term homeless adults since NOAC began reporting on local authority performance indicators in 2014. The long-term nature of the homelessness also increased in 2017, both absolutely and as a percentage of the number at year-end, with 2,862 of these individuals having been continuously or cumulatively in emergency accommodation for at least half of the year. A concerning statistic emerging is the substantial increase in the number of long

term homeless adults in some rural counties. Increases in the number of these adults in Wexford and Louth County Council in 2017 are particularly striking in this year's data. The only slight positive to be drawn from these statistics is that in 2017, as well as Leitrim and Roscommon County Councils, Cavan County Council had no adults in emergency accommodation at the end of the year; in 2016 it was only Leitrim and Roscommon.

Table 8 looks at the long term homeless adults in the city authorities in particular. These authorities would traditionally have counted the largest proportion of homeless adults and household; in particular the 4 authorities in the Dublin region on behalf of whom Dublin City Council make a joint return. Across the board there has been an increase, on 2016 figures, in the number of adults classed as homeless and in emergency accommodation (as recorded on the Pathway Accommodation & Support System (PASS) on 31.12.2017). In relation to the number of homeless adults in emergency accommodation for longer than 6 months, only Cork City Council has been able to buck the trend of the other city authorities, and reduce their number in comparison to 2016.

Table 8: Long-term Homeless Adults

Local Authority	Adults classed as homeless & in emergency accommodation 31.12.17		Adults on 31.12.17 who had been in emergency accommodation +6 months	
Cork City	240	↑	54	↓
Dublin City	3,489	↑	2,167	↑
Galway City	200	↑	83	↑
Limerick City & County	257	↑	98	↑
Waterford City & County	101	↑	64	↑

Roads (R1 to R3)

For 2017 the roads condition indicator was amended in respect of the proportion of road condition surveyed within a specified period and the road works indicator is no longer confined to works funded by grants.

NOAC publishes the Pavement Surface Condition Index (PSCI) data, which is compiled under the guidance of the Department of Transport, Tourism and Sport, as outlined in the section dealing with data verification and validation. The data in Tables R1 to R2 relate solely to regional and local roads and does not include national routes for which responsibility is shared with Transport Infrastructure Ireland. The published PSCI ratings in Tables R1 show the proportion of roads that fall within the grouped condition categories of

- 1-4 (some to severe structural distress),
- 5-6 (surface defects, localised distress),
- 7-8 (surface defects) and
- 9-10 (no defects or less than 10% defective).

As the 6³ large urban authorities have a proportionally small amount of regional and local roads network, NOAC has focused its examination of the data on the other 25 authorities.

For this report the indicator relating to regional roads was amended to record the percentage of regional road kilometres that received a PSCI rating in the 24 month period prior to year-end instead of just during the year 2017. Due to this change a comparison cannot be made to last year's data.

Regional roads are the arteries that connect many parts of the country.

3 authorities surveyed 100% of their regional roads in the 24 month period to end 2017,

³ Cork City, Dublin City, Galway City, Dún Laoghaire-Rathdown, Fingal and South Dublin County Councils.

with 14 authorities having successfully surveying over 90% of the regional road network in their functional area. Meath had the lowest proportion of regional roads surveyed at 22%.

Longford County Council had no regional roads that fell into the lowest PSCI rating 1-4, with Cork County having the highest proportion of regional roads in this category at 16%.

All local authorities had a percentage of regional roads that fell into PSCI rating of 5–6, 7–8 and 9–10.

In respect of PSCI rating 5–6 (surface defects, localised distress) Westmeath County Council had the lowest percentage of regionals roads given this rating (7%) with Cavan County Council having the highest percentage of its regionals roads given this rating (40%).

In respect of PSCI rating 7–8 (surface defects) Roscommon County Council had the lowest percentage of regionals roads given this rating (at 27%) and Longford County Council had the highest percentage of its regional road given this rating (74%).

In respect of PSCI rating 9–10 (no defects or less than 10% defective) Cork County Council had the lowest percentage of regionals roads in this category (8%) and Roscommon County Council had the highest percentage of its regional roads given this rating (49%).

Table 9 below sets out the authorities with the highest proportion of their regional roads in the poorest rating category.

Table 9: Regional Roads PSC Rating 1-4 (Structural Defects)

Cork County	16%
Monaghan	15%
Laois	10%
Wexford	10%

**Table 10: Regional Roads PSCI Rating 9-10
(Little or no Defects)**

Roscommon	49%
Westmeath	48%
Waterford City & County	46%
Meath	46%
Kerry	45%

Table 10 above shows those authorities (excluding the 6 large urban authorities) with the highest proportion of their regional roads having few or no defects.

It is recognised that cross authority comparisons of performance indicators can represent a challenge, having regard to the variation in characteristics, geographic, topographic and socio-economic factors, population distribution, resource availability and local service prioritisation. However, in previous reports NOAC has suggested that local authorities identify comparators that may be appropriate in the case of specific indicators, with a view to sharing learning and best practice.

An example of such a comparison is set out in Table 11, which indicates the variation in the quality of the road network in six of the larger rural authorities; looking in particular at the worst and the best of the regional road network.

- Cork County Council has the highest proportion of roads in the country with structural distress at 16% and the lowest proportion with few or no defects at 8%
- Donegal County Council had the lowest proportion of roads with structural distress at 2%; and
- Kerry County Council's proportion of the road network with few or no defects is the highest at 45%.

For the 2017 report the indicator in respect of local road conditions was also amended to record the percentage of local primary road kilometres that received a PSCI rating in the 24 month period prior to end 2017 instead of just during the year 2017. Due to this change a comparison cannot be made to last year's data.

Table 11: Proportion of Regional Roads in Categories 1-4 and 9-10

Comparison between selected authorities

Local Authority	Category 1-4 (Structural Distress)	Category 9-10 (Few or no Defects)
Cork County	16%	8%
Donegal	2%	37%
Galway County	7%	25%
Kerry	4%	45%
Mayo	5%	26%
Wexford	10%	20%

As with regional roads, local primary roads also represent a very important part of the local road network. The guidance from the Department of Transport, Tourism and Sport requires that local primary roads be surveyed every two years. The proportion of such roads surveyed to date exceeds 90% for 13 authorities. In the case of 5 authorities, Laois, Leitrim, Longford, Louth and Meath County Councils, less than 50% of local primary road kilometres were surveyed and received a PSCI rating in the 24 months to the year-end 2017.

As mentioned in last year's report, local authorities indicated surveying of some

tertiary roads was difficult or impossible due to their condition preventing vehicular access, so an outturn of 100% is not likely to ever be achieved in respect of these roads for the majority of authorities. For this report the percentage of tertiary roads that received a PSCI rating in the 60 months to the year end 2017 was recorded. This is different to the 2016 report when it was recorded if these roads had ever had a survey completed. Carlow and Monaghan achieved the highest proportion of their tertiary road network receiving a PSCI rating (over 90% of the network) and Kildare County Council recorded the lowest proportion on the network at 20%.

Table 12: Improvement and Maintenance Expenditure 2017

Kilometres of regional road strengthened during 2017	329.1
The amount expended on regional roads strengthening work during 2017	€52,699,408
Kilometres of regional road resealed during 2017	379.5
The amount expended on regional road resealing work during 2017	€11,605,908
Kilometres of local road strengthened during 2017	1,556.80
The amount expended on local road strengthening work during 2017	€114,023,760
Kilometres of local road resealed during 2017	1,767.60
The amount expended on local road resealing work during 2017	€31,864,247

In terms of the road condition for local primary roads, 30% of Cork County's road network and 33% Wexford County's network were structurally distressed. Only 1 authority, Meath County Council, had more than 40% its roads in the best condition with no defects.

The road works indicator is no longer confined to works funded by grants. Table 12 above summarises expenditure under the various road maintenance headings and the full details can be found at Table R2 in Appendix 2.

All local authorities showed an increase in the percentage of motor tax transactions which were dealt with online. The largest increase was by Monaghan at 3.78%, going from 55.80% of motor tax transactions completed

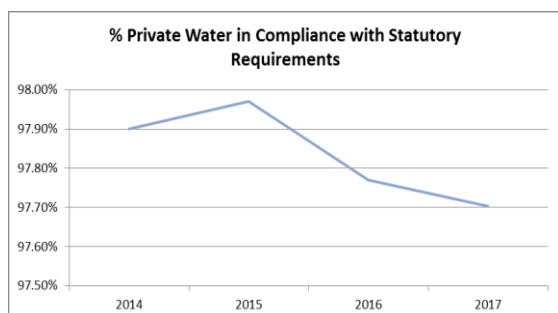
on line in 2016 to 59.58% in 2017, and the lowest increase recorded was by Dublin City at 0.87%.

Although Dublin City has the lowest increase from 2016 to 2017 it has the highest overall percentage of motor tax transactions completed on line at 84.66%. Donegal has the lowest percentage of motor tax transactions completed on line at 50.13% although this has increased by over 3% from 2016.

Water (W1)

Table W1 is the 2017 compliance rate with the requirements of the Drinking Water Regulations. This includes group (public and private) water schemes and small private supplies to which the regulations are applicable. In total, these schemes⁴ serve about 7% of the population.

Figure 1 : % Compliance rate 2014-2017



The trend is shown above in Figure 1 with the detailed compliance shown in Figure 2 below.

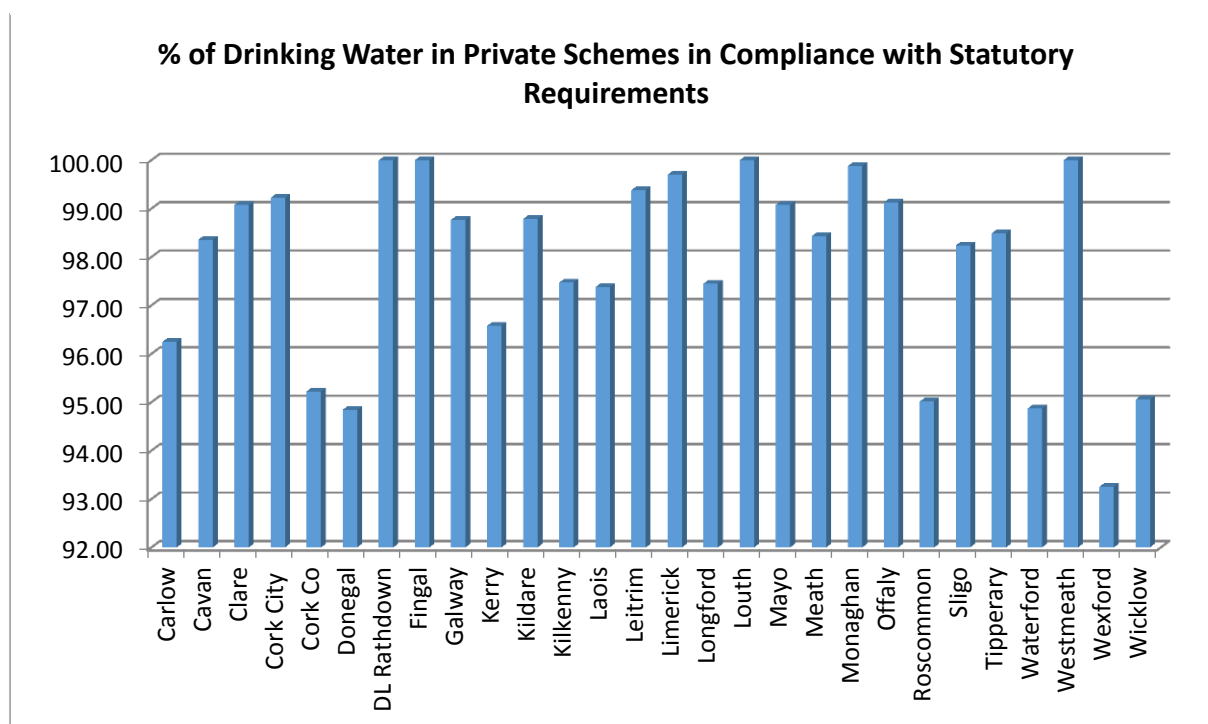
The data was provided by the Environmental Protection Agency (EPA) from water testing results supplied by the local authorities. The compliance rate is calculated as the number of tests that complied with all microbiological, chemical and indicator parameter values as a percentage of the total number of tests carried out on these supplies.

The 2017 results show 19 local authorities improved their compliance rates with the remaining 12 having poorer results compared to 2016. 4 local authorities had 100% compliance on the samples tested.

As in previous years Wexford County Council had the lowest compliance rate of 93.26%. However this is an improvement on its 2016 rate of 92.34%.

In total 58,100 samples were tested in 2017 and overall average compliance rate for the local authorities of 97.70% achieved. This is nearly identical to 2016's overall average compliance rate.

Figure 2

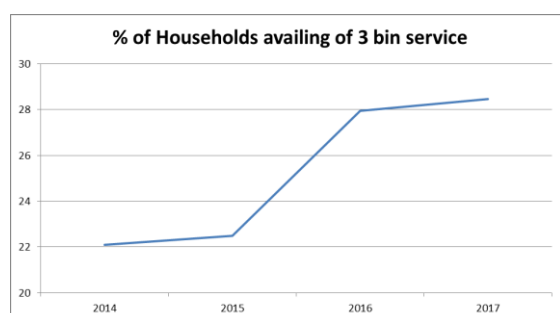


⁴ Group (public and private) water schemes and small private supplies

Waste/Environment (E1 to E3)

Figures 3 and 4 show the number and percentage of households availing of a brown bin collection service, as supplied by the National Waste Collection Permit Office and based on returns by the waste collectors. Since 1 July 2016, the Household Food Waste and Bio-Waste Regulations has required all agglomerations greater than 500 households to have access to brown bin collection service. In 2017, 39.43% of households (based on the 2016 Census) availed of a brown bin service, which was a small increase on the equivalent outturn for 2016 of 37.70%. However, the proportion of household's availing of the service declined in the following 5 authorities: Cork City, Fingal, Leitrim, Mayo and South Dublin County Councils. The highest uptake was in Galway City at 78.97% and Donegal County Council continued to have the lowest uptake at 2% or 1,167 households. The median rate was just 28.46% which represents a slight increase on 2016 of 27.96%. The authorities showing the biggest changes in service usage during the year were Dún Laoghaire Rathdown, with an additional 5,431 households accessing a brown bin service, and South Dublin County Council, with 6,220 fewer households accessing a brown bin service.

Figure 3



As referred to in the 2016 report, the local authority function is to ensure that food waste in the agglomerations to which the Regulations apply is either home composted, brought to an authorised facility for treatment or collected by an authorised waste

collector. This indicator shows the scale of the compliance checking function that arises but not the level of local authority activity in performing the function.

Figure 4

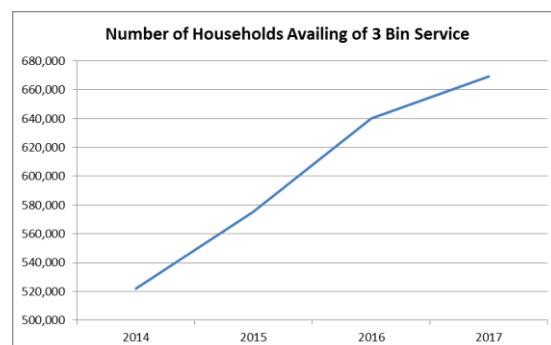
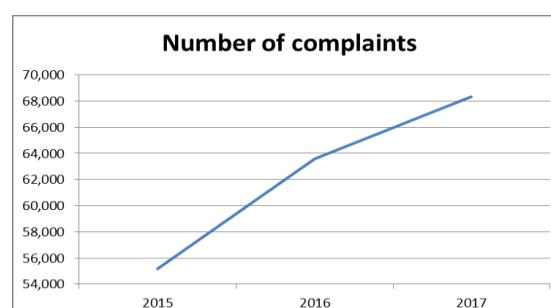


Figure 5 shows that complaints to local authorities relating to pollution rose by 4.57% in 2017. The cases relate to all pollution types, including air, noise, water, litter and waste. Complaints increased for 18 authorities with the most significant being a 27.41% increase in the number of pollution complaints made in Clare. The number of cases closed during the year rose for 20 authorities and by 5.88% nationally. A total of 6,514, or 9.80%, of the 66,491 pollution cases that arose in 2017 were still on hand at the end of the year i.e. they carried over into 2018.

In respect of the above Wicklow and Fingal County Councils confirmed that they record the number of complaints as opposed to cases (there may be multiple complaints relating to just one case). During this year's validation exercise Kerry confirmed there was an error in its 2016 return relating to the total number of cases on hand. The 2016 report recorded this as 24 when in fact the correct figure was 193.

Figure 5



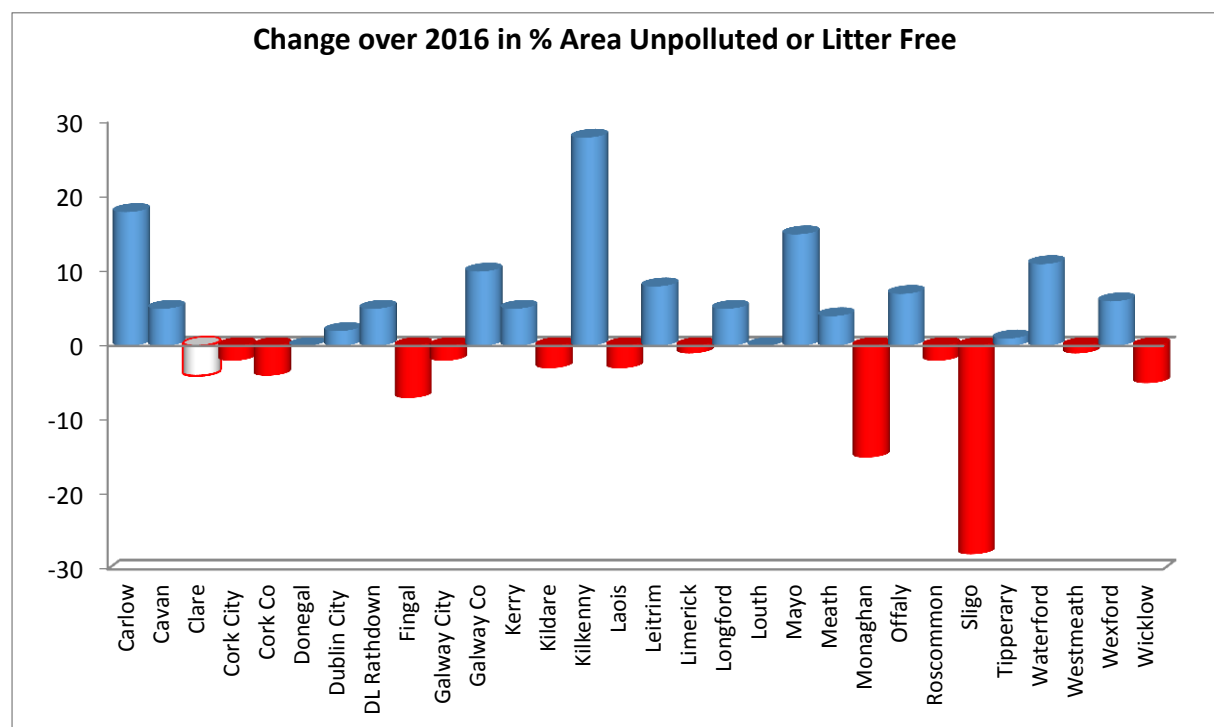
The litter pollution monitoring figures are set out in Table E3. South Dublin continues its position of not participating in the monitoring exercise, which limits NOAC's ability to assess performance in relation to this indicator. Waterford City and County is now included in the 2017 figures.

- Figure 6 shows 15 authorities increased the litter free portion of their counties, the largest being Kilkenny County Council with an increase from 9% litter free in 2016 to 37% litter free in 2017;
- for 12 authorities there was an increase in 2017 in the area of the county classed as moderately litter polluted with Sligo County increasing significantly by 22 percentage points. The remaining authorities showed a reduction in the areas in the county classed as moderately litter polluted

In addition:

- 11 authorities had no areas of significant litter pollution in 2017; and
- 5 of the 30 monitored local authorities had areas of gross pollution however the proportional area was low (between 1% and 4%).
- for 9 authorities there was an increase in 2017 in areas of the county that were slightly litter polluted with Meath and Monaghan County Council's having significant increases of 21% and 23% respectively. The remaining authorities showed a reduction in the areas in the county classed as slightly litter polluted.

Figure 6



Planning (P1 to P5)

The 17,321 new buildings notified to local authorities in 2017 is 34% higher than the number of new building notified to local authorities in 2016. This reflects a welcome and needed increase in construction activity nationally. The number of new buildings that were the subject of a commencement notice declined in 13 authorities during 2017. While there was a 37.52% increase in the overall number of buildings inspected in 2017, 15 local authorities carried out fewer inspections than the previous year and the proportion of notified new buildings that was inspected reduced in 16 of the 31 authorities. As a result Longford and Louth did not meet the minimum 12-15% inspection requirement contained in the September 2016 *Code of Practice for Inspecting and Certifying Buildings and Works*. Nationally, however, just over a quarter of notified new buildings were inspected in 2017.

Dublin City Council again achieved the highest inspection rate of 82.87% in 2017 which was an increase from their inspection rate of 75.13% in 2016. Longford recorded the lowest proportion of inspections at 2.13%. This is illustrated in Figure 7 below.

Figure 7

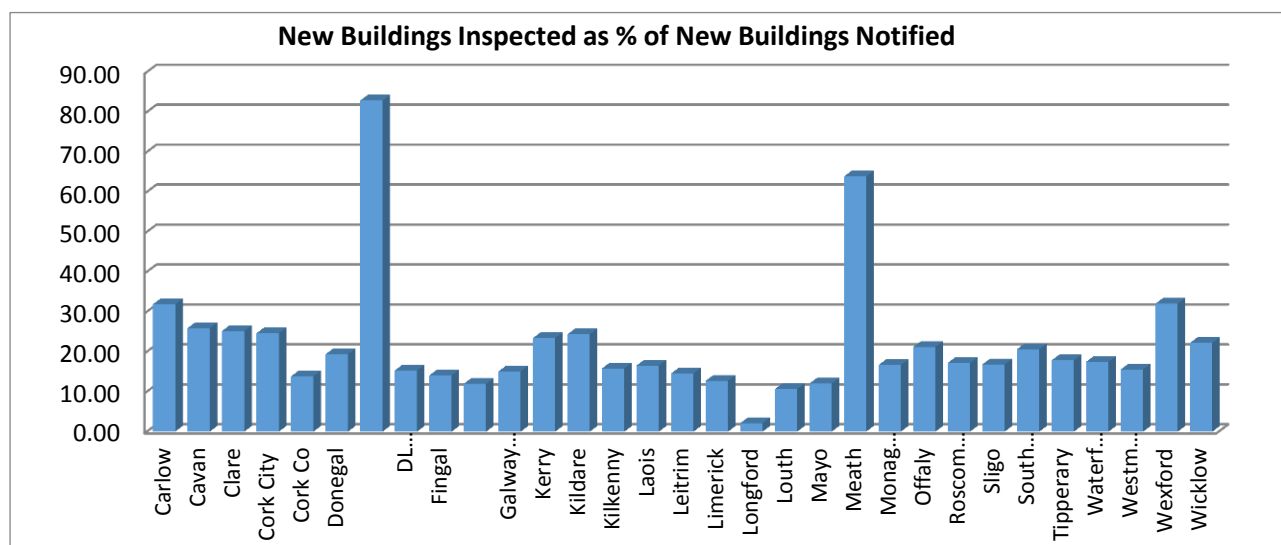
The number of planning appeals to An Bord Pleanála decreased by 1.93%, bringing the total number of appealed decisions in 2017 to 1,423. The overall Bord Pleanála confirmed cases figure of 1,126 in 2016 increased slightly to 1,131 in 2017. The percentage of determinations that confirmed the decision made by the authority decreased for 15 authorities with both Longford and Roscommon noting a substantial drop of 33.33% each from 2016 to 2017.

