**National Oversight and Audit Commission**

Performance Indicators in Local Authorities 2014

NOAC Report – December 2015

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**Introduction**

Section 126C of the Local Government Reform Act 2014 sets out the functions of the National Oversight and Audit Commission (NOAC) to 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.

NOAC’s role in relation to the scrutiny of local government performance against relevant performance indicators replaces, in respect of performance in 2014 and subsequent years, the service indicators in local authorities that were introduced by the Minister for the Environment, Community and Local Government (the Minister) in 2004. The last service indicators report to the Minister containing data on the 46 service indicators in respect of 2013 was published by the Local Government Management Agency (LGMA) in December 2014. However, the LGMA role in the collection of the data through its eReturns system and in the compilation of the Tables and Commentary on the data continues in respect of the replacement performance indicators report to NOAC.

Although the Statutory Instrument establishing NOAC was made by the Minister on 1 July 2014, NOAC met for the first time in mid-September and at the end of October it established a sub-group to develop proposals for local authority performance reporting in respect of 2014 and 2015 activity. In carrying out this task, the guiding criteria were the objective of reporting on a smaller set of performance focussed indicators, with an emphasis on financial performance and customer service, and the fact that without a substantial lead-in period local authorities could only be asked to report on data that they would have collected during 2014 or could access in the normal course. The sub-group had the benefit of a report prepared by the KPI (Key Performance Indicators) Working Group of the County and City Managers’ Association (CCMA), which recommended the deletion or amendment of many of the previously applicable service indicators as well as some new ones. Arising from the work of the sub-group, NOAC decided that 35 indicators should be reported on in respect of 2014 activity covering a wide range of the functions carried out by local authorities in the areas of housing (6), roads (2), planning (4), water (2), waste/environment (5), fire service (3), library/recreation (2), youth/community (4), corporate (4), finance (2) and economic development (1).

The data on performance was collected from local authorities by the LGMA and **the detailed results for each indicator are provided in Tables 1 to 26 on pages 22 to 79** of this report. **The LGMA’s associated commentary on the information provided by the indicators is at pages 81 to 107**. This includes at page 86 an explanation of mean and median values that are referenced frequently in this report. The report of NOAC’s **quality assurance review of 7 of the indicators and of its assessment visits to 8 of the 31 local authorities is at pages 6 to 11**. The performance indicator data brings together a wide range of information about how all the local authorities perform in delivering services to local communities and **key messages in this regard are highlighted at pages 12 to 19**. **NOAC’s conclusions and recommendations** arising from the experience of the 2014 data collection, compilation and verification process, and its analysis of the information contained in Tables 1 to 26, **are at pages 20 and 21**.

While the LGMA commentary presents an analysis and graphics relating primarily to the data outcomes and NOAC’s analysis focusses mainly on the performance aspect, there is inevitably some overlap in the material covered in these sections of the report.

NOAC wishes to express its thanks to the staff in the local authorities who contributed the data and those who facilitated and participated in assessment visits. It also wishes to express its appreciation to the staff of the LGMA who compiled the data in the report and provided the commentary at pages 81 to 107.

**Collecting the Performance Indicator Data**

The LGMA forwarded to Chief Executives on 19 February 2015 the Guidance document on the completion of the Performance Indicators prepared by NOAC and tested by the LGMA with a number of local authority officials. The deadline notified to local authorities for submitting the data to the LGMA eReturns electronic system was 30 April 2015. By mid-May the following 22 local authorities had completed their returns:

Carlow County Council

Cork County Council

Donegal County Council

Dublin City Council

Dún Laoghaire-Rathdown County Council

Fingal County Council

Galway City Council

Kerry County Council

Kilkenny County Council

Laois County Council

Leitrim County Council

Limerick City & County Council

Longford County Council

Louth County Council

Meath County Council

Monaghan County Council

Offaly County Council

South Dublin County Council

Tipperary County Council

Waterford City & County Council

Westmeath County Council

Wexford County Council

By mid-July 2015, the final three local authorities – Cork City Council and Galway and Wicklow County Councils – had completed their returns.

While NOAC is appreciative of the fact that the majority of local authorities had submitted their returns before the deadline or within a fortnight thereafter, the fact that it was mid-July before all the data items were submitted by all authorities delayed the commencement of the assessment process and delayed the review of the submitted data.

NOAC reviewed the data submitted by the local authorities by consulting with relevant Sections and/or publications of the Department of the Environment, Community and Local Government, the Department of Transport, Tourism and Sport and the Department of Jobs, Enterprise and Innovation for consistency and/or any views as to their reliability, reviewing any comments included by the local authorities for any discrepancies indicated in the data, checking for any inconsistencies in the data for similar types of local authority and comparing 2013 data for those indicators reported on in both years for any inconsistencies. Arising from this exercise, NOAC requested the LGMA to query a number of data items