An Bord Pleanála confirmed, with or without variation, the decisions of Monaghan's planners in all 7 of the decision appealed to the Bord. The two local authorities with the lowest decision confirmation rates were Leitrim and Roscommon at 50% each.

Local authorities investigated 6,549 planning enforcement cases in 2017 that were either referred to them by the public or initiated by the authorities themselves. In 6 authorities the number of cases that were dismissed

- as trivial/minor, or
- without foundation, or
- were closed because statute barred, or,
- an exempted development

decreased. The number of cases that were resolved to the local authority's satisfaction,

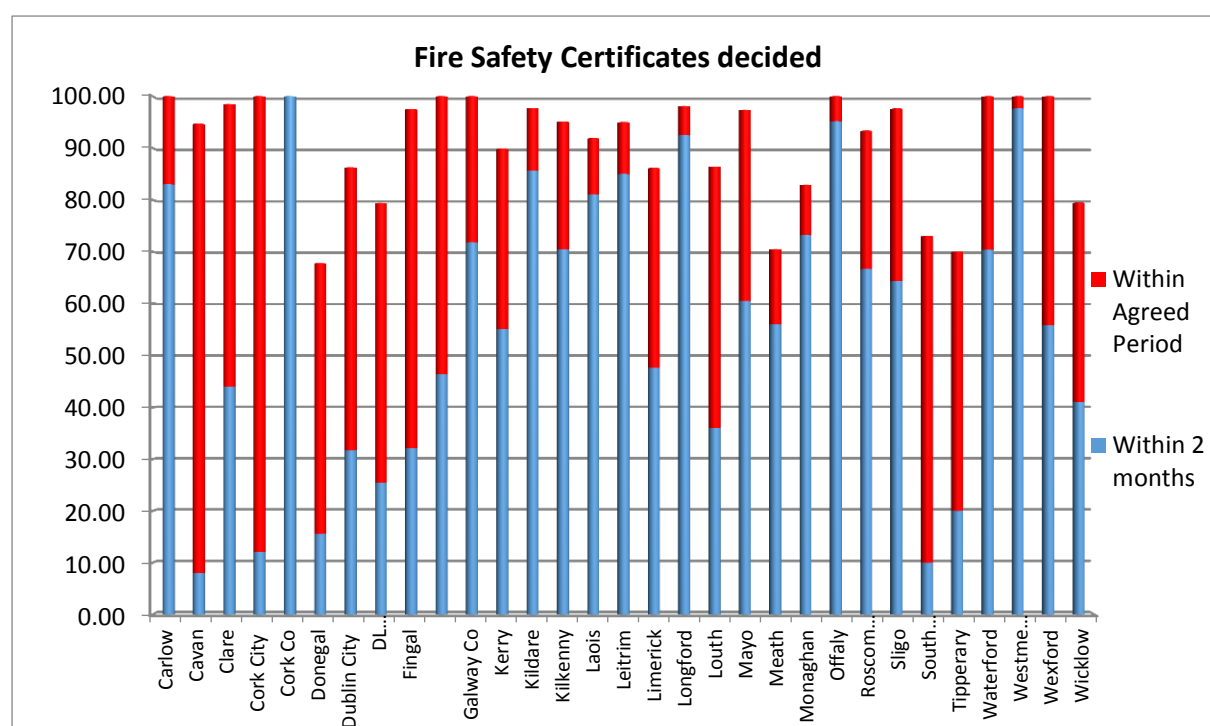


through negotiations, also decreased in 18 authorities, with Louth and South Dublin showing the biggest reduction of over 30% of cases each. The total number of planning cases being investigated at the year-end for all authorities decreased from 16,829 in 2016 to 15,874 in 2017.

The average per capita cost of the planning service in 2017, shown in Table P4, was €28.31, which was only slightly higher than in the previous year. The cost per individual authority ranged from Longford's €38.28 to Cavan's €16.59.

The percentage of applications for fire safety certificates received that were decided within 2 months varies widely between the 31 authorities. 100% of Cork County Council's applications were decided with two months whereas only 10% of South Dublin County Council's applications reached a conclusion within the same time period. Where an extended period was agreed with the applicant South Dublin County Council's percentage of decisions reached 63%. This is shown in Figure 8 below.

Figure 8



For 2017 the data collected in respect of applications for fire safety certificates changed to collect data on the proportion of applications decided within 2 months and within an agreed extended period.

There were 2,973 applications for fire safety certificates received in 2017 by local authorities that were not subsequently withdrawn by the applicant. Leitrim received the lowest number of applications at 20 while, as would be expected, Dublin City received the highest number of applications at 401.

Fire Services (F1 to F3)

The per capita cost figures are based on the populations provided with a first response by each fire authority. These population figures have been calculated from the 2016 Census Small Area Population Statistics, published by the Central Statistics Office on 20 July 2017.

The cost per capita of providing the fire service was higher in 2017 than the previous year in 18 local authorities, including Cork City Council, which again had the highest per capita cost (at €85.67) due to it being the only exclusively full-time brigade.

The three authorities with the lowest costs per capita were Carlow (€30.07) Kildare (€30.48) and Westmeath (€31.36). As in previous years, these figures can have slight anomalies due to costs being attributed to one authority but the population being counted under a different authority that provides a particular service. Also Dublin City, Mayo County and Limerick City and County Councils incur costs in relation to providing regional control centres which would not be replicated in every authority.

The national average per capita cost of providing the fire service in 2017 was €57.74 which represents a slight increase on the 2016 per capita cost of €56.07.

Five of the six full-time brigades improved their average mobilisation times for fires, and 3 of the 6 for emergencies in 2017.

Conversely, only half of the part-time brigades achieved an improvement in mobilisation times. The average mobilisation time is shown in Figure 9 while the average time for the retained service is shown at Figure 10.

Figure 9

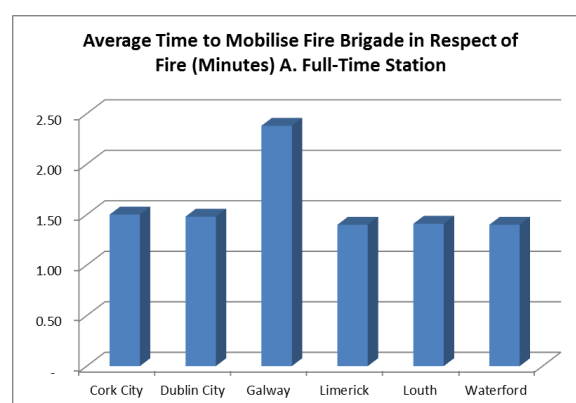
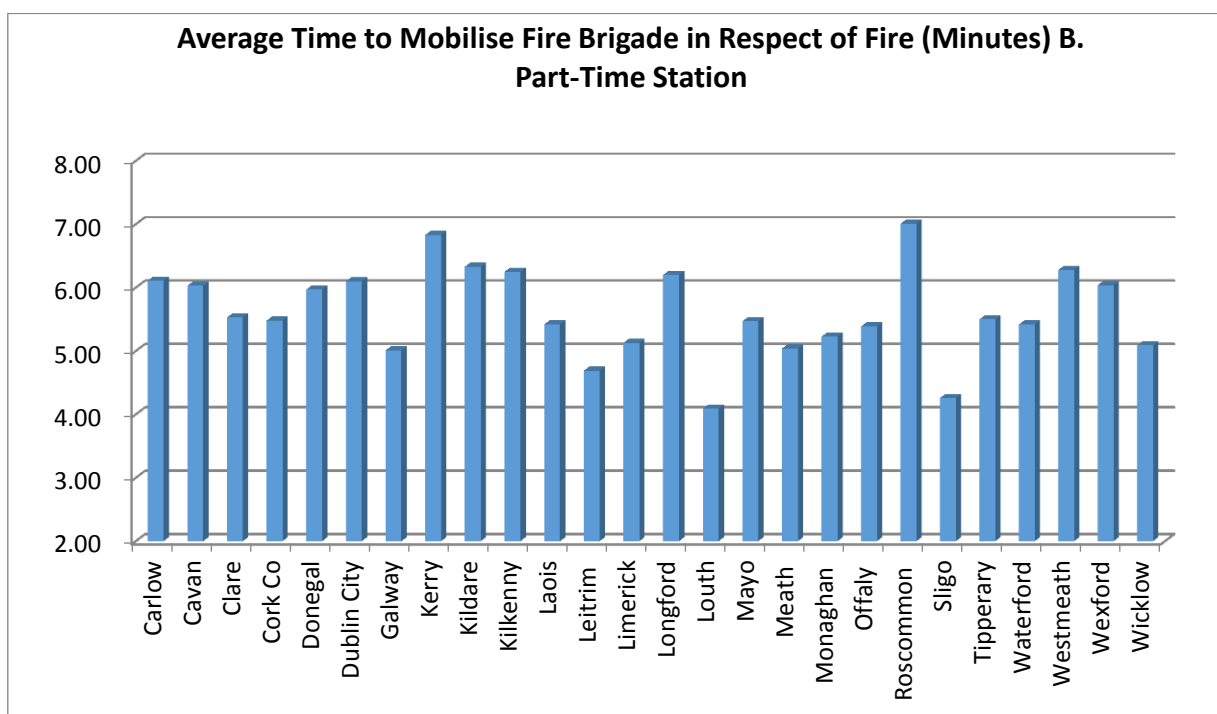


Figure 10



The following is also of note:

- Roscommon County Council had the longest average mobilisation time of 7.01 minutes for fires, although this was an improvement on mobilisation times in 2016; and
- Westmeath had the longest average time for non-fire incidents of 7.7 minutes. Westmeath highlighted at this year's validation visit that day time incidents often skew the response time figures in terms of meeting the 5 minute target, particularly for brigades in Athlone and Mullingar.

Sligo County Council had the quickest part-time brigade average mobilisation time to fires of 4.26 minutes, the same time as 2016 and its mobilisation time for non-fire incidents of 4.10 minutes was 13 seconds quicker than 2016, and the fastest of all the authorities in 2017.

Based on the data in Table F3 the following is notable:

- 12 authorities have increased the number of fires in which the first fire tender reached the scene in less than 10 minutes;
- 12 authorities increased the number of

incidents being attended within 10 minutes; and

- unfortunately, in the case of 16 authorities, the number of fires where first fire tender attendance took longer than 20 minutes also increased. Similarly, there was also an increase in the number of other emergency incidents where it took first fire tender more than 20 minutes to reach the incident in 13 authorities.

During this year's data validation process with the LGMA, Wexford County Council confirmed there was an error in its 2016 return relating to the total number of non-fire cases in which the first fire tender was at the scene within 10 minutes. The 2016 report recorded this as 72 when in fact the correct figure was 27.

There were 23,056 fires attended nationally in 2017 compared to 22,400 fires in 2016, an increase of 2.93%. Other emergency call-outs decreased nationally by 3.18% from 9,700 incidents to 9,392 incidents.

Figures 11 and 12 show the average response time for attendance and fire and non-fire incidents.

Figure 11 and 12



Library Service (L1 and L2)

New guidelines issued to authorities for 2017 instructed authorities to exclude reserves and renewals in relation to physical items borrowed from the library. Due to this change comparative analysis between 2016 and 2017 data in respect of this indicator will not be undertaken in this report.

Kilkenny notified NOAC that its IT system was unable to exclude renewals for the month of January however this was rectified for the following months of 2017.

As well as the number of visits to libraries per head of population in 2017, Table L1 shows the number of items borrowed during the year to better illustrate the extent of the usage of services offered by libraries. In addition to books, magazines, CDs and DVDs issued to borrowers, the figures include items accessed online through services such as ProQuest, Mango Languages, E-Books, E-Audio Books, etc. and magazine reports downloaded to an app or read on a web browser. This is illustrated at Figure 13.

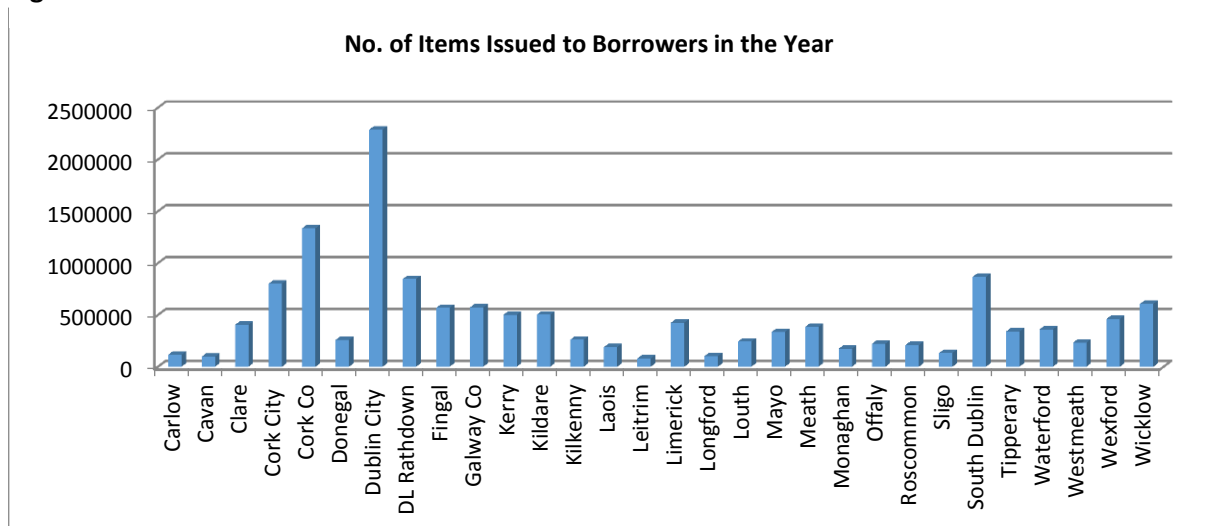
Overall, the average number of library visits per head of population was 3.56, a decline on the 2016 average of 3.61. Cork City Council's visitor numbers were the highest for all authorities at 6.01 which was a slight

decrease on 2016 (6.2 per head of population) and Louth County Council was again the lowest at 1.94, though this is an increase on its 2016 outturn of 1.84 visits per head of population.

The overall per capita cost of operating the library service increased in 2017 to €31.00 per capita from €30.05 per capita in 2016. Leitrim spent the most per head on its library service at €49.68 while at the same time recorded a decrease in the number of library visit per head of population. Although Cork City spent considerably less than last year, €37.09 in 2017 as compared to €57.47 in 2016, it still recorded the highest number of visits per head of population of all authorities. Interestingly even though it reduced spend by 35.46% the number of visits per head only decreased by 3%.

During this year's validation exercise Mayo confirmed there was an error in its 2016 return relating to the cost recorded for the operation of the Library and Archival Service in the county. €2,270,000 was stated in the 2016 report as the cost of the service but this figure should have been €3,123,139 giving an actual spend per capita of €23.94 instead of the reported €17.39. Based on these amended figures Mayo did not have the lowest cost per capita for 2016, it was in fact Galway County Council at €17.58.

Figure 13



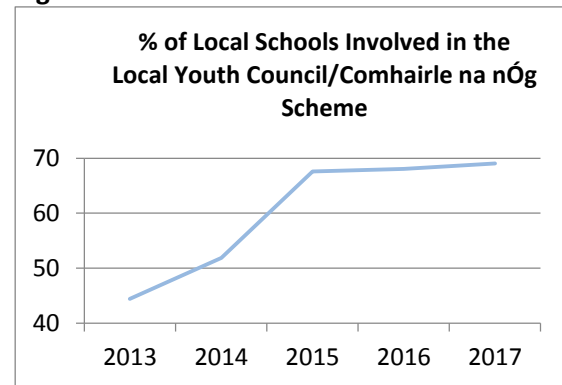
Youth/Community (Y1 and Y2)

Table Y1 shows that 5 authorities achieved 100% involvement in the local youth council scheme in 2017, which is a regrettable decrease from 7 authorities in 2016. An attendance rate of less than 50% arose only in Cork City, Cork County, Dublin City and Meath. Cork County recorded the lowest attendance rate at 37.50% which is only slightly higher than the 35.59% it achieved in 2016. Meath noted the largest decrease in the attendance rate from 2016, dropping 38 percentage points to 47.62% with Louth recording the largest increase in the attendance rate of 28 percentage points, up to 94.74%.

The total number of secondary schools in the country participating was 3 higher in 2017, at 717 with the number of schools represented at the Comhairle na nÓg AGM increased to 495 from 486 in 2016. Meath showed the largest reduction in the number of schools represented at the Comhairle na nÓg AGM dropping from 18 in 2016 to 10 in 2017.

Limerick City and County had the largest reduction (5) in the number of secondary schools participating in the functional area of the authority and Kildare recorded the largest increase in the number of secondary schools participating in the county - an additional 8 schools.

Figure 14

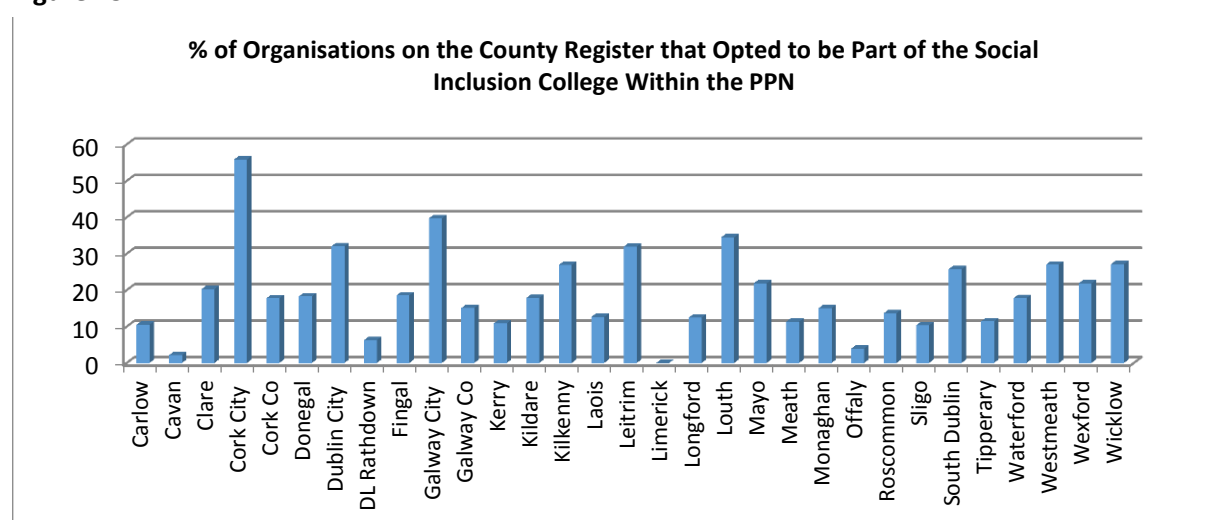


The number of organisations on the County Register for the Public Participation Network (PPN) at the end of 2017 was 11.87% (13,329 organisation) higher than in 2016. 2,264 of these registered for the first time in 2017 and 2,365 of the organisations (17.74%) opted to be part of the Social Inclusion College within the Network. This proportion was lower than the corresponding figure for 2016 (19.17%).

During this year's data validation exercise with the LGMA, Offaly County Council confirmed there was an error in its 2016 return relating to the total number of organisations that registered for the first time. It included 6 in its return where the correct number was 248.

Limerick City and County Council confirmed it encountered challenges in 2017 that resulted in its inability to return PPN figures (see Figure 15) for the year and are striving to address these issues for 2018.

Figure 15



Corporate (C1 to C4)

As indicated in Table C1, total whole-time equivalent staff employed by the local authority sector at the end of 2017 was 27,380.22. This represents an increase of 1.94% or 521.77 staff since 2016.

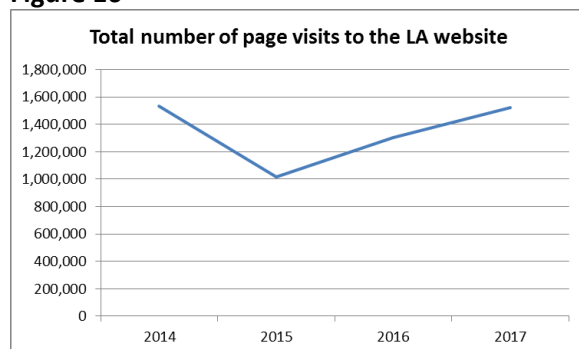
Notwithstanding the overall increase in numbers nationally, staff numbers reduced in the following 7 authorities over the course of 2017: Cork and Galway City Councils, Waterford City and County Council, and Galway, Kerry, Monaghan and Offaly County Councils.

The overall medically certified paid sick leave rate for the sector in 2017 was 3.78% representing a slight increase on the 2016 rate of 3.76%. The self-certified paid sick leave rate was 0.38%, the same as 2016.

Leitrim had the highest certified sick leave rate of 4.77% and Offaly had the lowest rate of 2.61%. This is an improvement on Offaly's previous year's rate of 3.62%. In 2017, 21 authorities exceeded their 3.5% public sector sick leave target. The following 10 authorities met the 3.5% public sector target: Cavan, Clare, Cork City, Longford, Monaghan, Offaly, Sligo, Tipperary, Westmeath and Wicklow.

As indicated in Table C3, total page views of local authority websites in 2017 amounted to 69.68m, which amounts to an average of 14.63 page views per head of population. This represents an increase of 17.80% on 2016. The average for 2014-2017 is shown on Figure 16

Figure 16



Total social media users at end 2017 were 1.70m which, if unique users, would equate to 35.78% of the population. This is an increase on the 2016 rate of 24.43%. Mayo reported the highest number of page views per head of population and Waterford City and County Council, as with 2016, reported the greatest number of social media followers relative to its population. The Average is shown on Figure 17

Figure 17

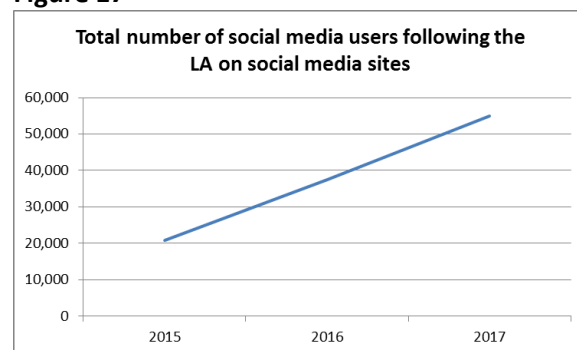
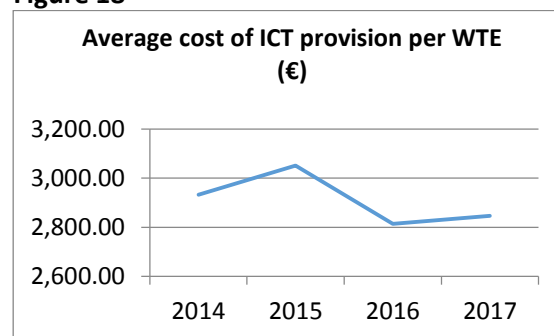


Table C4 also shows the cost of ICT provision in 2017 per whole-time equivalent staff member of the council. The lowest cost was recorded by Cork City Council at €1,883.18 per whole-time equivalent staff member and the highest was Dún Laoghaire Rathdown at €4,650.80.

The national average cost in 2017 was €3,048.41 per whole-time equivalent staff member and the median was €2,846.00, which is higher than the average and median values for this indicator in 2016, see Figure 18. The overall cost of ICT in local authorities in 2017 was €94.5m, an increase of €4m over spend on ICT by local authorities in 2016.

Figure 18

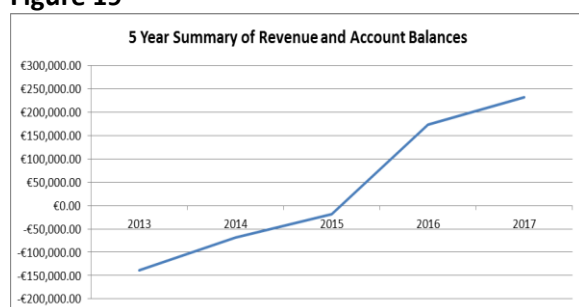


Finance (M1 and M2)

Figure 19 shows a summary of the Revenue Account balances for the years 2013 to 2017. However, in nearly all cases figures relating to 2017 are provisional, as the audited figures from the Local Government Audit Service were not yet available when the performance indicator data was supplied.

The same 13 authorities as in 2016 had a deficit on the Revenue Account at the year-end 2017. Of these 13, Mayo and Monaghan increased their deficit balance from 2016 by €599,456 and €158,291 respectively. Dublin City decreased its surplus by €2,861,342, however its year-end balance for 2017 was an overall surplus of €23,240,144.

Figure 19



Viewing the cumulative deficits and surpluses as a percentage of total income in 2017 shows that all but 4 of the deficits represent less than 5% of the total income of the respective council. Donegal and Offaly County and Waterford City and County Council's deficits are between 5% and 7% of total income and Sligo has a significant deficit of 33.77% of the Councils total income. This is however a welcome reduction on Sligo's 2016 figure of 37.38%.

The final column in Table M1 shows the Revenue Expenditure in 2017 per head of population within the local authority. The median per capita expenditure was €803.16 and the average was €897.89. The lowest was Meath at €534.19 and the highest was Limerick City and County at €1,813.78.

Local authority revenue collection rates in Tables M2(a) to M2(c) are based on the amount collected relative to the amount levied for the year. Pre-existing arrears are added to this figure. The following items are then deducted:

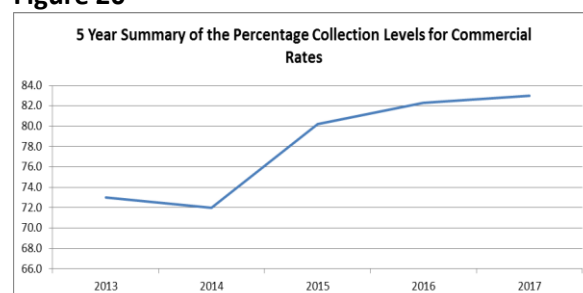
- Write offs and waivers;
- in the case of rates, vacant property adjustments and specific doubtful arrears to include accounts in examinership/receivership/liquidation where no communication has been received; and
- Vacancy applications pending and not yet decided at year end.

Figure 20 shows the *commercial rates* collection levels for the five years from 2013 to 2017. The following 5 authorities had a reduction on their 2016 collection levels:

- Cavan;
- Laois;
- Offaly;
- Roscommon;
- Waterford City and County.

Fingal had the highest collection performance at 96.10% of commercial rates collected and Donegal had the lowest collection performance at 74.30% collected. Louth had the greatest improvement in collection rate from 68% in 2016 to 75% in 2017. Conversely, Roscommon had the largest reduction in rate collection performance from 91% in 2016 to 83% in 2017. The average rate collection level in 2017 was 83.60%, which is an improvement on 2016 of 82.50%.

Figure 20

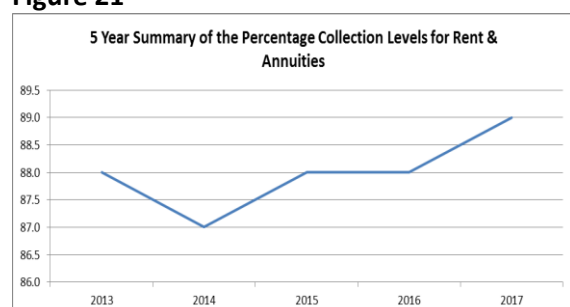


Rent and annuities collection performance is illustrated in Figure 21.

- 16 authorities improved collection performance from 2016 to 2017;
- 5 authorities remained on the same collection performance rate; and
- the remaining 10 showed a decrease in collection performance.

The median 2017 value of 89% represents a slight increase on 2016 of 88%. Collection performance ranged from Tipperary's near perfect 99% to Louth's poor rate of 69%, representing a further reduction on its 2016 and 2015 collection rates of 71% and 73% respectively. Louth therefore continues to have the lowest, and a declining, rent and annuities collection rate. As with last year's report it is recommended that Louth County Council take measures to improve performance in this area.

Figure 21

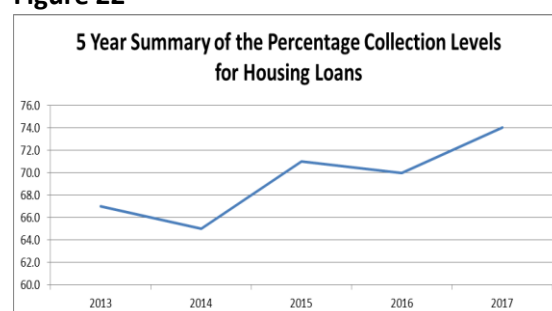


Fingal's revenue collection skills were again utilised to good effect in its 2017 *housing loans* yield (Table M2c) of 101.20%⁵, which is more than twice the rate of the lowest performer – Kildare County Council – who collected just 43% of the housing loan repayments due in 2017. This represented a decrease on its 2016 performance at just 47% of repayments due collected. Kildare County Council is the only authority to have collected less than 50% of housing loan repayments due in each of the last five years and urgently

needs to put in place measures to improve the collection yield.

Across the authorities variations on the 2017 collection levels ranged from a decrease of 5 percentage points to an increase of 8 percentage points recorded by Dún Laoghaire Rathdown and Cork City respectively. In all, 22 authorities either maintained or improved collection performance for this revenue source in 2017. Figure 22 shows the average rate of collection.

Figure 22



⁵ Housing loan yields can exceed 100% when loan arrears collected in that year are included with loan repayment amounts due in that year.

Economic Development (J1 to J4)

The total number of jobs created nationally in 2017 with the assistance of the Local Enterprise Offices (LEOs) was 3,252 which is a decrease of 3.08% on the number of jobs created with LEO assistance in 2016. Each part-time job is counted as half of a full-time job. 15 authorities managed to increase the number of jobs created in the county with LEO assistance, with the remaining 16 authorities showing a decrease from the previous year in the number of jobs created.

Figure 23

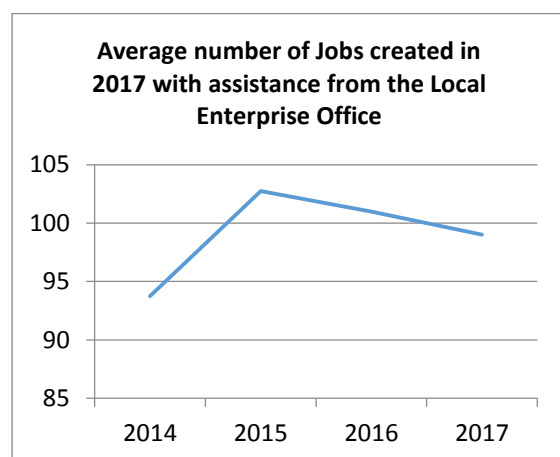
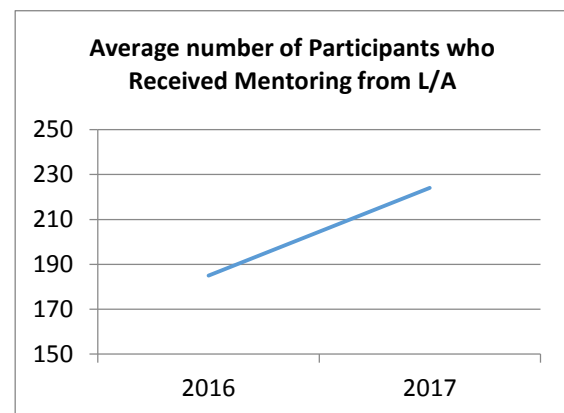


Table J3 shows the number of recipients of mentoring organised by the LEOs as well as take-up of the Trading Online Voucher (TOV) scheme. The TOV scheme is administered by the network of LEOs on behalf of the Department of Communications, Climate Action and the Environment. It is available to small businesses, with 10 or fewer employees, less than €2m in revenue, that have a traded for at least 10 months and have a limited online trading presence. Approved applicants have 3 months within which to complete the work outlined in their application prior to claiming payment of the voucher, which is to a maximum value of the lower of €2,500 or 50% of eligible expenditure. There were a total of 8,393 participants in the mentoring programme in

2017 which was an increase of 10.96% from 2016

Figure 24



The total number of trading applications approved by LEOs increased from 1,141 in 2016 to 1,189 in 2017, however the number of vouchers that were actually drawn down decreased from 658 in 2016 to 546 in 2017.

A new economic development indicator was added in 2017 under the heading of Tourism in an attempt to try to establish if local authorities have a tourism strategy and a designated Tourism Officer.

Neither Galway City nor Galway County Councils currently have a tourism strategy, although one is in the process of being developed collaboratively between both authorities. The remaining 29 authorities confirmed tourism strategies are in place. Laois advised its strategy was developed under the Laois Tourism Board on which the authority is represented. Wicklow confirmed an updated strategy is due to be finalised in 2018.

Galway City Council and Galway, Clare and Longford County Councils all confirmed there was no designated Tourism Officer in place in the council in 2017. However Longford stated one has since been appointed and this will be reflected in next year's report. Louth confirmed it shares a Tourism Officer with Meath. Wicklow's officer is part of Wicklow County Tourism Limited, an entity supported by Wicklow County Council.

4. Conclusions & Recommendations

This year's Performance Indicator Report has evolved from NOACs first report in 2014. Each year the indicators become more refined and focused on giving meaningful and useful information for local authorities to measure and improve performance.

It is also apparent from this year's validation exercise that authorities are actively benchmarking performance against other similar sized authorities. Throughout the report NOAC has acknowledged the work of local authorities in embedding the performance indicator system into the operation and management of local authorities. Particular examples of robust performance indicator processes and systems were evident in Westmeath and Wexford County Councils. NOAC will use performance and evidence of best practice to feed into the good practice events that NOAC put on periodically. It is hoped that this will further assist local authorities in improving both service provision performance and putting in place robust performance assessment systems.

NOAC is pleased with improvements shown by local authorities this year under various indicators including:

- commercial rate collection levels;
- increased planning applications;
- increased number of organisations on County Register for the Public Participation Network;
- reduction in the level of vacant stock within local authorities; and
- reduction in the national average re-letting time.

However, there are areas of performance that require improvement, including:

- property inspections were unacceptably low for some authorities;

- performance levels of local authorities are inconsistent in processing of Fire Safety Certificates within 2 months;
- pollution cases increased;
- there was an increase in medically certified sick leave; and
- the increase in adult homelessness rates.

An important addition to this year's report was the inclusion of the housing stock data in this year's report (indicator H1). While an exercise is still required to reconcile local authority stock figures to output figures published by DHPLG, the variances between the two data sets were, in general, reasonable variances that arise when managing a multi-annual delivery programme. The reconciliation exercise also proved a useful tool for local authorities and DHPLG in validating their data and identifying inadvertent errors (a small number) where they arose. NOAC will continue to work with both DHPLG and local authorities to streamline this process for future reports.

In general NOAC is mindful that the usefulness of this report relies on the integrity of the data. In that context, in the case of two indicators, fire service mobilisation and the five levels of litter pollution under waste and environment, NOAC will review alternative data gathering processes for future reports in an effort to provide more robust and appropriate indicators and data associated.

In respect of fire, NOAC will consult with the National Directorate for Fire and Emergency Management to ensure the most effective data gathering mechanism is used for the performance indicators.

In respect of the waste indicator NOAC would recommend that the LGMA and CCMA

consider the possibility of a national standardised system for recording environmental complaints to improve the reliability of the data. NOAC will consult with the LGMA/CCMA in that regard. In addition, the validation visits also highlighted the potential to improve the litter monitoring function through better use of technology. NOAC would recommend that appropriate parties consider the potential for upgrading the litter monitoring system again with a view of improving the efficiency of collection and usability of the data to local authorities in particular.

As previously noted, the development of the guidance documentation for local authorities and the validation visits carried out highlighted the need for clearer and standardised guidance for local authorities in the apportionment of overhead costs. While this issue arose in consideration of the maintenance and re-letting costs of local authority housing stock; this issue may not be confined to housing. In that context, while NOAC has already requested the CCMA develop some consistent guidance for local authorities in the matter as it refers to housing, NOAC would also recommend that the apportionment of overhead costs be looked at generally to ensure a consistent approach. While NOAC was satisfied that the performance indicators remain relevant, it will continue to review indicators on an ongoing basis to make sure that they remain robust and appropriate.

Appendix 1 Quality Assurance Review of the Data

Selected Indicators and Local Authorities

This year the members of NOAC's Performance Indicators Sub-Group – Martina Moloney (Chair), Connie Hanniffy and Sharon O'Connor, assisted again by NOAC member John Buckley, selected six indicators for review:

- Housing: Maintenance Cost (H4);
- Roads: Road Works (R2);
- Waste / Environment: % of Environmental Pollution Complaints Closed (E2);
- Waste / Environment: % of Local Authority Area Within The 5 Levels of Litter (E3);
- Fire: Service Mobilisation (F2);
- Finance: 5 Year Summary of Revenue Account Balance (M1).

The indicators were primarily selected to get a better understanding of the way that the data is compiled by the local authorities and in particular the validation process applied by local authorities in returning data as part of this process. Particular attention was given to the average maintenance cost of housing within local authorities as it has emerged that there is variation in how local authorities account for and apply the cost of overheads when calculating these types of cost. In order to provide clarity to local authorities in this matter going forward, the County and City Management Association have established a working group to examine the issue with a view to providing standard guidance to local authorities on how they should account for and apply the cost of overheads. It is

intended that this guidance will be available to local authorities in advance of the data collection phase for the 2018 Performance Indicators Report.

The following six local authorities were chosen for review:

- Kerry County Council reviewed on 19 June 2018 by John Buckley and Sharon O'Connor;
- Longford County Council reviewed on 25 June 2018 by John Buckley and Martina Moloney;
- Mayo County Council reviewed on 18 June 2018 by John Buckley and Martina Moloney;
- South Dublin County Council reviewed on 28 June 2018 by John Buckley and Constance Hanniffy;
- Westmeath County Council reviewed on 3 July 2018 by Martina Moloney and Constance Hanniffy;
- Wicklow County Council reviewed on 27 June 2018 by John Buckley and Constance Hanniffy.

The NOAC members were accompanied by members of the secretariat at each visit and their assistance was greatly appreciated. NOAC is very grateful to the local authority co-ordinators who arranged the visits and to the Chief Executives and other local authority staff who met with the NOAC members in the course of the visits for all of their contributions.

Meetings with Chief Executives

The NOAC members met with the Chief Executives of the six local authorities for a general discussion on overall performance issues and experience with the indicators. This included a discussion on any follow-up to, or analysis of, the 2016 activity performance relative to other authorities and previous years reports/performance. In each case it was apparent that local authorities do measure themselves against other local authorities depending on the service being compared. The local authorities also provided the members with a brief overview of the context in which the authorities operate and their particular priorities and challenges.

Mayo noted that although nationally revenue from commercial rates is increasing it is not seeing the same effect in Mayo even though it is measured in the same way. Mayo stated it had the capacity to deliver more with an increase in capital funding. In addition the Council is keeping under ongoing review the advantages and disadvantages of attracting different industry types to its area. NOAC were pleased to learn the positive effect performance indicators have had particularly in relation to tackling Mayo's housing void numbers and pavement conditions.

Kerry explained that that due to its location and topography its population consists of two thirds rural dwellers which impacts service delivery. Its population grew by only 1% in the 2016 census and currently stands at 147,707; however 2 million visitors pass through the county each year whose needs must also be met. The Council have refocused on the economic community and is working closely with Enterprise Ireland to draw in major projects that deliver high quality, sustainable jobs for the county.

Longford noted that rate collection levels have increased by 11% since 2014. The Council attribute the introduction of the

performance indicator process, in that same year, as one factor in this improved performance. The Council is currently focusing on housing delivery and is expecting an upsurge in tourism, in large part due to a large family holiday centre due to open in 2019, but also due other projects that the Council is promoting.

South Dublin stated it has the second highest level of disposable income and second youngest population in the country. It has seen its population increase by 32,000 in the last 10 years. However the Council noted that it also has circa 9,000 social houses in deprived areas which suffer from high unemployment levels. Conversely it has other areas with low unemployment and completely different needs. Interestingly, Tallaght IT, which needs 5,000 students a year to reach capacity, cannot fill this from residents in the authority and most students come from outside the authority's functional area.

Wicklow has an Economic Think Tank in place to look at opportunities for development in the county. A key area for development is the night time economy with a lack of late evening, night time restaurants and family spaces throughout the county identified. The Council is working with Retail Excellence Ireland to identify vacant space suitable for development and has met with local estate agents to explore reasons why space remains vacant. A key issue relates to the size of available units and the lack of long term leases. The authority is looking at solutions to address these issues. It is also looking at ways to expand industries currently located in its functional area. NOAC were pleased to hear that voids were flagged from previous performance indicator reports as an issue to address with a new dedicated team put in place to improve this area.

Westmeath comprehensively explained how its internal policies and procedures result in quality information being provided to NOAC for the performance indicator process. The

NOAC members acknowledged the robust system that the Council have put in place in respect of data collection, validation, and use of the performance indicators to drive change in the authority. Key priorities for the Council relate to meeting housing need and the authority's financial position. NOAC were pleased to learn that Westmeath has recently been able to move from a deficit to surplus position.

H4: Housing Maintenance Cost

The indicator looks at expenditure during the year on repair and maintenance of local authority housing stock bought or built in the 12 months to 31 December 2017. The indicator specifically excludes expenditure under approved refurbishment schemes.

The calculation of overheads was considered by the members of NOAC who have agreed that until the CCMA develop the new model it will remain in its current form for 2017. NOAC are confident new guidance will be ready for the 2018 Performance Indicators Report.

Kerry highlighted estate management as a critical part of the work of its housing section, and stressed the cost of which should not be ignored. Another factor that significantly affects its performance is the turnaround time of voids. Engaging contractors can be time consuming along with the actual renovation time to complete works on aged stock. The members noted Kerry take the opportunity to do a complete retrofit on vacant units that had been occupied for many years and now need significant works to future proof the unit. Another key issue for Kerry is waste disposal. It has come to light that increasing numbers of tenant's stock pile waste in gardens, attics and every available space to avoid waste collection costs. This has the potential to lead to health issues and increased costs to the authority. Kerry identified the need for training in respect of tenants with serious challenges who may not

be capable of independent living. It suggested the production of a national tenant's handbook may be of assistance to all authorities.

The NOAC members advised South Dublin that road sweeping should not be included as part of the housing maintenance cost calculation.

R2: Road Works

The Road Management Office ("RMO") provides the data for this indicator directly to the LGMA. It relates to all strengthening and resealing works to roads regardless of the funding source.

The NOAC members sought confirmation that data provided by the RMO matched records maintained by the local authorities in order to better understand how the process works on the ground. The members were provided with the supporting documentation and are satisfied that data provided by the RMO is in line with that of the local authorities.

Most local authorities commented that their engineers could better estimate quantity of material required, and therefore cost, by using the proportion of road area, rather than the length of road, resealed or strengthened. In that context NOAC are considering the possibility of moving to an area-based indicator as it would make the indicators more comparable between counties and more useful as a management information tool.

E2: % of Environmental Pollution Complaints Closed

This indicator is vital in establishing how effectively local authorities deal with pollution complaints. It became apparent that some authorities were not providing the correct data for the Performance Indicators Report, either through a lack of understanding of what was required or an inability to compile the data in the required manner.

Wicklow does not provide the number of cases in the year, instead it provides the number of complaints in the year. Although this means its results are not comparable to any other authority it is still possible to compare the authority's year on year performance. Wicklow's current system is not capable of identifying the number of cases, only the number of complaints.

South Dublin moved to a new recording system in 2017. This new system is more efficient than the one it replaced however due to the migration to the new system, cases that had been closed had to remain open until fines had been paid. For that reason, the member identified that the 2016 year end cases carried over to 2017 did not reconcile.

Kerry incorrectly interpreted the guidelines for this indicator and understood it as only being applied to its 2017 cases so the movement in its caseload was inconsistent. Kerry gave assurance there was no instance of double counting in the data.

Following on from the review of this indicator the members are considering amending it to more clearly identify the closing balance from the prior year with the open balance of the current year. Any changes will be communicated to each local authority. In addition, members formed the view that a complaints recording system that was common to all authorities, perhaps provided through a shared services facility, would be of benefit in ensuring consistency in how complaints are recorded and tracked.

E3: % of Local Authority Area Within The 5 Levels of Litter

The data for this indicator is submitted directly to the LGMA by Tobin Consulting Engineers. The NOAC members sought to further understand how Tobin goes about collecting this data and its selection criteria for inspecting various locations in a local authority.

Tobin advised that per its project brief it must audit 5 local authorities each year. Those selected for a particular year are ones that have not been audited previously or were audited some time ago. They commented that random inspections are completely random however if there are outliers in a local authority's results it would inspect their photos and query whatever the issue was e.g. a relatively high/low level of one particular litter item.

The NOAC members also sought clarification into how areas inspected are weighted and the percentage is calculated for each of the five levels of the indicator. Tobin advised that local authorities select survey locations based on the 40-40-20 rule. That is 40% hotspot areas (i.e. areas known to have high litter), 40% random areas (i.e. completely random therefore likely to include rural areas, roads etc. within survey results) and 20% local authorities choice (i.e. areas where the litter warden wants to survey or is going to be in the area). The Litter Pollution Index ("LPI") scoring recorded by the local authority at each location is either

- LPI 1 (unpolluted),
- LPI 2 (slightly polluted),
- LPI 3 (moderately polluted),
- LPI 4 (significantly polluted), or
- LPI 5 (grossly polluted).

The percentage area for each of the 5 levels is calculated using the number of each area surveyed divided by the total number of results provided for that year.

Westmeath commented that the system in use by Tobins could be improved and modernised. Real time data and more regular feedback would aid the authority in dealing quickly with identified problem areas.

South Dublin did not carry out any surveys in 2017 due to an industrial dispute however the authority confirmed that this will be rectified for 2018. All other local authorities confirmed the data supplied by Tobin's matches its internal records.

The members were satisfied after the visits that the data supplied by Tobin's for use in the Performance Indicator Report can be relied upon. Local authorities have identified the potential for upgrading the system currently in use.

F2: Service Mobilisation

This indicator measures the response time for fire services to attend incidents of both a fire and non-fire related nature. Out of 31 local authorities, 6 provide full-time fire services. In respect of the local authorities selected for review, none operate full-time services and one, South Dublin, has its services provided by Dublin City Council Fire Service.

A common theme shared amongst the authorities was the external factors that can affect the reliability of the data used for the performance indicators.

Kerry carried out an analysis of the Munster Regional Command and Control raw data and noted that in cases where there were multiple lines of data and where multiple appliances from the same fire station (or multiple fire stations) responded to the same incident, the first line of data was taken and this in many cases did not reflect the true response time. It also stated that broadband in some areas can be poor and this can impact on the recording system.

Westmeath stated day time incidents often skew the response time figures in terms of meeting the 5 minute target, particularly for

brigades in Athlone and Mullingar. In that context Westmeath set their own in-house targets for their brigades to meet. NOAC was pleased to hear that Westmeath use the response time data and performance indicators to make improvements at the different stations.

Similar to Kerry, Longford also pointed out when multiple stations or tenders are mobilised to an incident, the performance indicator return only allows for the time the first fire tender responding to the incident goes mobile to be recorded. This often does not reflect the true response time in any given situation.

Wicklow, similarly to Longford confirmed the figures provided by Eastern Regional Command and Control ("ERCC") do not take account of multiple attendances at an incident and that there is no facility to correct errors in marking response as mobile.

Wicklow recommended using the Fire Service Statistics compiled by the National Directorate for Fire and Emergency Management instead of the ERCC figures, as these figures can be validated.

Mayo advised there is no time attendance system for the firefighters in place which means there are instances where the firefighter arrives at the station but not in time for turnout. The Council also suggests that mobilisation data could be split to record when a firefighter goes on a call from the station or direct from their home.

NOAC are grateful for the input received from each authority and will consider this input in the development of future performance indicators for fire services.

M1: 5 Year Summary of Revenue Account
Balance

The purpose of this indicator is to obtain a view of the financial stability and sustainability of each local authority.

Out of the 6 authorities selected for review, Mayo and Wicklow have a negative cumulative balance in the Revenue Account at 31 December 2017. Wicklow's deficit has decreased some 10% since 2016 whereas Mayo's increased by 14%.

The NOAC members sought clarification from the authorities as to whether the balance had been adjusted for reserve movements or not. It appears that no authority had adjusted for reserve movements contrary to the guidance note. Updated guidance will issue for the 2018 Performance Indicators in this regard.

NOAC were pleased to note that Westmeath and Kerry use the performance indicators on an ongoing basis to compare its financial performance to that of other local authorities and Westmeath has made significant progress in recent years in improving its financial position by moving to a surplus position.

Appendix 2

Tables

Section 1: Housing

Section 2: Roads

Section 3: Water

Section 4: Waste/Environment

Section 5: Planning

Section 6: Fire Services

Section 7: Library/Recreational

Section 8: Youth/Community

Section 9: Corporate

Section 10: Finance

Section 11: Economic Development

Section 12: 2017 Social Housing Output Delivery *

*Figures Provided by the Department of Housing, Planning and Local Government

Section 1: Housing

H1: Social Housing Stock (A-F)

Authority	A. No. of dwellings in the ownership of the LA at 1/1/2017	B. No. of dwellings added to the LA owned stock during 2017 (whether constructed or acquired)	C. No. of LA owned dwellings sold in 2017	D. No. of LA owned dwellings demolished in 2017	E. No. of dwellings in the ownership of the LA at 31/12/2017	F. No. of LA owned dwellings planned for demolition under a D/HPLG approved scheme
Carlow County	1580	72	8	0	1644	0
Cavan County	1980	18	9	0	1989	0
Clare County	2341	86	8	0	2419	0
Cork City	8966	73	7	16	9048	53
Cork County	7965	220	0	0	8185	0
Donegal County	4703	65	17	0	4751	4
Dublin City	24990	512	54	148	25300	166
Dún Laoghaire Rathdown	4506	60	4	3	4559	16
Fingal County	4731	174	16	0	4889	0
Galway City	2310	11	8	2	2311	1
Galway County	2392	24	11	0	2405	30
Kerry County	4023	64	1	0	4086	4
Kildare County	3750	136	7	0	3879	10
Kilkenny County	2252	61	8	0	2305	0
Laois County	2117	62	9	0	2170	0
Leitrim County	930	8	0	0	938	0
Limerick City and County	5143	150	3	21	5269	29
Longford County	1878	32	7	0	1903	0
Louth County	3745	54	5	0	3794	0
Mayo County	2034	30	8	0	2056	0
Meath County	2942	75	11	0	3006	0
Monaghan County	1417	100	5	0	1512	0
Offaly County	1800	25	19	0	1806	0
Roscommon County	1374	38	7	0	1405	0
Sligo County	2106	31	2	7	2128	0
South Dublin County	9124	47	4	0	9167	0
Tipperary County	4848	75	8	0	4915	0
Waterford City and County	4941	45	36	0	4950	4
Westmeath County	1841	39	8	0	1872	0
Wexford County	4269	132	35	0	4366	0
Wicklow County	4377	13	23	0	4367	0
Totals	131,375	2,532	348	197	133,394	317

	H2: Housing Vacancies	H3: Average Re-letting Time and Cost		H4: Housing Maintenance Cost
Authority	% of the Total LA Dwellings that were Vacant on 31/12/2017	Average Time from Date of Vacation of Dwelling to the Date in 2017 when a new Tenancy had Commenced (Weeks)	Average Cost Expended on Getting the Re-tenanted Dwellings Ready for Re-letting (€)	Average per Dwellings Expenditure in 2017 on Repair and Maintenance of LA Housing (€)
Carlow County	2.13	23.28	25,028.03	768.61
Cavan County	3.47	50.92	13,813.23	478.19
Clare County	3.93	32.66	24,657.69	954.87
Cork City	3.29	61.30	29,558.43	1,475.47
Cork County	1.87	53.70	26,660.57	583.63
Donegal County	4.42	40.07	13,947.77	1,360.53
Dublin City	4.39	18.93	18,570.04	2,591.96
Dún Laoghaire Rathdown	0.97	15.55	15,283.67	1,136.13
Fingal County	1.72	23.75	15,721.21	1,407.38
Galway City	2.90	46.79	25,499.44	1,027.19
Galway County	2.78	39.91	13,983.83	1,129.34
Kerry County	3.14	28.45	16,320.33	698.17
Kildare County	1.78	26.42	26,108.98	1,070.43
Kilkenny County	1.65	17.16	15,702.54	1,573.36
Laois County	1.43	8.28	6,880.84	732.73
Leitrim County	5.86	70.25	17,253.90	1,319.18
Limerick City and County	2.71	25.04	16,901.17	806.06
Longford County	4.78	11.87	7,571.27	715.84
Louth County	1.53	17.12	15,072.84	1,627.22
Mayo County	2.97	13.84	15,693.13	1,136.38
Meath County	1.76	57.77	28,878.05	770.21
Monaghan County	1.98	9.52	16,207.65	702.28
Offaly County	1.38	25.50	16,163.75	458.03
Roscommon County	3.49	53.69	11,355.38	829.86
Sligo County	4.04	77.67	22,320.39	366.09
South Dublin County	0.44	10.10	20,765.49	1,141.23
Tipperary County	2.89	25.70	8,127.09	618.50
Waterford City and County	2.59	21.13	5,316.11	754.44
Westmeath County	0.43	6.80	11,401.74	1,066.64
Wexford County	2.13	22.19	6,871.53	1,119.16
Wicklow County	1.85	18.52	22,576.89	1,257.41
TOTALS			530,212.98	

H5: Private Rented Sector Inspections

Authority	Total No. of Registered Tenancies in the LA Area at the end June 2017	No. of Rented Dwellings Inspected in 2017	% Inspected Dwellings in 2017 not Compliant with Standards Regulation	No. of Non-Compliant Dwellings that became Compliant during 2017
Carlow County	4,150	309	99.35	0
Cavan County	3,049	497	17.71	16
Clare County	5,084	496	87.50	59
Cork City	17,719	708	54.80	61
Cork County	18,835	1,152	51.74	61
Donegal County	7,132	861	98.84	23
Dublin City	75,003	1,361	85.60	717
Dún Laoghaire Rathdown	16,207	328	61.59	120
Fingal County	20,687	704	79.40	249
Galway City	12,729	220	96.82	2
Galway County	6,573	676	100.00	136
Kerry County	7,971	690	81.45	224
Kildare County	12,779	420	67.38	59
Kilkenny County	4,673	496	100.00	77
Laois County	4,107	154	100.00	1
Leitrim County	1,640	111	90.99	8
Limerick City and County	14,158	926	100.00	21
Longford County	2,859	72	66.67	1
Louth County	7,470	223	93.27	15
Mayo County	6,644	143	96.50	79
Meath County	7,839	301	88.37	48
Monaghan County	2,277	318	65.41	183
Offaly County	3,476	94	100.00	6
Roscommon County	2,987	209	89.47	46
Sligo County	5,905	264	96.21	84
South Dublin County	15,847	1,362	83.33	514
Tipperary County	8,104	685	88.91	81
Waterford City and County	9,218	836	82.42	153
Westmeath County	6,650	712	85.39	219
Wexford County	8,511	400	77.75	61
Wicklow County	6,904	502	9.16	5
Totals	327,187	16,230		3,329

H6: Long-term Homeless Adults

Authority	Number of adult individuals in emergency accommodation that are long-term homeless as a % of the total number of homeless adult individuals in emergency accommodation at end of 2017	No. of adults Classified as Homeless and in Emergency Accommodation on Night of 31/12/2017
Carlow County	9.09	11
Cavan County		0
Clare County	28.07	57
Cork City	22.50	240
Cork County	16.67	12
Donegal County	26.32	19
Dublin City	62.11	3489
Dún Laoghaire Rathdown		
Fingal County		
Galway City	41.50	200
Galway County	51.56	64
Kerry County	20.59	68
Kildare County	51.11	135
Kilkenny County	53.06	49
Laois County	0.00	8
Leitrim County		0
Limerick City and County	38.13	257
Longford County	31.25	16
Louth County	40.79	152
Mayo County	22.22	9
Meath County	15.31	98
Monaghan County	0.00	3
Offaly County	59.38	32
Roscommon County		0
Sligo County	44.44	18
South Dublin County		
Tipperary County	40.00	10
Waterford City and County	63.37	101
Westmeath County	47.37	76
Wexford County	59.34	91
Wicklow County	52.08	48
Totals		5,263

NOTE: Dublin City Council manages homelessness responses on behalf of the Dublin authorities, so Dún Laoghaire-Rathdown, Fingal and South Dublin County Councils are included under Dublin City Council.

Social Housing Stock		
Dwellings in LA Ownership 01/01/2017		2017
N	Valid	31
	Missing	0
Average	Mean	4238
	Median	2942
Dwellings added to LA stock		2017
N	Valid	31
	Missing	0
Average	Mean	82
	Median	61
LA owned dwellings sold		2017
N	Valid	31
	Missing	0
Average	Mean	11
	Median	8
LA dwellings demolished		2017
N	Valid	31
	Missing	0
Average	Mean	6
	Median	0
Dwellings in ownership of LA 31/12/2017		2017
N	Valid	31
	Missing	0
Average	Mean	4303
	Median	3006
LA dwellings planned for demolition		2017
N	Valid	31
	Missing	0
Average	Mean	10
	Median	0

Housing Vacancies		
% of dwellings vacant 31/12/2017		2017
N	Valid	31
	Missing	0
	National Average	2.73%

Summary Statistics 2013-2017						
Total No. of Dwellings in Local Authority Stock 31/12/2017		2013	2014	2015	2016	2017
N	Valid	33	31	31	31	31
Average	Mean	3,937.82	4,177.77	4,189.03	5,660.71	4,303.03
	Median	2,506.00	3,100.00	3,132.00	4,143.00	3,006.00

Summary Statistics 2013-2017

Re-letting Time (Weeks)		2013	2014	2015	2016	2017
N	Valid	33	31	31	31	31
	Missing	0	0	0	0	0
	Median	22.20	24.28	22.56	20.90	28.9*

NOTE: *Methodology for LGMA commentary for average re-letting time changed in 2017 to national averages to align with NOAC calculations for same

Average Re-letting Time, Cost & Maintenance		
Re-letting Time (Weeks)		2017
N	Valid	31
	Missing	0
	National Average	28.9
Re-Let Cost Average (€)		2017
N	Valid	31
	Missing	0
	National Average	17,106.60
Maintenance Cost by Unit (€)		2017
N	Valid	31
	Missing	0
	National Average	1311.82

Section 2: Roads

R1: Road KM that have ever received a Pavement Surface Condition Index (PSCI) rating

Authority	% Regional Road that received a PSCI Rating in the 24 month period to 31/12/2017	% Local Primary Road that received a PSCI Rating in the 24 month period to 31/12/2017	% Local Secondary Road that received a PSCI Rating in the 24 month period to 31/12/2017	% Local Tertiary Road that received a PSCI Rating in the 60 month period to 31/12/2017
Carlow County	97	98	98	92
Cavan County	97	94	85	76
Clare County	86	84	53	82
Cork City	97	98	84	84
Cork County	96	90	13	80
Donegal County	99	95	90	66
Dublin City	100	34	11	59
Dún Laoghaire Rathdown	33	37	40	82
Fingal County	83	90	95	86
Galway City	92	98	26	89
Galway County	56	93	95	80
Kerry County	95	70	16	77
Kildare County	95	82	66	20
Kilkenny County	97	98	92	34
Laois County	9	18	7	61
Leitrim County	51	41	39	85
Limerick City and County	81	80	77	72
Longford County	99	41	33	60
Louth County	27	25	20	24
Mayo County	79	98	97	89
Meath County	22	48	28	89
Monaghan County	100	99	97	94
Offaly County	96	79	27	80
Roscommon County	98	96	29	79
Sligo County	97	98	97	85
South Dublin County	92	92	12	13
Tipperary County	96	70	41	60
Waterford City and County	96	95	98	89
Westmeath County	100	99	92	66
Wexford County	100	98	97	89
Wicklow County	97	98	95	69

R1: Ratings in Pavement Surface Condition Index (PSCI) - Regional Roads

Authority	% Total Road Kilometres with a PSCI Rating of 1-4	% Total Road Kilometres with a PSCI rating of 5-6	% Total Road Kilometres with a PSCI Rating of 7-8	% Total Road Kilometres with a PSCI Rating of 9- 10
Carlow County	1	16	66	17
Cavan County	3	40	43	13
Clare County	1	10	66	20
Cork City	4	21	48	26
Cork County	16	34	41	8
Donegal County	2	21	40	37
Dublin City	0	3	9	88
Dún Laoghaire Rathdown	5	25	13	51
Fingal County	5	25	18	41
Galway City	0	12	78	7
Galway County	7	18	48	25
Kerry County	4	12	38	45
Kildare County	4	17	38	41
Kilkenny County	1	25	45	28
Laois County	10	28	32	28
Leitrim County	2	19	32	25
Limerick City and County	4	16	54	26
Longford County	0	15	74	11
Louth County	3	10	38	42
Mayo County	5	37	32	26
Meath County	2	14	37	46
Monaghan County	15	19	41	25
Offaly County	2	19	51	28
Roscommon County	5	19	27	49
Sligo County	6	18	30	44
South Dublin County	0	8	52	38
Tipperary County	7	12	45	35
Waterford City and County	9	15	29	46
Westmeath County	2	7	43	48
Wexford County	10	20	50	20
Wicklow County	3	16	52	28

R1: Ratings in Pavement Surface Condition Index (PSCI) - Local Primary Roads

Authority	% Total Road Kilometres with a PSCI Rating of 1-4	% Total Road Kilometres with a PSCI rating of 5-6	% Total Road Kilometres with a PSCI Rating of 7-8	% Total Road Kilometres with a PSCI Rating of 9- 10
Carlow County	1	29	63	6
Cavan County	4	55	33	8
Clare County	2	17	59	12
Cork City	8	25	42	24
Cork County	30	29	36	4
Donegal County	8	31	38	20
Dublin City	3	10	9	37
Dún Laoghaire Rathdown	7	32	11	48
Fingal County	10	26	26	28
Galway City	0	31	68	0
Galway County	11	33	45	11
Kerry County	11	22	38	26
Kildare County	7	20	34	31
Kilkenny County	3	40	43	12
Laois County	14	32	28	10
Leitrim County	2	25	47	20
Limerick City and County	4	18	52	22
Longford County	4	35	35	17
Louth County	4	24	35	20
Mayo County	19	41	26	14
Meath County	6	17	34	41
Monaghan County	7	17	50	25
Offaly County	12	35	36	15
Roscommon County	5	54	24	17
Sligo County	14	23	38	25
South Dublin County	2	15	24	56
Tipperary County	15	16	45	20
Waterford City and County	19	22	35	20
Westmeath County	3	13	59	24
Wexford County	33	23	32	10
Wicklow County	9	25	48	18

R1: Ratings in Pavement Surface Condition Index (PSCI) - Local Secondary Roads

Authority	% Total Road Kilometres with a PSCI Rating of 1-4	% Total Road Kilometres with a PSCI rating of 5-6	% Total Road Kilometres with a PSCI Rating of 7-8	% Total Road Kilometres with a PSCI Rating of 9- 10
Carlow County	2	55	40	2
Cavan County	9	57	23	9
Clare County	6	26	43	17
Cork City	8	23	40	22
Cork County	18	25	32	13
Donegal County	14	24	36	20
Dublin City	7	17	11	18
Dún Laoghaire Rathdown	10	33	9	44
Fingal County	27	31	21	16
Galway City	0	12	74	7
Galway County	21	32	40	5
Kerry County	14	22	34	21
Kildare County	9	24	30	15
Kilkenny County	20	61	10	2
Laois County	13	32	26	7
Leitrim County	7	42	38	8
Limerick City and County	6	30	48	12
Longford County	7	42	18	19
Louth County	7	42	23	16
Mayo County	31	40	17	9
Meath County	7	27	38	26
Monaghan County	21	19	47	13
Offaly County	31	21	23	19
Roscommon County	13	57	14	14
Sligo County	25	20	38	16
South Dublin County	0	3	12	8
Tipperary County	25	19	30	18
Waterford City and County	30	19	38	11
Westmeath County	7	27	47	11
Wexford County	43	26	23	6
Wicklow County	10	23	50	14

R1: Ratings in Pavement Surface Condition Index (PSCI) - Local Tertiary Roads

Authority	% Total Road Kilometres with a PSCI Rating of 1-4	% Total Road Kilometres with a PSCI rating of 5-6	% Total Road Kilometres with a PSCI Rating of 7-8	% Total Road Kilometres with a PSCI Rating of 9- 10
Carlow County	8	35	43	7
Cavan County	13	38	21	5
Clare County	28	22	22	9
Cork City	9	26	42	7
Cork County	29	21	22	7
Donegal County	26	14	15	10
Dublin City	6	21	14	17
Dún Laoghaire Rathdown	4	27	17	34
Fingal County	6	30	14	36
Galway City	0	4	82	2
Galway County	31	25	27	5
Kerry County	18	22	25	12
Kildare County	6	5	6	4
Kilkenny County	11	6	13	3
Laois County	14	19	16	12
Leitrim County	15	39	25	6
Limerick City and County	16	25	24	6
Longford County	13	22	12	13
Louth County	9	12	3	3
Mayo County	39	30	13	7
Meath County	17	28	26	18
Monaghan County	15	4	48	27
Offaly County	32	13	16	18
Roscommon County	26	37	8	8
Sligo County	36	17	21	10
South Dublin County	2	2	6	3
Tipperary County	26	12	16	8
Waterford City and County	31	22	25	11
Westmeath County	19	21	20	7
Wexford County	46	21	14	7
Wicklow County	8	12	32	16

Summary Statistics for overall PSCI Condition surveyed 2017

% Regional Road that received a PSCI Rating in the 24 month period to 31/12/2017		
N	Valid	31
Average	Mean	83
	Median	96
% Local Primary Road that received a PSCI Rating in the 24 month period to 31/12/2017		
N	Valid	31
Average	Mean	79
	Median	92
% Local Secondary Road that received a PSCI Rating in the 24 month period to 31/12/2017		
N	Valid	31
Average	Mean	60
	Median	66
% Local Tertiary Road that received a PSCI Rating in the 60 month period to 31/12/2017		
N	Valid	31
Average	Mean	71
	Median	80

Ratings in Pavement Surface Condition Index 2017

PSCI Rating 1-4		Regional Roads	Local Primary Roads	Local Secondary Roads	Local Tertiary Roads
N	Valid	31	31	31	31
Average	Mean	4.45	8.94	14.45	18.03
	Median	4.00	7.00	10.00	15.00
PSCI Rating 5-6		Regional Roads	Local Primary Roads	Local Secondary Roads	Local Tertiary Roads
N	Valid	31	31	31	31
Average	Mean	18.42	26.94	30	20.39
	Median	18.00	25.00	26	21.00
PSCI Rating 7-8		Regional Roads	Local Primary Roads	Local Secondary Roads	Local Tertiary Roads
N	Valid	31	31	31	31
Average	Mean	42.26	38.48	31.39	22.19
	Median	41.00	36.00	32.00	20.00
PSCI Rating 9-10		Regional Roads	Local Primary Roads	Local Secondary Roads	Local Tertiary Roads
N	Valid	31	31	31	31
Average	Mean	32.65	20.68	14.13	10.90
	Median	28.00	20.00	14.00	8.00

R2: Regional Road Grants Works

Authority	Regional Road Strengthened Using Roads Improvement Grants (KM)	Road Improvement Grant amount spent on Regional Roads (Strengthening) (€)	Regional Road Resealed Using Road Maintenance Grants (KM)	Road Maintenance Grant amount spent on Regional Roads (Resealing) (€)
Carlow County	14.40	899,141	6.90	224,263
Cavan County	10.30	1,396,115	12.70	357,255
Clare County	10.90	1,786,357	19.00	483,254
Cork City	2.30	772,512	0.00	-
Cork County	26.90	5,252,169	45.60	1,373,450
Donegal County	18.30	2,962,315	28.20	816,513
Dublin City*	6.80	3,482,204	0.00	-
Dún Laoghaire Rathdown*	0.60	443,930	0.00	-
Fingal County*	8.90	1,345,217	0.00	-
Galway City	1.60	685,000	0.00	-
Galway County	32.50	4,316,442	26.10	752,600
Kerry County	14.50	2,428,026	19.70	633,009
Kildare County	18.20	3,636,984	20.00	785,699
Kilkenny County	5.80	977,072	11.90	383,710
Laois County	3.70	870,340	9.60	589,612
Leitrim County	15.80	1,627,840	3.60	114,422
Limerick City and County	12.60	1,947,610	29.30	848,712
Longford County	3.50	394,489	4.40	89,175
Louth County	3.90	778,306	5.70	166,366
Mayo County	14.50	2,734,682	13.70	503,000
Meath County	11.30	1,550,893	19.60	634,450
Monaghan County	6.50	876,860	11.90	344,831
Offaly County	10.50	1,106,201	6.90	195,551
Roscommon County	8.10	1,446,709	0.00	-
Sligo County	3.90	564,670	5.60	146,512
South Dublin County*	3.40	520,599	0.00	-
Tipperary County	16.60	2,199,510	20.60	722,589
Waterford City and County	9.10	1,515,863	14.20	402,980
Westmeath County	6.90	1,106,713	6.00	149,903
Wexford County	12.70	2,067,446	21.50	601,227
Wicklow County	14.10	1,007,193	16.80	286,825
TOTALS	329.10	52,699,408	380	11,605,908

NOTE: *These local authorities did not receive grants from the Department of Transport, Tourism and Sport. Works were funded through their own resources.

R2: Local Road Grants Works

Authority	Local Road Strengthened Using Roads Improvement Grants (KM)	Road Improvement Grant amount spent on Local Roads (Strengthening) (€)	Local Road Resealed Using Road Maintenance Grants (KM)	Road Maintenance Grant amount spent on Local Roads (Resealing) (€)
Carlow County	27.7	1,229,664	12.9	313,972
Cavan County	63.8	3,092,523	97.7	1,520,901
Clare County	55.4	3,251,571	109.5	1,687,139
Cork City	4.9	1,156,698	0.0	-
Cork County	153.8	13,107,698	258.3	4,144,791
Donegal County	141.0	7,935,795	111.2	1,949,193
Dublin City*	9.1	2,779,525	0.0	-
Dún Laoghaire Rathdown*	4.5	2,387,124	0.0	-
Fingal County*	12.1	1,475,815	0.0	-
Galway City	0.0	-	0.0	-
Galway County	91.4	6,585,558	91.9	1,955,767
Kerry County	53.2	5,039,272	62.4	1,445,229
Kildare County	29.3	3,403,272	34.2	772,569
Kilkenny County	40.2	3,704,421	41.7	874,132
Laois County	17.3	1,964,569	10.6	342,579
Leitrim County	56.9	2,238,085	51.9	833,561
Limerick City and County	55.3	4,693,772	49.0	1,031,859
Longford County	42.8	2,314,963	36.5	526,091
Louth County	37.4	2,174,044	19.4	449,817
Mayo County	91.9	6,455,751	184.3	3,041,239
Meath County	64.5	4,398,108	77.4	1,456,203
Monaghan County	35.7	3,304,159	45.8	754,423
Offaly County	24.3	1,828,659	39.6	675,950
Roscommon County	152.6	5,181,697	108.9	1,679,735
Sligo County	36.2	3,016,736	53.6	983,814
South Dublin County*	10.6	1,510,556	0.0	-
Tipperary County	102.8	7,547,639	74.0	1,660,582
Waterford City and County	22.1	2,732,570	45.2	983,247
Westmeath County	37.9	2,679,363	56.1	813,386
Wexford County	44.7	4,369,985	61.0	1,302,070
Wicklow County	37.4	2,464,168	34.5	665,998
TOTALS	1,556.80	114,023,760	1,768	31,864,247

NOTE: *These local authorities did not receive grants from the Department of Transport, Tourism and Sport. Works were funded through their own resources.

Summary Statistics for Regional Grants Work

KM Regional Road Strengthened Using Roads Improvement Grants		2017
N	Valid	31
Average	Mean	10.6
	Median	10.3
Road Improvement Grant amount spent on Regional Roads (Strengthening) (€)		2017
N	Valid	31
Average	Mean	1,699,981
	Median	1,396,115
KM Regional Road Resealed Using Road Maintenance Grants		2017
N	Valid	31
Average	Mean	12.2
	Median	11.9
Road Maintenance Grant amount spent on Regional Roads (Resealing) (€)		2017
N	Valid	31
Average	Mean	374,384
	Median	344,831

Summary Statistics for Local Grants Work

KM Regional Road Strengthened Using Roads Improvement Grants		2017
N	Valid	31
Average	Mean	50.2
	Median	37.9
Road Improvement Grant amount spent on Regional Roads (Strengthening) (€)		2017
N	Valid	31
Average	Mean	3,678,186
	Median	3,016,736
KM Regional Road Resealed Using Road Maintenance Grants		2017
N	Valid	31
Average	Mean	57.0
	Median	45.8
Road Maintenance Grant amount spent on Regional Roads (Resealing) (€)		2017
N	Valid	31
Average	Mean	1,027,879
	Median	833,561

R3: % Motor Tax Transactions Conducted Online

Authority	A. % Motor Tax Transactions Performed Online
Carlow County	56.79
Cavan County	67.39
Clare County	65.44
Cork City	N/A
Cork County	76.35
Donegal County	50.13
Dublin City	84.66
Dún Laoghaire Rathdown	N/A
Fingal County	N/A
Galway City	N/A
Galway County	69.05
Kerry County	73.82
Kildare County	80.50
Kilkenny County	67.43
Laois County	57.28
Leitrim County	62.84
Limerick City and County	67.44
Longford County	56.18
Louth County	64.10
Mayo County	63.24
Meath County	81.17
Monaghan County	59.58
Offaly County	63.78
Roscommon County	51.26
Sligo County	58.60
South Dublin County	N/A
Tipperary County	71.41
Waterford City and County	66.45
Westmeath County	56.11
Wexford County	69.05
Wicklow County	76.02

NOTE: The 2016 data refers to Original Tax Discs and Exempt Tax Discs processed online only. In previous years, the total used to calculate the percentage of online transactions included some non tax disc transactions.

Summary Statistics 2013-2017

% Motor Tax Transactions Performed Online		2013	2014	2015	2016	2017
N	Valid	29	26	26	26	26

	N/A	5	5	5	5	5
	Median	40.5	50.02	56.6	63.87	65.95

Section 3: Water

W1 % Drinking Water in Private Schemes in Compliance With Statutory Requirements

Authority		% of Drinking Water in Private Schemes in Compliance with Statutory Requirements
Carlow County		96.25
Cavan County		98.36
Clare County		99.08
Cork City		99.22
Cork County		95.22
Donegal County		94.84
Dublin City		N/A
Dún Laoghaire Rathdown		100.00
Fingal County		100.00
Galway City		N/A
Galway County		98.77
Kerry County		96.58
Kildare County		98.79
Kilkenny County		97.47
Laois County		97.38
Leitrim County		99.38
Limerick City and County		99.70
Longford County		97.45
Louth County		100.00
Mayo County		99.08
Meath County		98.43
Monaghan County		99.88
Offaly County		99.13
Roscommon County		95.02
Sligo County		98.24
South Dublin County		N/A
Tipperary County		98.49
Waterford City and County		94.87
Westmeath County		100.00
Wexford County		93.26
Wicklow County		95.05
Summary Statistics for % Private Water in Compliance		
		2017
N	Valid	28
	Not applicable	3
Average	Mean	97.70%
	Median	98.46

Section 4: Waste/Environment

E1: Households Availing of a 3 Bin Service

Authority	No. of Households Availing of a 3 Bin Service at 31/12/2017 (based on 2016 census)	% of Households Availing of a 3 Bin Service (based on 2016 census)
Carlow County	4,989	24.38
Cavan County	1,708	6.37
Clare County	27,359	63.11
Cork City	33,896	68.66
Cork County	29,736	20.36
Donegal County	1,167	2.00
Dublin City	100,470	47.48
Dún Laoghaire Rathdown	40,651	51.74
Fingal County	73,435	76.01
Galway City	22,766	78.97
Galway County	10,688	17.04
Kerry County	23,704	43.66
Kildare County	37,560	51.21
Kilkenny County	3,426	9.86
Laois County	6,862	23.66
Leitrim County	7,975	64.29
Limerick City and County	42,392	59.69
Longford County	4,110	27.23
Louth County	16,553	36.49
Mayo County	4,337	8.90
Meath County	22,251	34.84
Monaghan County	3,967	18.36
Offaly County	3,726	13.71
Roscommon County	2,822	11.78
Sligo County	6,512	26.30
South Dublin County	63,790	69.04
Tipperary County	22,344	37.83
Waterford City and County	25,464	58.60
Westmeath County	1,746	5.51
Wexford County	8,970	16.61
Wicklow County	13,947	28.46
TOTALS	669,323	

E2: % Environmental Pollution Complaints Closed

Total No. of Pollution Cases that were the Subject of a Complaint during 2017	Total No. of Pollution Cases Closed During 2017	Total No. of Pollution Cases on Hand at 31/12/17
777	726	51
741	747	124
1599	1577	224
1791	1722	69
2426	2226	200
1077	862	675
17021	16840	221
2854	2911	73
2218	2287	188
1662	1689	72
1419	1280	535
1291	1305	186
1697	1635	162
1055	470	764
817	793	24
351	283	68
2727	2912	288
1152	1122	94
2078	2090	38
1238	950	536
1356	1309	47
630	622	8
1033	899	123
762	751	113
600	797	76
5300	5393	428
1570	1366	204
2099	2065	56
1096	1228	122
3557	3095	462
2497	2214	283
66,491	64,166	6,514

E3: % LA 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	36	64	0	0	0
Cavan County	6	81	12	1	0
Clare County	10	78	11	1	0
Cork City	4	81	14	1	0
Cork County	29	52	17	2	0
Donegal County	7	85	7	1	0
Dublin City	13	53	26	8	0
Dún Laoghaire Rathdown	31	44	20	5	0
Fingal County	9	56	33	2	0
Galway City	5	71	20	3	1
Galway County	23	46	21	8	2
Kerry County	25	72	3	0	0
Kildare County	4	80	12	4	0
Kilkenny County	37	54	9	0	0
Laois County	11	84	5	0	0
Leitrim County	28	72	0	0	0
Limerick City and County	0	69	26	3	2
Longford County	22	64	14	0	0
Louth County	0	73	19	4	4
Mayo County	47	42	11	0	0
Meath County	4	46	32	17	1
Monaghan County	1	96	3	0	0
Offaly County	20	57	23	0	0
Roscommon County	29	70	1	0	0
Sligo County	2	72	24	2	0
South Dublin County					
Tipperary County	9	70	18	3	0
Waterford City and County	11	57	24	8	0
Westmeath County	4	73	20	3	0
Wexford County	18	67	15	0	0
Wicklow County	6	69	22	3	0

NOTE: Some rounding adjustments have been made so the sum of the breakdown in each category equals 100%.

NOTE: Data was not available for South Dublin County.

Households Availing of a 3 Bin Service		
Households Availing of a 3 Bin Service		2017
N	Valid	31
	Missing	0
	Median	13,947
% of Households Availing of a 3 Bin Service		2017
N	Valid	31
	Missing	0
	Mean	39.43
	Median	28.46

Environmental Pollution Cases		
No. of Pollution Cases Subject of a Complaint		2017
N	Valid	31
	Missing	0
Average	Mean	2,145
	Median	1,419
No. of Pollution Cases Closed		2017
N	Valid	31
	Missing	0
Average	Mean	2,070
	Median	1,309
No. of Pollution Cases on Hand at 31/12/17		2017
N	Valid	31
	Missing	0
Average	Mean	210
	Median	124

Percentage Area within the Five Levels of Litter Pollution						
Unpolluted or Litter Free		2013	2014	2015	2016	2017
N	Valid	33	28	31	29	30
	Missing	0	3	0	2	1
	Median	11	9.5	14	13	10
Slightly polluted		2013	2014	2015	2016	2017
N	Valid	33	28	31	29	30
	Missing	0	3	0	2	1
	Median	63	70	66	72	70
Moderately polluted		2013	2014	2015	2016	2017
N	Valid	33	28	31	29	30
	Missing	0	3	0	2	1
	Median	21	16	15	14	17
Significantly polluted		2013	2014	2015	2016	2017
N	Valid	33	28	31	29	30
	Missing	0	3	0	2	1
	Median	2	1	2	1	2
Grossly polluted		2013	2014	2015	2016	2017
N	Valid	33	28	31	29	30
	Missing	0	3	0	2	1
	Median	0	0	0	0	0

Section 5: Planning

	P1: New Buildings Inspected	P2: Planning Decisions Confirmed by ABP		P4: Cost Per Capita of Planning Service
Authority	New Buildings Inspected as % of New Buildings Notified	No. of LA Planning Decisions the Subject of an Appeal to ABP that were Determined by ABP in 2017	% of Determinations that Confirmed (With or Without Variations) the Decision Made by the LA	Cost Per Capita of the Planning Service (based on 2016 Census) (€)
Carlow County	31.88	7	71.43	25.31
Cavan County	25.89	14	78.57	16.59
Clare County	25.20	30	90.00	30.63
Cork City	24.65	48	85.42	32.56
Cork County	13.86	86	73.26	32.64
Donegal County	19.38	23	78.26	24.86
Dublin City	82.87	308	82.14	26.59
Dún Laoghaire Rathdown	15.32	182	78.57	35.95
Fingal County	14.08	99	89.90	36.31
Galway City	12.00	22	95.45	37.86
Galway County	15.07	39	82.05	19.04
Kerry County	23.43	58	74.14	30.40
Kildare County	24.38	60	80.00	33.32
Kilkenny County	15.84	22	95.45	24.64
Laois County	16.57	8	87.50	21.36
Leitrim County	14.58	2	50.00	34.87
Limerick City and County	12.73	27	81.48	27.67
Longford County	2.13	3	66.67	38.28
Louth County	10.64	28	60.71	25.12
Mayo County	12.04	33	87.88	26.45
Meath County	63.86	43	83.72	26.88
Monaghan County	16.67	7	100.00	29.13
Offaly County	21.18	17	82.35	29.13
Roscommon County	17.20	4	50.00	32.77
Sligo County	16.82	11	63.64	29.75
South Dublin County	20.63	65	67.69	25.10
Tipperary County	17.84	27	77.78	23.40
Waterford City and County	17.49	26	76.92	21.47
Westmeath County	15.58	8	87.50	25.86
Wexford County	32.03	38	55.26	25.49
Wicklow County	22.22	78	75.64	24.09
TOTAL		1,423		

P3: Planning Enforcement Cases Closed as Resolved

Authority	Total No. of Planning Cases Referred to or Initiated by the LA During 2017 that were Investigated	Total No. of Cases Closed During 2017	% Cases Dismissed Under Section 152(2) or Statute Barred or Exempted Development	% Closed Cases Resolved to the LA's Satisfaction through Negotiations	% Cases Closed due to Enforcement Proceedings	Total No. of Planning Cases being Investigated as at 31/12/2017
Carlow County	62	40	45.00	10.00	45.00	181
Cavan County	114	43	39.53	16.28	44.19	173
Clare County	120	116	35.34	6.90	57.76	679
Cork City	115	131	33.59	27.48	38.93	161
Cork County	299	180	43.33	1.11	55.56	1292
Donegal County	240	387	60.47	7.24	32.30	835
Dublin City	1458	1010	50.89	0.00	49.11	2376
Dún Laoghaire Rathdown	427	435	22.53	17.24	60.23	271
Fingal County	268	120	34.17	0.00	65.83	373
Galway City	244	168	67.86	0.00	32.14	158
Galway County	235	535	98.13	0.37	1.50	1416
Kerry County	253	268	44.78	5.97	49.25	534
Kildare County	158	567	78.13	11.46	10.41	581
Kilkenny County	108	97	38.14	5.15	56.70	323
Laois County	113	105	38.10	0.00	61.90	138
Leitrim County	49	25	60.00	8.00	32.00	24
Limerick City and County	392	353	51.84	7.93	40.23	1049
Longford County	59	46	45.65	10.87	43.48	72
Louth County	215	213	50.23	3.29	46.48	202
Mayo County	129	115	35.65	3.48	60.87	815
Meath County	394	402	68.91	23.38	7.71	1055
Monaghan County	87	74	33.78	20.27	45.95	284
Offaly County	60	39	25.64	5.13	69.23	79
Roscommon County	75	55	45.45	1.82	52.73	109
Sligo County	80	201	14.93	20.90	64.18	254
South Dublin County	97	84	53.57	22.62	23.81	327
Tipperary County	170	216	60.65	0.00	39.35	611
Waterford City and County	143	98	1.02	81.63	17.35	293
Westmeath County	100	50	40.00	6.00	54.00	278
Wexford County	111	163	32.52	12.88	54.60	193
Wicklow County	174	255	20.78	7.06	72.16	738
TOTALS	6,549	6,591				15,874

P5: Applications for Fire Safety Certificates

Authority	A. % of applications for fire safety certificates received in 2017 that were decided (granted or refused) within two months of their receipt	B. % of applications for fire safety certificates received in 2017 that were decided (granted or refused) within an extended period agreed with the applicant
Carlow County	82.98	17.02
Cavan County	8.00	86.67
Clare County	43.94	54.55
Cork City	12.07	87.93
Cork County	100.00	0.00
Donegal County	15.56	52.22
Dublin City	31.67	54.61
Dún Laoghaire Rathdown	25.49	53.92
Fingal County	32.08	65.41
Galway City	46.34	53.66
Galway County	71.83	28.17
Kerry County	55.07	34.78
Kildare County	85.61	12.12
Kilkenny County	70.49	24.59
Laois County	81.08	10.81
Leitrim County	85.00	10.00
Limerick City and County	47.59	38.55
Longford County	92.45	5.66
Louth County	36.05	50.34
Mayo County	60.53	36.84
Meath County	56.07	14.45
Monaghan County	73.17	9.76
Offaly County	95.16	4.84
Roscommon County	66.67	26.67
Sligo County	64.29	33.33
South Dublin County	10.00	63.00
Tipperary County	20.00	50.00
Waterford City and County	70.37	29.63
Westmeath County	97.62	2.38
Wexford County	55.77	44.23
Wicklow County	41.07	38.39

Summary Statistics for Planning 2017

Total No. of Cases Closed During 2017		
N	Valid	31
	Missing	0
	Median	131
No. of LA Planning Decisions the Subject of an Appeal to ABP that were Determined by the Board in 2017		
N	Valid	31
	Missing	0
Average	Mean	46
	Median	27
% of the Determinations that Confirmed (With or Without Variation) the Decision Made by the Local Authority		
N	Valid	31
	Missing	0
Average	Mean	77.72
	Median	78.57
Cost per Capita of the Planning Service (€)		
N	Valid	31
	Missing	0
Average	Mean	28.31
	Median	26.88
% of applications for fire safety certificates received in 2017 decided (granted or refused) within two months of receipt		
N	Valid	31
	Missing	0
	Mean	55.94
	Median	56.07

Summary Statistics 2013-2017

Buildings Inspected as % of New Buildings Notified to the LA						
		2013	2014	2015	2016	2017
N	Valid	33	31	31	31	31
	Missing	0	0	0	0	0
	Median	19.86	17.71	24.00	19.42	17.20

Section 6: Fire Services

Authority	F1: Cost Per Capita	F2: Service Mobilisation			
	Cost Per Capita of the Fire Service (based on 2016 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)	
		A. Full-Time Station	B. Part-Time Station	C. Full-Time Station	D. Part-Time Station
Carlow County	30.07	N/A	6.11	N/A	5.56
Cavan County	53.72	N/A	6.03	N/A	5.11
Clare County	49.51	N/A	5.53	N/A	5.83
Cork City*	85.67	1.50	N/A	1.55	N/A
Cork County	42.48	N/A	5.48	N/A	5.37
Donegal County	49.02	N/A	5.97	N/A	6.11
Dublin City*	78.54	1.48	6.10	1.54	6.14
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*	45.65	2.38	5.01	2.26	4.74
Kerry County	45.73	N/A	6.83	N/A	6.32
Kildare County	30.48	N/A	6.33	N/A	5.46
Kilkenny County	52.93	N/A	6.25	N/A	5.80
Laois County	43.69	N/A	5.42	N/A	4.40
Leitrim County	66.23	N/A	4.69	N/A	4.27
Limerick City and County*	77.19	1.40	5.13	1.62	5.30
Longford County	44.55	N/A	6.20	N/A	7.57
Louth County*	55.05	1.41	4.09	2.10	2.43
Mayo County	47.62	N/A	5.47	N/A	5.76
Meath County	36.71	N/A	5.04	N/A	5.29
Monaghan County	44.90	N/A	5.23	N/A	5.51
Offaly County	43.04	N/A	5.39	N/A	5.16
Roscommon County	68.69	N/A	7.01	N/A	6.46
Sligo County	57.68	N/A	4.26	N/A	4.10
South Dublin County	N/A	N/A	N/A	N/A	N/A
Tipperary County	48.20	N/A	5.50	N/A	6.01
Waterford City and County*	67.32	1.40	5.42	1.50	5.87
Westmeath County	31.36	N/A	6.28	N/A	7.70
Wexford County	33.40	N/A	6.04	N/A	6.58
Wicklow County	36.16	N/A	5.09	N/A	5.11

NOTE: Dublin Fire Brigade provides services to Dublin City Council, Dún Laoghaire Rathdown, Fingal and South Dublin County Councils. Returns are included under Dublin City Council. Galway County Council provides the services for Galway City and County.

NOTE: *These six local authorities provide full-time fire services.

F3: % Attendance Times at Scenes

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 Council	42.15	45.45	12.40	32.38	60.00	7.62
Cavan County Council	26.92	53.30	19.78	39.49	40.76	19.75
Clare County Council	40.45	35.99	23.57	32.81	46.69	20.50
Cork City Council	89.75	9.55	0.69	85.13	13.46	1.41
Cork County Council	35.03	44.49	20.48	33.73	53.05	13.22
Donegal County Council	30.13	52.21	17.66	30.37	51.86	17.77
Dublin City Council	75.24	21.82	2.94	73.88	21.82	4.30
Dún Laoghaire	N/A	N/A	N/A	N/A	N/A	N/A
Fingal County Council	N/A	N/A	N/A	N/A	N/A	N/A
Galway City Council	N/A	N/A	N/A	N/A	N/A	N/A
Galway County Council	41.88	30.95	27.17	58.90	28.79	12.31
Kerry County Council	26.35	48.30	25.35	24.17	56.67	19.17
Kildare County Council	24.65	61.14	14.20	22.98	58.59	18.43
Kilkenny County Council	27.19	63.13	9.68	33.59	59.92	6.49
Laois County Council	35.96	52.68	11.36	33.78	50.67	15.56
Leitrim County Council	32.04	44.66	23.30	48.89	40.74	10.37
Limerick City and	67.75	25.18	7.07	54.45	36.91	8.64
Longford County	47.15	44.49	8.37	21.92	61.64	16.44
Louth County Council	73.55	23.35	3.10	57.08	35.19	7.73
Mayo County Council	32.64	48.61	18.75	46.24	43.01	10.75
Meath County Council	41.12	48.39	10.49	24.48	54.17	21.35
Monaghan County	28.64	59.62	11.74	20.21	59.57	20.21
Offaly County Council	47.21	40.22	12.57	35.92	50.49	13.59
Roscommon County	20.17	52.10	27.73	26.39	52.08	21.53
Sligo County Council	51.61	33.06	15.32	34.41	53.05	12.54
South Dublin County	N/A	N/A	N/A	N/A	N/A	N/A
Tipperary County	48.22	40.00	11.78	26.21	53.88	19.90
Waterford City and	64.15	30.49	5.36	55.13	39.16	5.70
Westmeath County	27.67	58.50	13.83	18.00	57.00	25.00
Wexford County Council	40.03	40.95	19.02	19.25	52.94	27.81
Wicklow County Council	41.22	47.34	11.44	33.19	59.05	7.76

Cost Per Capita (€) Fire Service

Full-Time Station		Full & Part-Time Station	Part-Time Station	
N	Valid	1	5	21
	Missing	0	0	0
Average	Mean	85.67	72.03	43.04
	Median	85.67	67.73	44.90

Average Time to Mobilise Fire Brigade (Fire in Minutes)

Full-Time Station 2017			Part-Time Station 2017		
N	Valid	6	N	Valid	26
	Missing	0		Missing	0
	Median	1.45		Median	5.49
Average Time to Mobilise Fire Brigade (Non-Fire in Minutes)					
Full-Time Station		2017	Part-Time Station		2017
N	Valid	6	N	Valid	26
	Missing	0		Missing	0
	Median	1.59		Median	5.54

Fire and Non-Fire Mobilisation times (%)

% of Fire Cases within 10 Minutes		2017
N	Valid	27
	Missing	0
	Median	40.45
% of Fire Cases 10- 20 Minutes		2017
N	Valid	27
	Missing	0
	Median	44.66
% of Fire Cases After 20 Minutes		2017
N	Valid	27
	Missing	0
	Median	12.57
% of Non-Fire Cases within 10 Minutes		2017
N	Valid	27
	Missing	0
	Median	33.59
% of Non-Fire Cases 10-20 Minutes		2017
N	Valid	27
	Missing	0
	Median	52.08
% of Non-Fire Cases After 20 Minutes		2017
N	Valid	27
	Missing	0
	Median	13.59

Section 7: Library/Recreational

	L1: Library visits and Issues		L2: 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	3.16	115,216	28.92
Cavan County	2.35	96,923	25.84
Clare County	3.33	405,097	36.21
Cork City	6.01	801,918	37.09
Cork County	3.93	1,336,555	24.11
Donegal County	2.24	259,188	24.48
Dublin City	4.69	2,287,514	42.99
Dún Laoghaire Rathdown	4.88	846,535	38.48
Fingal County	3.86	568,411	41.72
Galway City	N/A	N/A	N/A
Galway County	2.26	571,675	19.06
Kerry County	3.1	500,758	24.59
Kildare County	2.76	502,971	32.06
Kilkenny County	2.88	261,485	30.47
Laois County	3.54	189,854	25.48
Leitrim County	4.62	80,685	49.68
Limerick City and County	3.16	425,344	28.92
Longford County	5.54	102,173	42.19
Louth County	1.94	243,060	21.55
Mayo County	2.85	334,840	25.76
Meath County	3.25	384,002	19.82
Monaghan County	4.33	173,064	36.22
Offaly County	3.15	222,186	29.95
Roscommon County	2.09	210,437	28.28
Sligo County	1.95	132,349	32.48
South Dublin County	3.27	867,256	36.92
Tipperary County	3.01	340,150	25.08
Waterford City and County	4.58	360,448	38.08
Westmeath County	3.33	232,084	27.78
Wexford County	3.82	461,245	28.82
Wicklow County	3.98	606,828	18.67
TOTAL		13,920,251	

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

Summary Statistics for 2017		
Cost Per Capita of operating library service (€)		2017
N	Valid	30
	N/A	1
Average	Mean	31.00
	Median	28.92
No. of Library Visits per Head of Population		2017
N	Valid	30
	N/A	1
Average	Mean	3.56
	Median	3.26
No. of Items Issued to Borrowers in the Year		2017
N	Valid	30
	N/A	1
Average	Mean	464,008
	Median	350,299

Section 8: Youth/Community

	Y1	Y2	
Authority	% of Local Schools Involved in the Local Youth Council/ Comhairle na nÓg Scheme	Number of Organisations on the County Register at 31/12/2017	% of Organisations on the County Register that Opted to be Part of the Social Inclusion College Within the PPN
Carlow County	81.82	381	10.5
Cavan County	90.91	280	2.14
Clare County	78.95	237	20.25
Cork City	46.15	120	55.83
Cork County	37.50	900	17.78
Donegal County	70.37	487	18.28
Dublin City	37.97	684	32.02
Dún Laoghaire Rathdown	63.64	400	6.25
Fingal County	58.06	572	18.53
Galway City	90.00	131	39.69
Galway County	77.14	710	15.07
Kerry County	88.00	488	10.86
Kildare County	100.00	510	17.84
Kilkenny County	75.00	249	26.91
Laois County	77.78	404	12.62
Leitrim County	100.00	238	31.93
Limerick City and County*	66.67		
Longford County	100.00	241	12.45
Louth County	94.74	261	34.48
Mayo County	86.21	485	21.86
Meath County	47.62	530	11.32
Monaghan County	100.00	399	15.04
Offaly County	100.00	357	3.92
Roscommon County	87.50	323	13.62
Sligo County	69.23	445	10.34
South Dublin County	65.71	536	25.75
Tipperary County	78.79	1341	11.41
Waterford City and County	83.33	590	17.8
Westmeath County	69.23	537	27
Wexford County	86.36	316	21.84
Wicklow County	65.22	177	27.12
TOTAL		13,329	

NOTE: *Data was not available for Limerick City and County.

Summary Statistics 2013-2017						
% of Local Schools Involved in the Local Youth Council/Comhairle na nÓg Scheme		2013	2014	2015	2016	2017
N	Valid	34	30	30	31	31
	Missing	0	1	1	0	0
	Mean	44.41	51.86	67.59	68.07	69.04
	Median	60.00	62.16	88.46	85.71	78.79

NOTE: 2012 - 2014 refers to Secondary Schools and Youth Groups. 2015 - 2016 refers to Secondary Schools only.

Summary Statistics 2017		
Number of Organisations on the County Register at 31/12/2017		2017
N	Valid	30
	Missing	1
Average	Mean	444
	Median	402
% of Organisations on the County Register that Opted to be Part of the Social Inclusion College Within the PPN		2017
N	Valid	30
	Missing	1
Average	Mean	20
	Median	18

Section 9: Corporate

Authority	C1: Total No. WTEs	C2: Working Days Lost to Sickness	
	Total Number of Whole Time Equivalent (WTE) Staff in LA at 31/12/2017	% of Paid Working Days Lost to Medically Certified Sickness Absence in 2017	% of Paid Working Days Lost to Self-Certified Sickness Absence in 2017
Carlow County	263.89	4.32	0.35
Cavan County	389.70	3.35	0.23
Clare County	744.09	3.05	0.27
Cork City	1,239.83	2.89	0.46
Cork County	1,991.76	3.56	0.31
Donegal County	908.58	3.61	0.33
Dublin City	5,401.50	3.97	0.52
Dún Laoghaire Rathdown	941.20	3.76	0.50
Fingal County	1,278.74	4.21	0.33
Galway City	419.66	4.07	0.29
Galway County	732.68	4.71	0.29
Kerry County	1,078.15	4.33	0.28
Kildare County	869.80	4.45	0.29
Kilkenny County	516.31	3.53	0.34
Laois County	401.17	3.81	0.34
Leitrim County	259.91	4.77	0.32
Limerick City and County	1,105.48	4.15	0.40
Longford County	294.24	3.38	0.30
Louth County	631.85	4.04	0.48
Mayo County	969.91	3.66	0.30
Meath County	674.70	3.74	0.40
Monaghan County	383.96	3.07	0.14
Offaly County	369.70	2.61	0.26
Roscommon County	390.81	4.29	0.25
Sligo County	391.01	3.30	0.19
South Dublin County	1,122.36	3.98	0.42
Tipperary County	990.15	3.46	0.33
Waterford City and County	764.48	3.63	0.34
Westmeath County	439.35	3.41	0.44
Wexford County	729.40	3.79	0.36
Wicklow County	685.85	2.90	0.27
TOTALS	27,380.22		

	C3: LA Website and Social media Usage		C4: Overall Cost of ICT Provision per WTE
Authority	Total Page Views of the LA website in 2017	Total No. of Followers at end of 2017 of the LA's Social Media Accounts	Overall Cost of ICT Provision per WTE (€)
Carlow County	261,231	30,294	4,041.93
Cavan County	860,695	68,111	2,544.31
Clare County	1,733,336	154,866	2,864.44
Cork City	3,874,842	123,634	1,883.18
Cork County	3,264,310	54,677	2,686.89
Donegal County	1,644,554	82,899	2,738.03
Dublin City	15,261,991	122,340	2,007.53
Dún Laoghaire Rathdown	3,263,861	54,542	4,650.80
Fingal County	3,486,890	60,586	3,606.96
Galway City	910,347	15,772	3,852.40
Galway County	999,518	42,420	2,782.21
Kerry County	1,445,888	46,901	2,633.64
Kildare County	2,468,666	15,775	2,356.91
Kilkenny County	2,714,698	58,210	3,390.15
Laois County	517,645	34,579	2,782.13
Leitrim County	217,574	6,119	3,919.06
Limerick City and County	3,544,561	46,629	2,713.01
Longford County	338,834	12,307	2,423.13
Louth County	1,120,291	8,286	2,962.45
Mayo County	4,199,371	107,450	2,511.14
Meath County	2,111,762	68,779	3,229.45
Monaghan County	901,170	46,357	3,229.44
Offaly County	869,358	41,084	3,446.12
Roscommon County	779,616	22,419	2,846.00
Sligo County	699,275	10,310	3,663.07
South Dublin County	4,484,448	47,299	3,575.84
Tipperary County	1,520,226	47,634	2,761.61
Waterford City and County	2,465,122	185,830	2,837.68
Westmeath County	844,559	42,221	3,400.63
Wexford County	1,955,621	19,174	2,537.85
Wicklow County	919,415	26,161	3,622.85
TOTALS	69,679,675	1,703,665	3,048.41

Summary Statistics for Whole Time Equivalents Numbers		
Total Number of WTE Staff in LA		2017
N	Valid	31
	Missing	0
Average	Mean	883.23
	Median	729.40

Summary Sick-Leave Statistics 2013-2017						
Percentage of paid working days lost due to sickness absence through medically certified leave		2013	2014	2015	2016	2017
N	Valid	34	31	31	31	31
	Missing	0	0	0	0	0
	Median	4.15	3.53	3.48	3.69	3.74
Percentage of paid working days lost due to sickness absence through self-certified leave		2013	2014	2015	2016	2017
N	Valid	34	31	31	31	31
	Missing	0	0	0	0	0
	Median	0.36	0.34	0.33	0.33	0.33

Summary Statistics for Website Visits 2017		
Total number of page visits to the LA website		2017
N	Valid	31
	Missing	0
Average	Mean	2,247,731
	Median	1,520,226
Total number of social media users at 31/12/2017 following the LA on social media sites		2017
N	Valid	31
	Missing	0
Average	Mean	54,957
	Median	46,629
Overall cost of ICT provision per WTE (€)		2017
N	Valid	31
	Missing	0
Average	Mean	3,048.41
	Median	2,846.00

Section 10: Finance

M1: 5 Year Summary of Revenue Account Balance

Authority	Revenue Balance 2013 (€)	Revenue Balance 2014 (€)	Revenue Balance 2015 (€)	Revenue Balance 2016 (€)	Revenue Balance 2017 (€)
Carlow County	100,223	366,510	432,645	610,507	649,386
Cavan County	1,742,633	1,742,757	1,742,864	1,742,974	1,743,074
Clare County	-1,411,673	-800,990	-250,136	499,966	1,243,272
Cork City	734,369	772,919	779,934	832,282	849,820
Cork County	11,147,760	10,601,829	12,217,343	12,779,003	13,091,076
Donegal County	-15,752,132	-14,966,588	-14,345,654	-9,717,139	-8,953,104
Dublin City	16,576,645	28,354,582	28,600,516	26,101,486	23,240,144
Dún Laoghaire Rathdown	9,648,543	9,699,927	9,721,176	9,764,273	9,771,901
Fingal County	15,947,275	15,967,583	15,972,157	15,974,676	15,976,478
Galway City	192,170	254,693	370,930	933,557	1,654,560
Galway County	-1,898,994	-1,891,838	-1,886,030	-1,959,192	-582,156
Kerry County	6,093,078	6,184,008	6,271,768	6,355,246	6,443,037
Kildare County	-1,815,805	-1,445,710	-1,199,572	-959,050	-736,403
Kilkenny County	-138,666	-68,390	-18,233	5,231	10,661
Laois County	-493,027	-393,286	-297,863	-198,369	-128,095
Leitrim County	-1,579,451	-1,426,331	-1,324,122	-266,479	-264,105
Limerick City and County	573,822	599,562	759,891	810,407	812,260
Longford County	91,710	126,465	142,995	174,151	231,830
Louth County	1,442,529	-2,607,460	-2,510,886	0	395,594
Mayo County	-5,394,107	-5,059,930	-4,656,196	-4,351,379	-4,950,835
Meath County	-4,546,950	-3,840,500	-2,892,155	-2,495,446	-1,287,437
Monaghan County	-3,309,389	-2,879,914	-2,704,446	-2,219,049	-2,377,340
Offaly County	-5,293,325	-4,734,970	-4,154,223	-3,611,785	-3,058,002
Roscommon County	149,312	166,812	150,145	172,692	183,369
Sligo County	-26,027,015	-26,602,276	-25,942,602	-23,831,345	-21,430,923
South Dublin County	10,729,452	12,051,637	12,100,808	12,111,427	12,146,531
Tipperary County	5,503,094	5,536,783	5,542,326	5,547,270	5,550,224
Waterford City and County	-8,886,424	-8,677,450	-7,997,198	-7,622,473	-7,117,340
Westmeath County	-951,062	27,702	248,619	335,712	366,368
Wexford County	-10,267,403	-9,873,539	-9,160,549	-5,303,779	-4,773,729
Wicklow County	-4,084,330	-3,783,860	-3,432,617	-2,975,226	-2,686,945
					36,013,171

NOTE: In the case of most local authorities, unaudited 2017 AFS were used.

M1: 5 Year Summary of Revenue Account Balance

Authority	Revenue Balance 2017 (€)	Cumulative surplus or deficit at 31/12/2017 as % of AFS Total Income	Revenue Expenditure per Capita in 2017 (based on 2016 Census)
Carlow County	649,386	1.26	803.16
Cavan County	1,743,074	2.82	769.74
Clare County	1,243,272	1.08	871.06
Cork City	849,820	0.54	1,209.93
Cork County	13,091,076	4.17	681.66
Donegal County	-8,953,104	-6.18	873.18
Dublin City	23,240,144	2.68	1,505.34
Dún Laoghaire Rathdown	9,771,901	5.75	721.42
Fingal County	15,976,478	7.23	746.90
Galway City	1,654,560	2.07	873.16
Galway County	-582,156	-0.50	627.16
Kerry County	6,443,037	4.86	841.52
Kildare County	-736,403	-0.45	669.81
Kilkenny County	10,661	0.01	800.10
Laois County	-128,095	-0.21	677.14
Leitrim County	-264,105	-0.74	1,083.31
Limerick City and County	812,260	0.23	1,813.78
Longford County	231,830	0.56	966.98
Louth County	395,594	0.41	749.32
Mayo County	-4,950,835	-3.78	967.38
Meath County	-1,287,437	-1.14	534.19
Monaghan County	-2,377,340	-4.20	904.16
Offaly County	-3,058,002	-5.09	738.99
Roscommon County	183,369	0.32	834.45
Sligo County	-21,430,923	-33.77	925.72
South Dublin County	12,146,531	5.27	703.92
Tipperary County	5,550,224	3.88	862.76
Waterford City and County	-7,117,340	-5.92	999.13
Westmeath County	366,368	0.52	714.87
Wexford County	-4,773,729	-4.37	679.37
Wicklow County	-2,686,945	-2.82	634.31
	36,013,171	-0.82	

NOTE: In the case of most local authorities, unaudited 2017 AFS were used.

M2 (A): 5 Year Summary of Collection of Commercial Rates

Authority	% Commercial Rates Collected 2013	% Commercial Rates Collected 2014	% Commercial Rates Collected 2015	% Commercial Rates Collected 2016	% Commercial Rates Collected 2017
Carlow County	73.0	75.0	84.0	88.0	90.0
Cavan County	70.0	70.0	82.0	83.0	79.0
Clare County	75.0	75.0	82.0	84.0	86.0
Cork City	72.0	72.0	78.0	79.0	79.0
Cork County	80.0	79.0	86.0	88.0	89.6
Donegal County	57.1	56.3	62.8	68.0	74.3
Dublin City	81.0	84.0	88.0	90.0	91.0
Dún Laoghaire Rathdown	78.0	78.0	85.0	85.0	86.0
Fingal County	90.2	92.1	96.1	95.6	96.1
Galway City	62.0	66.0	72.0	75.0	78.0
Galway County	65.0	67.0	81.0	84.0	84.0
Kerry County	75.4	77.6	79.6	81.3	82.5
Kildare County	74.0	78.0	82.0	83.0	83.0
Kilkenny County	86.0	89.0	92.0	94.0	95.0
Laois County	70.0	69.0	75.0	76.0	75.0
Leitrim County	65.0	60.0	79.0	81.0	82.0
Limerick City and County	65.0	65.0	75.0	77.0	82.0
Longford County	69.8	69.7	82.0	84.0	89.0
Louth County	49.0	56.0	60.0	68.6	75.0
Mayo County	77.0	75.0	80.2	82.3	84.9
Meath County	82.0	81.0	85.0	89.0	92.0
Monaghan County	65.0	64.0	77.0	82.0	85.0
Offaly County	81.7	82.1	84.8	88.0	85.8
Roscommon County	77.0	80.0	93.0	91.0	83.0
Sligo County	59.0	67.0	74.0	76.0	77.0
South Dublin County	77.0	80.0	81.0	83.0	84.0
Tipperary County	77.0	72.0	78.0	81.0	81.0
Waterford City and County	70.0	72.0	79.0	81.0	79.0
Westmeath County	76.4	72.6	79.0	81.0	81.0
Wexford County	67.8	70.6	75.0	79.1	82.4
Wicklow County	64.0	69.0	76.0	79.0	81.0

NOTE: In the case of most local authorities, unaudited 2017 AFS were used.

M2 (B): 5 Year Summary of Collection of Rent & Annuities

Authority	% Rent & Annuities Collected 2013	% Rent & Annuities Collected 2014	% Rent & Annuities Collected 2015	% Rent & Annuities Collected 2016	% Rent & Annuities Collected 2017
Carlow County	91.0	91.0	92.0	88.0	91.0
Cavan County	81.0	83.0	84.0	84.0	84.0
Clare County	85.0	86.0	87.0	86.0	84.0
Cork City	85.0	83.0	81.0	81.0	85.0
Cork County	89.0	91.0	93.0	93.0	95.0
Donegal County	86.6	89.3	89.8	89.0	89.2
Dublin City	78.0	78.0	80.0	78.0	76.0
Dún Laoghaire Rathdown	77.0	80.0	79.0	77.0	78.0
Fingal County	88.9	90.6	90.1	89.8	85.7
Galway City	77.0	78.0	79.0	76.0	80.0
Galway County	88.0	88.0	90.0	91.0	90.0
Kerry County	94.4	93.6	94.1	93.6	92.6
Kildare County	84.0	87.0	88.0	88.0	88.0
Kilkenny County	90.0	92.0	92.0	93.0	92.0
Laois County	94.0	95.0	96.0	95.0	96.0
Leitrim County	91.0	87.0	86.0	88.0	88.0
Limerick City and County	89.0	87.0	89.0	94.0	96.0
Longford County	86.2	86.2	88.0	90.0	92.0
Louth County	83.0	82.0	73.0	71.0	69.0
Mayo County	83.0	83.0	84.5	84.8	86.1
Meath County	87.0	84.0	86.0	87.0	89.0
Monaghan County	95.0	95.0	95.0	95.0	96.0
Offaly County	88.0	86.0	86.0	86.0	83.3
Roscommon County	91.0	93.0	89.0	92.0	91.0
Sligo County	80.0	77.0	78.0	78.0	78.0
South Dublin County	75.0	73.0	74.0	75.0	76.0
Tipperary County	93.0	92.0	95.0	97.0	99.0
Waterford City and County	82.0	78.0	79.0	79.0	77.0
Westmeath County	93.5	94.0	95.0	96.0	97.0
Wexford County	89.9	90.4	92.0	89.9	91.7
Wicklow County	93.0	92.0	93.0	90.0	90.0

NOTE: In the case of most local authorities, unaudited 2017 AFS were used.

M2 (C): 5 Year Summary of Collection of Housing Loans

Authority	% Housing Loan Collected 2013	% Housing Loan Collected 2014	% Housing Loan Collected 2015	% Housing Loan Collected 2016	% Housing Loan Collected 2017
Carlow County	71.0	82.0	91.0	91.0	90.0
Cavan County	67.0	67.0	73.0	77.0	74.0
Clare County	57.0	61.0	58.0	60.0	66.0
Cork City	78.0	74.0	71.0	70.0	78.0
Cork County	60.0	53.0	54.0	55.0	55.0
Donegal County	65.9	63.3	63.4	66.0	67.9
Dublin City	61.0	58.0	59.0	66.0	66.0
Dún Laoghaire Rathdown	64.0	57.0	62.0	62.0	57.0
Fingal County	98.0	97.8	97.9	100.1	101.2
Galway City	78.0	81.0	77.0	80.0	82.0
Galway County	76.0	75.0	76.0	76.0	76.0
Kerry County	86.6	82.5	80.3	81.0	82.1
Kildare County	44.0	42.0	43.0	47.0	43.0
Kilkenny County	74.0	77.0	82.0	80.0	85.0
Laois County	67.0	62.0	64.0	65.0	68.0
Leitrim County	63.0	60.0	65.0	63.0	64.0
Limerick City and County	75.0	77.0	78.0	74.0	78.0
Longford County	60.8	56.0	55.0	57.0	60.0
Louth County	60.0	66.0	69.0	72.9	75.0
Mayo County	63.0	65.0	67.8	68.3	70.6
Meath County	69.0	63.0	66.0	67.0	67.0
Monaghan County	81.0	80.0	80.0	80.0	77.0
Offaly County	60.4	61.6	61.1	59.0	55.3
Roscommon County	42.0	53.0	75.0	58.0	56.0
Sligo County	47.0	46.0	55.0	57.0	61.0
South Dublin County	96.0	90.0	90.0	81.0	80.0
Tipperary County	77.0	76.0	77.0	79.0	84.0
Waterford City and County	57.0	53.0	56.0	58.0	61.0
Westmeath County	54.5	62.0	73.0	85.0	89.0
Wexford County	77.7	75.3	80.0	85.7	92.1
Wicklow County	74.0	73.0	76.0	76.0	75.0

NOTE: In the case of most local authorities, unaudited 2017 AFS were used.

5 Year Summary of Revenue and Account Balances

2013 Balance		2013
N	Valid	31
	Missing	0
Average	Mean	-€360,552.84
	Median	-€138,666.00
2014 Balance		2014
N	Valid	31
	Missing	0
Average	Mean	€109,701.19
	Median	-€ 68,390.00
2015 Balance		2015
N	Valid	31
	Missing	0
Average	Mean	€396,181.77
	Median	-€18,233.00
2016 Balance		2016
N	Valid	31
	Missing	0
Average	Mean	€943,230.61
	Median	€ 172,692.00
2017 Balance		2017
N	Valid	31
	Missing	0
Average	Mean	€1,161,715.19
	Median	€231,830.00
Cumulative surplus/deficit as % of AFS Total Income		2017
N	Valid	31
	Missing	0
Average	Mean	-0.82
	Median	0.32
Revenue Expenditure per Capita (2016 Census) (€)		2017
N	Valid	31
	Missing	0
Average	Mean	897.89
	Median	803.16

5 Year Summary of the Percentage Collection Levels for Commercial Rates

Commercial Rates %		2013
N	Valid	31
	Median	73.0
Commercial Rates %		2014
N	Valid	31
	Median	72.0
Commercial Rates %		2015
N	Valid	31
	Median	80.2
Commercial Rates %		2016
N	Valid	31
	Mean	82.5
	Median	82.3
Commercial Rates %		2017
N	Valid	31
	Mean	83.6
	Median	83.0

5 Year Summary of the Percentage Collection Levels for Rent & Annuities

Rent & Annuities %		2013
N	Valid	31
	Missing	0
	Median	88.0
Rent & Annuities %		2014
N	Valid	31
	Missing	0
	Median	87.0
Rent & Annuities %		2015
N	Valid	31
	Missing	0
	Median	88.0
Rent & Annuities %		2016
N	Valid	31
	Missing	0
	Median	88.0
Rent & Annuities %		2017
N	Valid	31
	Missing	0
	Median	89.0

5 Year Summary of the Percentage Collection Levels for Housing Loans

Housing Loan %		2013
N	Valid	31
	Missing	0
	Median	67.0
Housing Loan %		2014
N	Valid	31
	Missing	0
	Median	65.0
Housing Loan %		2015
N	Valid	31
	Missing	0
	Median	71.0
Housing Loan %		2016
N	Valid	31
	Missing	0
	Median	70.0
Housing Loan %		2017
N	Valid	31
	Missing	0
	Median	74.0

Section 11: Economic Development

	J1	J2		J3
Authority	No. of Jobs Created with assistance from the LEO with each part-time job = 0.5	No. of Trading Online Vouchers Approved by the LEO in 2017	No. of Those Trading Online Vouchers that were Drawn Down in 2017	No. of Participants who Received Mentoring from 01/01/2017 to 31/12/2017
Carlow County Council*	98.5	12	7	218
Cavan County Council*	87.0	20	9	91
Clare County Council	117.0	32	15	73
Cork City Council	91.5	32	9	241
Cork County Council	185.0	77	34	744
Donegal County Council	94.0	48	25	38
Dublin City Council	232.5	140	39	994
Dún Laoghaire Rathdown	139.0	78	44	456
Fingal County Council	130.0	51	17	697
Galway City Council				
Galway County Council*	98.0	44	25	82
Kerry County Council*	70.0	59	20	153
Kildare County Council	107.0	43	30	432
Kilkenny County Council*	78.0	28	16	384
Laois County Council	55.0	11	7	186
Leitrim County Council	31.0	12	5	101
Limerick City and County	92.0	45	26	138
Longford County*	116.0	15	7	77
Louth County Council*	96.5	55	33	261
Mayo County Council*	170.0	29	8	258
Meath County Council	128.0	31	12	160
Monaghan County Council	114.0	18	6	31
Offaly County Council	62.0	15	10	124
Roscommon County Council*	57.5	22	13	306
Sligo County Council	52.5	22	13	195
South Dublin County Council	115.5	38	17	322
Tipperary County Council	217.5	37	13	319
Waterford City and County*	111.0	46	15	230
Westmeath County Council	99.5	29	20	378
Wexford County Council	126.0	33	24	216
Wicklow County Council*	80.0	67	27	488
TOTALS	3,252	1,189	546	8,393

NOTE: *The Trading Online Vouchers drawn down figure for these local authorities relates to 2015 and 2016 approvals.

NOTE: LEO Galway supports Galway County and City. Overall figures are included under Galway County Council.

Summary Statistics for 2017		
Average number of Jobs created in 2017 with assistance from the Local Enterprise Office		
N	Valid	31
	N/A	0
Average	Mean	108.4
	Median	99.0
Average number of Trading Online Vouchers Approved by the Local Enterprise Office in 2017		
N	Valid	31
	N/A	0
Average	Mean	40
	Median	33
No. of Those Trading Online Vouchers that were Drawn Down in 2017*		
N	Valid	31
	N/A	0
Average	Mean	18
	Median	16
Average number of Participants who Received Mentoring from 01/01/2017 to 31/12/2017		
N	Valid	31
	N/A	0
Average	Mean	280
	Median	224

NOTE: *The Trading Online Vouchers drawn down figure for 11 local authorities relates to 2015 and 2016 approvals.

Section 12: 2017 Social Housing Output Delivery

Build

	LA New Build	AHB New Build	Part V - New Build	Total New Build	LA Voids	All Build Total
Carlow County Council	43	0	10	53	8	61
Cavan County Council	2	0	1	3	31	34
Clare County Council	0	28	4	32	47	79
Cork City Council	33	0	0	33	81	114
Cork County Council	123	9	7	139	48	187
Donegal County Council	11	0	0	11	168	179
Dublin City Council ³	295	214	56	565	543	1,108
Dún Laoghaire-Rathdown County Council	38	0	137	175	31	206
Fingal County Council	99	54	101	254	121	375
Galway City Council	0	23	34	57	11	68
Galway County Council	31	23	0	54	37	91
Kerry County Council	10	0	0	10	90	100
Kildare County Council	28	66	24	118	8	126
Kilkenny County Council	29	19	3	51	16	67
Laois County Council	0	0	1	1	4	5
Leitrim County Council	0	2	0	2	0	2
Limerick City and County Co	111	7	9	127	13	140
Longford County Council	14	7	0	21	0	21
Louth County Council	25	93	1	119	7	126
Mayo County Council	3	7	0	10	22	32
Meath County Council	16	101	23	140	52	192
Monaghan County Council	39	7	5	51	38	89
Offaly County Council	5	0	0	5	7	12
Roscommon County Council	16	0	0	16	3	19
Sligo County Council	8	0	6	14	40	54
Sth Dublin County Council	0	45	80	125	87	212
Tipperary County Council	1	12	0	13	107	120
Waterford City and County Council	4	10	13	27	52	79
Westmeath County Council	21	2	0	23	40	63
Wexford County Council	9	32	6	47	34	81
Wicklow County Council	0	0	1	1	11	12
TOTALS	1,014	761	522	2,297	1,757	4,054

Acquisition

	LA Acquisition	AHB Acquisition	Acquisition Total
Carlow County Council	29	5	34
Cavan County Council	16	0	16
Clare County Council	77	34	111
Cork City Council	34	2	36
Cork County Council	85	73	158
Donegal County Council	51	2	53
Dublin City Council ³	217	116	333
Dún Laoghaire-Rathdown County Council	17	45	62
Fingal County Council	52	44	96
Galway City Council	7	43	50
Galway County Council	10	10	20
Kerry County Council	50	24	74
Kildare County Council	108	141	249
Kilkenny County Council	39	16	55
Laois County Council	47	6	53
Leitrim County Council	8	1	9
Limerick City and County Co	40	52	92
Longford County Council	13	0	13
Louth County Council	17	19	36
Mayo County Council	27	0	27
Meath County Council	44	14	58
Monaghan County Council	60	9	69
Offaly County Council	25	5	30
Roscommon County Council	22	8	30
Sligo County Council	34	0	34
Sth Dublin County Council	40	28	68
Tipperary County Council	80	24	104
Waterford City and County Council	41	3	44
Westmeath County Council	29	8	37
Wexford County Council	123	20	143
Wicklow County Council	12	8	20
TOTALS	1,454	760	2,214

Leasing

	Leasing Total	RAS	HAP
Carlow County Council	46	15	253
Cavan County Council	14	46	143
Clare County Council	68	33	487
Cork City Council	43	50	814
Cork County Council	72	18	1,198
Donegal County Council	35	20	584
Dublin City Council ³	79	60	2,752
Dún Laoghaire-Rathdown County Council	11	21	166
Fingal County Council	66	60	491
Galway City Council	4	0	642
Galway County Council	22	31	404
Kerry County Council	52	72	442
Kildare County Council	53	14	748
Kilkenny County Council	1	38	272
Laois County Council	47	18	324
Leitrim County Council	1	11	101
Limerick City and County Co	6	55	703
Longford County Council	12	11	141
Louth County Council	7	10	936
Mayo County Council	21	24	512
Meath County Council	9	19	828
Monaghan County Council	1	0	203
Offaly County Council	15	3	456
Roscommon County Council	0	20	182
Sligo County Council	0	14	305
South Dublin County Council	30	20	852
Tipperary County Council	41	53	829
Waterford City and County Council	30	27	771
Westmeath County Council	7	100	379
Wexford County Council	31	20	568
Wicklow County Council	3	7	430
TOTALS	827	890	17,916

LOCAL AUTHORITY PERFORMANCE INDICATORS 2017



1. Introduction

- 1.1. This commentary prepared by the Local Government Management Agency (LGMA) provides the context on the 2017 performance indicators for the local government sector in Ireland. The indicators are collected and analysed by the LGMA on behalf of the National Oversight and Audit Commission (NOAC) as part of the Commission's role in monitoring the performance of local authorities. This report presents the performance of local authorities in 2017 using 35 indicators identified by NOAC. The performance indicators are categorised by local government functions; housing, roads, water, waste/environment, planning, fire services, library/recreation, youth/community, corporate, finance and economic development. While the indicators address the core functions of local authorities, it is acknowledged by NOAC that they do not reflect the extensive range of services delivered by city and county councils throughout the State.
- 1.2. This section presents a summary of the key results, the methodology used to gather the indicators, and provides an overview of the financial and economic context in which local authorities operated in 2017. The remainder of the report provides a commentary on the indicators for a range of functions, including housing, roads, water, waste/environmental management, planning, fire services, library/recreation, youth/community, corporate, finance and economic development.

Summary of Results – At A Glance

- 1.3. The highlights of the **2017** performance indicators are:
- ❖ By December 2017 there was a total of **133,394 social housing units** in the local government housing stock.
 - ❖ Local authorities added **2,532 units** to the social housing stock in 2017, an increase of 43% from 2016.
 - ❖ The average time to **re-let** a social house reduced from 33.0 weeks in 2016 to **28.9 weeks** in 2017. The average cost of re-letting a housing unit increased from €15,877 in 2016 to **€17,107** in 2017.
 - ❖ The number of tenancies in the private rented sector increased by 5.1% between 2016 and 2017 to **327,187 units**.
 - ❖ Local authorities manage and maintain **95,574km** of regional and local **roads**.
 - ❖ **72%** of **motor tax** transactions were conducted **online**, an increase from 70% in 2016.
 - ❖ The median value of areas surveyed that are unpolluted/litter free/slightly polluted was **80%**.

- ❖ **66,491 pollution complaints** were made to local authorities.
- ❖ **58,100 samples** were taken at **private water schemes**.
- ❖ There was a **34%** increase in **new builds** notified to local authorities in 2017, increasing to 17,321 in 2017 from 12,922 in 2016.
- ❖ **16.9 million visits** to libraries where **13.9 million items** were **borrowed**.
- ❖ **27,380 people working in local government**, down from 35,007 in 2008.
- ❖ There were over **69.7 million** visits to local authority **websites**. The number following local authorities via **social media** increased by **46.4%** to **1.7 million** in 2017.
- ❖ The Local Enterprise Offices assisted the creation of **3,252** whole time equivalent jobs. In addition, local authorities play a key role in job creation and economic development, such as planning, infrastructure, tourism and enterprise space.

Methodology

1.4. To ensure that the performance indicators are valid and reliable, a thorough approach is taken to collating and analysing the data:

- 35 performance indicators measured across each local authority;
- 31 Heads of Implementation coordinate this activity locally;
- A total of 946 people were involved in data input reflecting the range of services being measured;
- The data was input to a bespoke software system, 'LG Returns', which enables an appropriate audit process;
- The data was input by local authorities between March and April 2018;
- Once input, the data was validated and audited from April to September 2018 by the LGMA and NOAC;
- The LGMA collates further datasets from external sources including the Central Statistics Office (CSO), the Department of Housing, Planning and Local Government (DHPLG), the Department of Transport, Tourism and Sport (DTTAS), the Road Management Office (RMO), the Residential Tenancies Board (RTB), the National Waste Collection Permit Office (NWCPO), Enterprise Ireland (EI), the Environmental Protection Agency (EPA) and Tobin Consulting;

Local Authority Performance Indicators

- Following validation of the data, the LGMA prepared this commentary on the data; and
- NOAC audits the results and uses the data to analyse the performance of local authorities.

Comparing Local Authority Performance

1.5. Each local authority is different. While local authorities provide a similar range of services they must take account of national policies, local needs and the democratic priorities of a particular area. In addition, the diversity between local authorities has an impact on performance measurement. For example, geographic spread, population density, resources and socio-economic profiles are among a range of factors that will affect the demand for different services locally. Thus, rather than make comparisons between local authorities, it is more appropriate to measure performance of individual local authorities addressing local priorities over time. Going forward, the methodology will advance to enable comparisons between local authorities as data becomes more standardised.

Reporting Averages

1.6. Where possible mean figures are used to illustrate the performance of the local government sector in aggregate. This raises a number of methodological challenges. Mean figures are only available where volumetric data is available. Where this is not the case, or where use of a mean is not appropriate, median values are used to show the mid-point between the lowest and largest number reported by local authorities. This is sometimes a more accurate reflection of performance because the divergent scores can disproportionately bias the mean, making it unrepresentative. The report clearly states whether mean or median is used.

Context

1.7. The paragraphs that follow provide the economic and financial context in which local authorities operated in 2017.

The Irish Economy

1.8. The Irish economy experienced significant growth in 2017, with GDP increasing by 7.2% and GNP increasing by 4.4%⁶ in 2017 relative to 2016. By December 2017, the seasonally adjusted monthly unemployment rate fell to 6.2%, down from 7.5% in December 2016⁷.

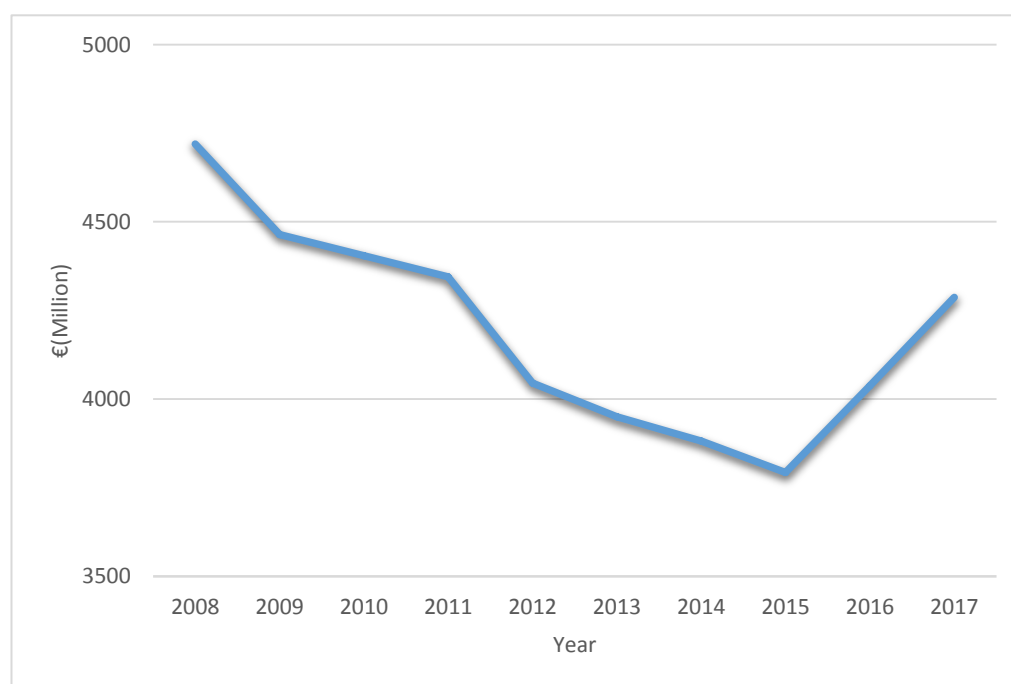
⁶Central Statistics Office (July 2018), National Income and Expenditure Annual 2017. <https://www.cso.ie/en/releasesandpublications/ep/p-nie/nie2017/summary/> (accessed 19th September 2018).

⁷Central Statistics Office (January 2018), Monthly Unemployment December 2017. <https://www.cso.ie/en/releasesandpublications/er/mue/monthlyunemploymentdecember2017/> (accessed 19th September 2018).

Local Government Resources

- 1.9. As illustrated in Figure 1.1 below, local government revenue budgets in 2017 were significantly reduced from €4.72 billion in 2008 to a low of €3.79 billion in 2015. Since 2015, there has been some improvement in the local government financial position, with an aggregate local government revenue budget in 2017 of €4.29 billion⁸.

Figure 1.1: Local Government Revenue Budgets 2008 - 2017



Source: Department of Housing, Planning, Community and Local Government, 2017

- 1.10. Staffing levels in local government reduced from 35,007 in 2008 to 26,858 in 2016, a reduction of 23.3% over this period. By the end of 2017, the total number of whole-time equivalent staff increased to 27,380, representing a 1.9% increase in staffing levels since 2016.

Local Government Reform

- 1.11. Since the publication of the **Report of the Local Government Efficiency Review Group** in 2010 and **Putting People First: Action Programme for Effective Local Government** in 2012 the local government sector has implemented significant reforms. These are underpinned by the Local Government Reform Act, 2014. In particular, town councils were abolished and municipal

⁸ Department of Housing, Planning and Local Government (2017). Local Authority Budgets 2017. https://www.housing.gov.ie/sites/default/files/publications/files/final_local_authority_budget_publication_2017.pdf (accessed 19th September 2018).

districts were established, reforming the democratic structures and governance of city and county councils.

The local authorities play an expanded role in community and economic development, with the establishment of the Local Community and Development Committees and the adoption of the Local Economic and Community Plans. These plans set out an integrated approach to social, cultural and economic development of local areas. Local Enterprise Offices were set up to support entrepreneurship in each local authority area. In parallel, water services have been transferred to Irish Water under a Service Level Agreement with each local authority.

- 1.12. In addition to the changes in the democratic and functional structures, the local government sector implemented a series of efficiency reforms. Shared services were established to deliver back office services such as payroll and procurement and a range of other functions such as environmental services, road management and building control.
- 1.13. The **Programme for a Partnership Government** commits to continued reform of local government and the sector continues to meaningfully participate on the national public services reform agenda that is led by the Department of Public Expenditure and Reform.

2. Housing

- 2.1. The local government sector, working with the DHPLG, 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 50,000 social housing units by 2021. This represents an investment of €6 billion in housing by the Government over the period 2016 to 2021. In 2017, delivery under the *Rebuilding Ireland Action Plan for Housing and Homelessness* programme provided 4,511 new homes⁹ nationally.

The housing performance indicators below measure housing stock, housing maintenance and management, private rented inspections and homelessness. In addition to these important services, housing services of local authorities provide disability grants, are responsible for estate management, administer the tenant purchase scheme, housing loans and rents and provide traveller accommodation.

By the 31st December 2017 the local government sector owned a total of 133,394 social housing units, an increase in their overall stock by 2,019 units or 1.5% compared with 1st January 2017.

- 2.2. The number of dwellings added by local authorities increased from 1,769 in 2016 to 2,532¹⁰ in 2017, an increase of 43%.

Housing Management

- 2.3. In 2017, the average percentage of vacant dwellings within the social housing stock was 2.7%. This includes all units awaiting re-tenanting, illegally occupied units or those awaiting necessary repair work. This represents a reduction compared with a vacancy level of 3.0% in 2016.
- 2.4. The average time from vacation of the dwelling to commencement of a new tenancy reduced from 33.0 weeks in 2016¹¹ to 28.9 weeks in 2017. The average re-letting cost of a unit increased by 7.7% from €15,877 in 2016¹² to €17,107 in 2017. The average cost of housing

⁹ Rebuilding Ireland (2018). 2017 Social Housing Output Figures Published.

<http://rebuildingireland.ie/news/2017-social-housing-output-figures-published/> (accessed 19th September 2018).

¹⁰ NOAC commentary in Section 3 (Housing H1 to H6) uses the DHPLG figure of 2,468. The figure used in Section 3 was derived from Departmental returns rather than the NOAC returns. Details are provided in Section 3 to explain the reasons for this variance.

¹¹ The LGMA reported average re-letting time of 20.9 weeks for 2016. As the methodology used to calculate this figure was revised in 2017, the 2016 figure has been recalculated accordingly to enable a direct comparison to be made.

¹² The LGMA reported average re-letting cost of €12,552 per unit for 2016. As the methodology used to calculate this figure was revised in 2017, the 2016 figure has been recalculated accordingly to enable a direct comparison to be made.

Local Authority Performance Indicators

maintenance in 2017 decreased from €1,506¹³ to €1,312 per unit, a reduction of 12.9% from 2016.

Homelessness

- 2.5. The performance indicators use data as at 31st December 2017 when there was a total of 5,263 adults homeless and in emergency accommodation, of which 54.4% were in emergency accommodation for 6 months continuously. In 2017, 4,729 adults exited homelessness into independent tenancies¹⁴. Subsequently, according to statistics published by the DHPLG by July 2018 there was a total of 6,024 homeless adults and 1,778 homeless families, with 3,867 dependents¹⁵.

Private Rented Sector

- 2.6. Between 2016 and 2017 the total number of registered tenancies increased from 311,295 to 327,187, an increase of 5.1%. A total of 16,230 units were inspected by local authorities, an increase from 13,603 in 2016. Of those units inspected in 2017, 79% were found to be non-compliant with current standards regulations.

¹³ The LGMA reported average housing maintenance costs of €969 per unit for 2016. As the methodology used to calculate this figure was revised in 2017, the 2016 figure has been recalculated accordingly to enable a direct comparison to be made.

¹⁴ Department of Housing Planning and Local Government (2018). Homelessness Data - Local Authority Regional Performance Reports.
https://www.housing.gov.ie/sites/default/files/publications/files/homeless_report_-_december_2017.pdf (accessed 19th September 2018).

¹⁵ Department of Housing, Planning and Local Government (2018). Homelessness Report – July 2018.
https://www.housing.gov.ie/sites/default/files/publications/files/homeless_report_-_july_2018.pdf (accessed 19th September 2018).

3. Roads

3.1. Local government is responsible for a total of **95,574 km** of regional, local primary, local secondary and local tertiary roads in Ireland. With the exception of a number of urban local authorities, road maintenance is primarily funded through grants from the DTTAS. The performance indicators present information on the road surface ratings, and the road maintenance programme. Local government plays a key role in relation to roads and transportation, including public lighting, traffic management, pedestrian pathways, parking management, road safety, safety in severe weather conditions such as flooding and cold weather, and traffic management for festivals and events.

Pavement Surface Condition Index

3.2. The Pavement Surface Condition Index (PSCI) is a standardised means to assess and rate the surface conditions for roads. The data on road surfaces is derived from a central system called MapRoad. In 2017¹⁶, there were:

- A total of **13,144 km** of regional roads, of which 83% were PSCI rated in the 24-month period to 31/12/2017.
- A total of **23,945 km** of local primary roads, of which 79% were PSCI rated in the 24-month period to 31/12/2017.
- A total of **33,590 km** of local secondary roads, 60% of which were PSCI in the 24-month period to 31/12/2017.
- A total of **24,895 km** of local tertiary roads, of which 71% were PSCI rated in the 24-month period to 31/12/2017.

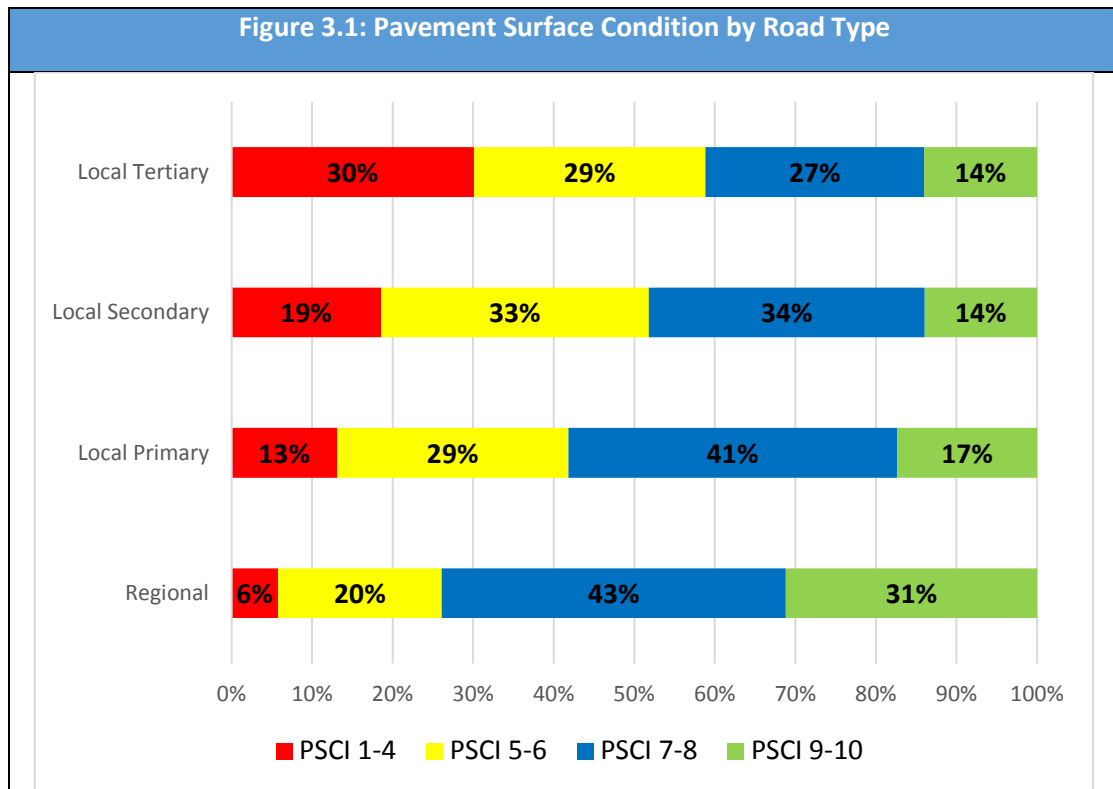
3.3. For the purpose of the performance indicators, the roads that have a PSCI rating are categorised as follows:

- **Category 1-4:** Structural Distress
- **Category 5-6:** Surface Defect; Localised Distress
- **Category 7-8:** Surface Defect
- **Category 9-10:** No/Minor Defects

¹⁶ The period over which PSCI ratings are measured was changed in 2017. Results from 2017 are therefore not directly comparable with previous years. Refer to Section 3 (Roads R1 to R3) of the NOAC commentary for more information.

Local Authority Performance Indicators

3.4. The PSCI Rating for Regional Roads, Local Primary Roads, Local Secondary Roads and Local Tertiary Roads are presented in Figure 3.1.



Road Grants Works

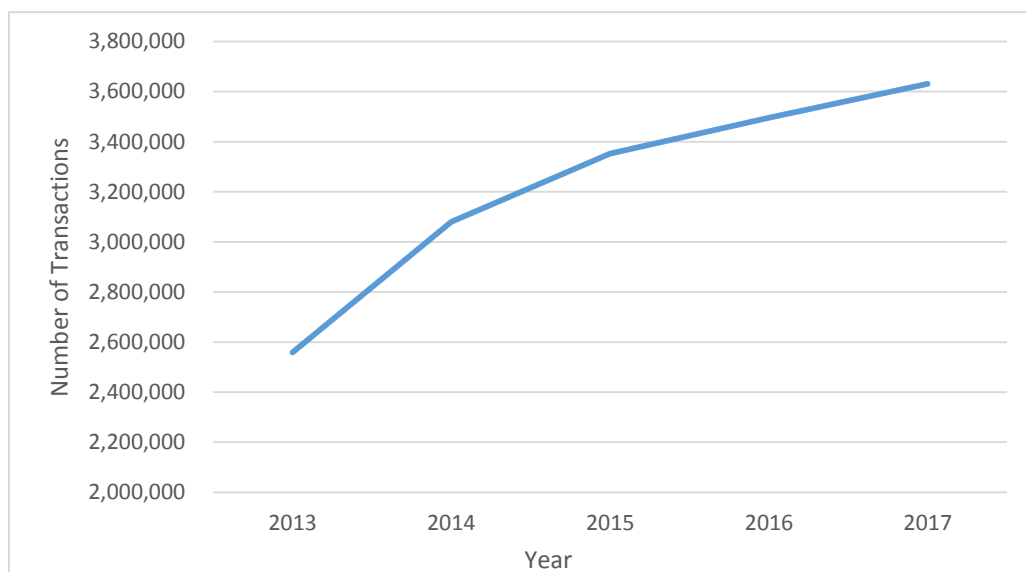
3.5. In 2017, the Department of Transport, Tourism and Sport (DTTAS) and the local authorities invested:

- €52.7 million to strengthen 329 km of regional roads and €11.6 million to reseal 380 km of regional roads; and
- €114 million in strengthening 1,557 km of local roads and €31.9 million to reseal 1,768 km of local roads.

Motor Tax Online

3.6. In 2017, 3,631,289 motor tax transactions were conducted online (Figure 3.2). This represents 72.4% of all motor tax transactions. In 5 years, between 2013 and 2017, the number of motor tax transactions online increased by 41.9%.

Figure 3.2: Motor Tax Transactions Online 2013 – 2017



4. Water & Environment

Water Services

- 4.1. Water services are the responsibility of Irish Water having been transferred from local authorities under a Service Level Agreement with each local authority through the Water Services (No.2) Bill 2013. In 2017, a total of 58,100 samples were taken at private water schemes, a decrease of 1.2% over the number of samples taken in 2016. In 2017, 97.7% of samples were compliant with statutory requirements.

Environment

- 4.2. Local authorities carry out a broad range of environmental services including street, park and beach cleaning, litter services, veterinary services, cleaning graffiti, road cleaning, management of recycling centres and civic amenity sites, and management of landfill sites. Local authorities play a regulatory role in relation to waste collection. Three Waste Enforcement Regional Lead Authorities (WERLAs) for the Southern, Eastern and Midlands, and Connacht/Ulster Regions were established at the end of 2015. The objective of the WERLAs is to support improved performance and greater consistency in waste enforcement.

The total number of households with a 3-bin service increased by 4.5% from 640,227 in 2016 to 669,323 in 2017. By 2017, 39.4% of households availed of a 3-bin service, an increase from 37.7% in 2016.

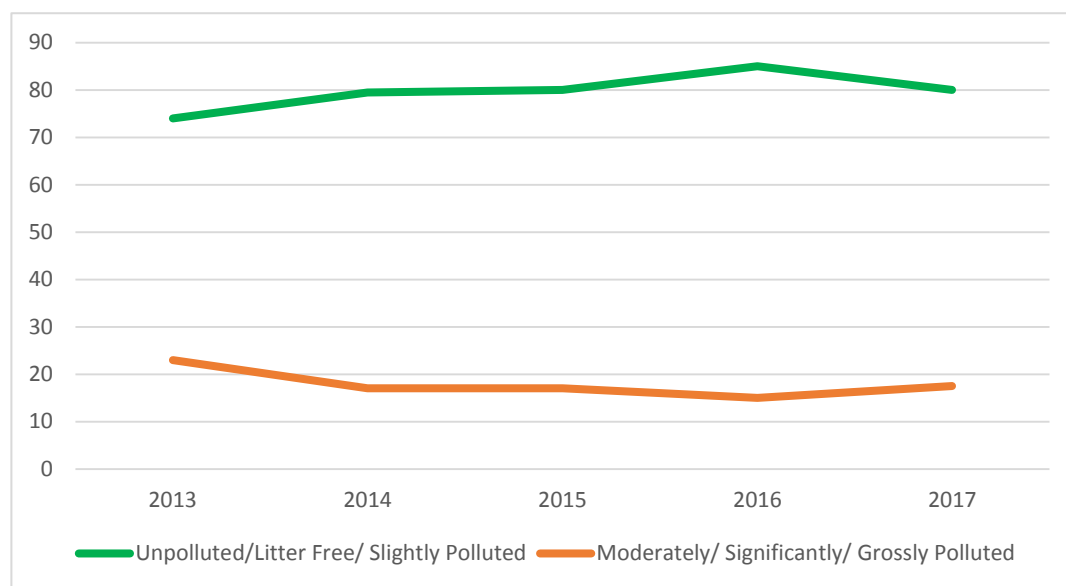
Pollution & Litter

- 4.3. In 2017, a total of 66,491 pollution complaints¹⁷ were made to local authorities, an increase of 4.6% above the number of complaints made in 2016.
- 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. In 2017, the median value of areas surveyed that were unpolluted/litter-free/slightly polluted was 80%, an improvement from 74% in 2013 as illustrated in Figure 4.1. The level of moderately/significantly/grossly polluted areas has reduced from 23% to 17.5% in the same period¹⁸.

¹⁷ This includes litter, air, noise, water or waste pollution.

¹⁸ This data is based on areas surveyed and to that extent median averages are used.

Figure 4.1: Trends in Median Levels of Litter Pollution 2013 - 2017



5. Planning

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

New Buildings Inspected

- 5.2. In 2017, local authorities were notified of a total of 17,321 new buildings, an increase of 34% over 2016 figures. Of these, local authorities inspected 4,431 in 2017, representing an annual increase of 37.5% of inspections of new buildings carried out by local authorities.

Appeals to An Bord Pleanála

- 5.3. A total of 1,423 planning decisions made by local authorities were appealed to An Bord Pleanála in 2017. Of these, 79.5% of decisions made by local authorities were confirmed by An Bord Pleanála, an improvement over 2016 when 77.6% of decisions made by local authorities were upheld by An Bord Pleanála.

Cost Per Capita of Planning Services

- 5.4. The cost of planning services includes forward planning, development management and enforcement. In 2017, the cost per capita of planning services across the sector was €28.31.

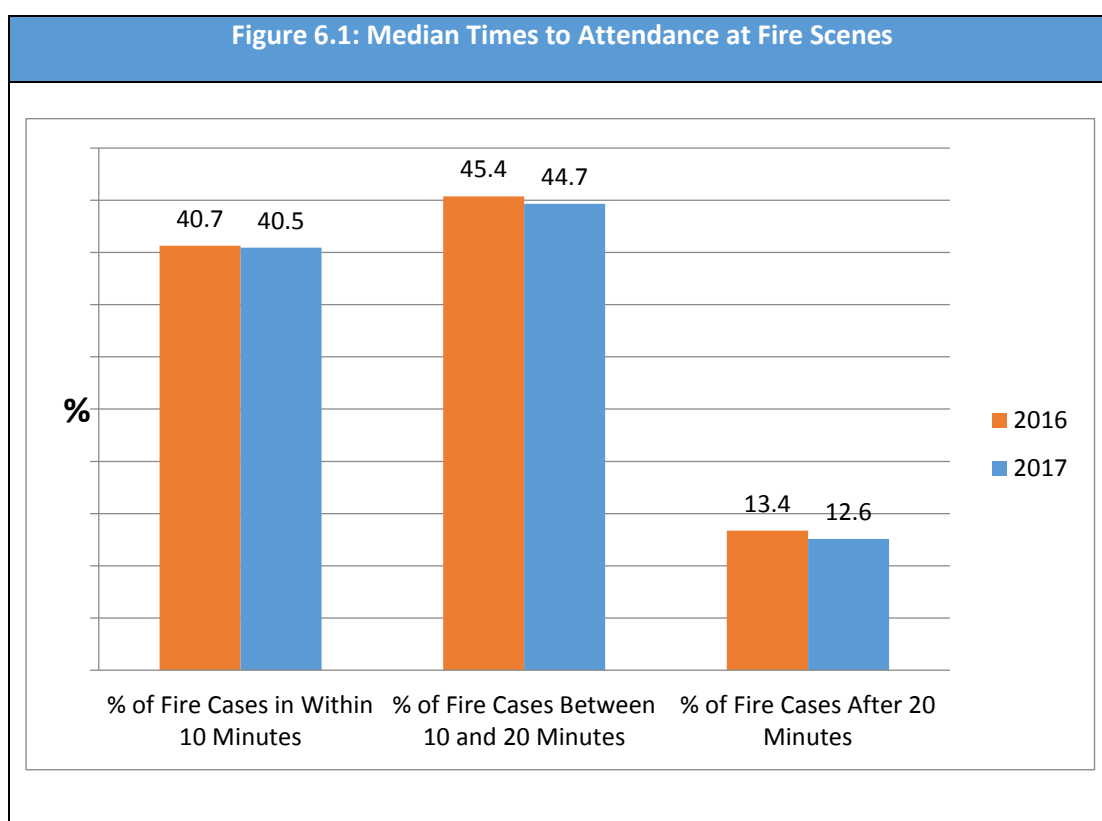
6. Fire Services

6.1. In addition to fire emergency services, local authorities conduct inspections on buildings for fire safety and provide a range of fire prevention services. The performance indicators focus on mobilisation of fire emergency services. 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 2017 the median number of minutes taken to **mobilise** the fire brigade in full-time stations was 1 minute 27 seconds, while the time in part-time fire stations was 5 minutes 29 seconds. This compared with 1 minute 31 seconds and 5 minutes 38 seconds respectively in 2016.

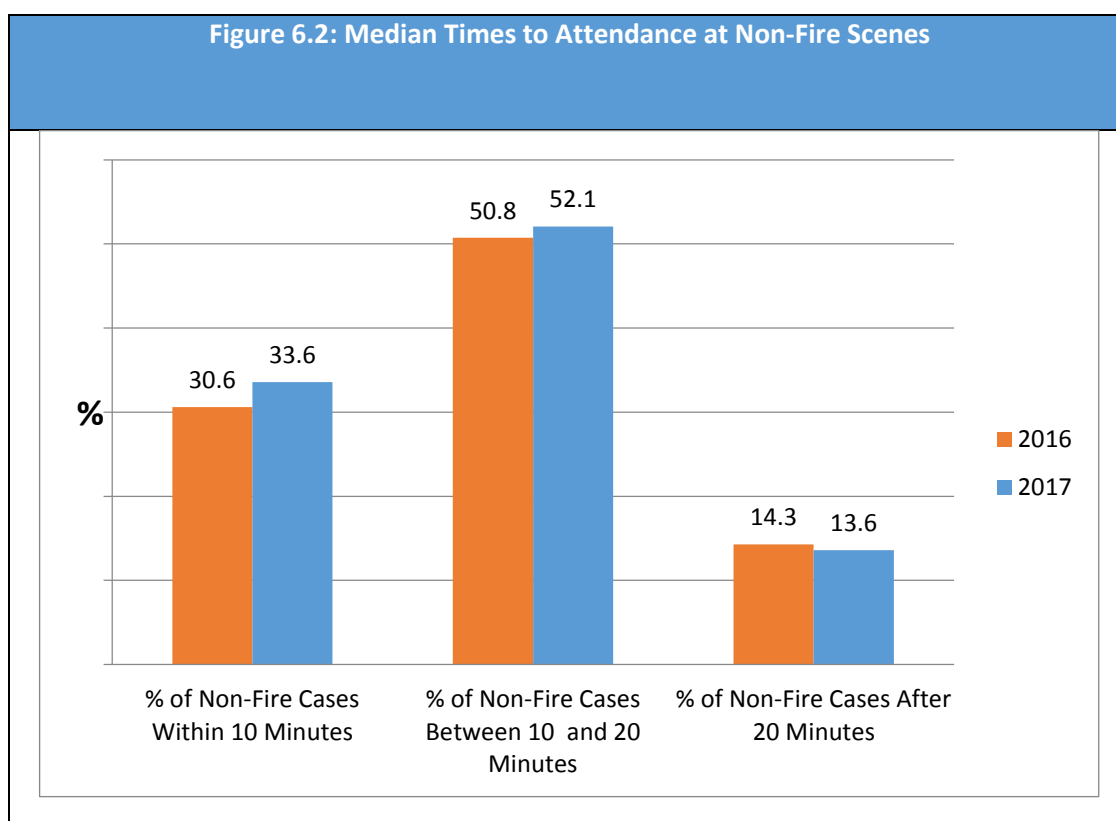
6.3. Figure 6.1 below compares the median times of **first attendance** at a fire scene in 2016 and 2017. This highlights relatively consistent attendance times between 2016 and 2017. In 2017, 40.5% of fire scenes were attended within 10 minutes while 44.7% were attended within 10 – 20 minutes. This compares with 40.7% and 45.4% respectively in 2016.



Local Authority Performance Indicators

Non-Fire Scenes

- 6.4. In 2017, it took a median of 1 minute 35 seconds to **mobilise** from full-time fire stations and 5 minutes 32 seconds to mobilise from part-time fire stations. This compares with response times of 1 minute 43 seconds and 5 minutes 54 seconds respectively in 2016.
- 6.5. **Attendance** to non-fire scenes is presented in Figure 6.2 below, showing that in 2017 33.6% of non-fire scenes were attended within 10 minutes and 52.1% were attended between 10 – 20 minutes.



Cost Per Capita

- 6.6. The per capita cost of fire services across the local government sector in 2017 was €57.74. 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 Dún Laoghaire-Rathdown. Galway County Council operates a shared service for Galway City and County Councils¹⁹.

¹⁹ 17,226 of the population receiving its first response from the Northern Ireland Fire Service has been excluded from the cost calculation.

7. Library Services, Youth & Community

Library Services

- 7.1. In 2017, there were a total of 16,935,372 visits to libraries run by local authorities, a reduction of 1.4% over 2016. A total of 13,920,251 items²⁰ were borrowed, a decrease of 23.4% since 2016²¹. 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.
- 7.2. The cost per capita of operating the library service in 2017 was €31.00. In 2016, this was €30.05.

Public Participation Networks

- 7.3. Public Participation Networks enable the public to take an active and formal role in the policy making activities of local authorities that will affect their own communities. In 2017, a total of 13,329 community organisations were included in the County Registers nationally, an increase of 1,414 since 2016. Of these, 17.7% opted to be part of the Social Inclusion College of their respective Public Participation Network. Community organisations may opt to participate in one of the two other Colleges of the PPN; the Community and Voluntary College, or the Environmental College.

Youth

- 7.4. Comhairle na nÓg are local councils for young people to provide them with an opportunity to be involved in the development of local policies. In 2017, 69% of second level schools participated in the Youth Councils/Comhairle na nÓg, an increase from 68.1% in 2016.

²⁰ Library borrowings include books, DVDs, audio, eBooks, e-magazines, e-audio and ProQuest etc.

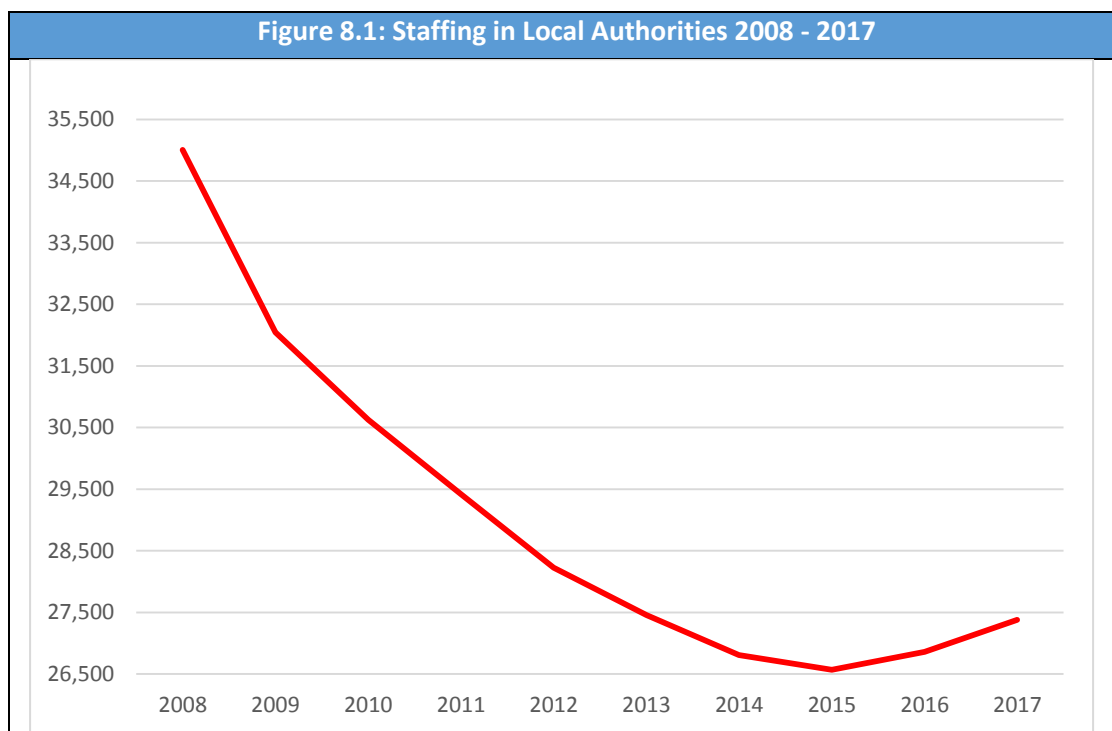
²¹ Guidelines for library borrowings in 2017 were revised. Results from 2017 are therefore not directly comparable with previous years. Refer to Section 3 (Library Service L1 and L2) of the NOAC commentary for more information.

Local Authority Performance Indicators

8. Corporate

Staffing

- 8.1. The number of whole-time equivalent staff working in local authorities fell from 35,007 in 2008 to 27,380 in 2017, a reduction of 21.8% in staffing levels over this period as shown in Figure 8.1.



Working Days Lost To Sickness

- 8.2. The mean paid working days lost to medically certified leave increased marginally from 3.76% in 2016 to 3.78% in 2017, whilst the mean paid working days lost to self-certified leave was static between 2016 and 2017 at 0.38%.

Use of Websites and Social Media

- 8.3. In 2017, there were a total of 69,679,675 page views of local authority websites, an increase of 17.8% from 2016 figures. In the same period there was a significant increase of 46.4% in followers of social media pages of local authorities from 1,163,551 to 1,703,665. These increases may in part be attributed to new online services, re-branding of services or greater public awareness of local authority online presence.

Cost Per Capita of ICT

Local Authority Performance Indicators

- 8.4. In 2017, the mean cost per capita of ICT provision per whole time equivalent across the local government sector was €3,048.41.

9. Finance

- 9.1. As outlined in Section One, local authorities operated in a particularly challenging financial environment between 2008 and 2015, with a very modest recovery in local government finances in 2016 and 2017. As a result, by 2012 most councils were operating at a revenue deficit. By 2016, 13 local authorities were operating at a deficit. This figure remained unchanged in 2017.
- 9.2. The total revenue expenditure by local authorities in 2017 was €4.28bn. Using 2016 Census data, the mean revenue expenditure per capita by local authorities was €897.89.

Commercial Rates

- 9.3. 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 focused debt management training programme. Furthermore, rates collection targets were set for each local authority. In 2017, the collection of Commercial Rates improved in 21 local authorities, remained static in 5 local authority and declined in 5 local authorities. The mean level of commercial rates collection increased from 82.5% in 2016 to 83.6% in 2017.

Rents & Annuities

- 9.4. The median collection rate for Rents and Annuities increased in 2017 to 89% from 88% in 2016. Collection rates improved in 16 local authorities, remained static in 5 local authorities and declined in 10 local authorities.

Housing Loans

- 9.5. In 2017, the collection of housing loans improved in the case of 18 local authorities, remained static in 4 local authorities and declined in 9 local authorities. The median collection rates for housing loans increased from 70% in 2016 to 74% in 2017. 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.

10. Economic Development

10.1. Local authorities play a significant role in relation to economic development. In addition to adopting and coordinating the implementation of the Local Economic and Community Plans (LECPs) and the Regional Action Plans for Jobs, the sector provides planning and development services, physical infrastructure, and supports social enterprises. It delivers a range of festivals, events and place branding, bringing tourism into cities and towns throughout Ireland.

The Local Enterprise Offices (LEOs) are central to local economic development. This support structure contributes to the creation and sustainability of jobs in local communities, strengthening new and existing business development nationwide. In 2017, the LEOs assisted businesses to create an additional 3,252 whole time equivalent jobs²², a decrease of 103.5 over 2016. The number of Trading Online Vouchers approved by the LEOs in 2017 was 1,189, while 546 were drawn down during the year. The total number of participants that received mentoring in 2017 was 8,393.

In addition to the data captured by the Performance Indicators, the value in the LEO structure also lies in supports such as core business training, networking events, advice and referral for start-ups, micro enterprises and small businesses locally.

²² 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.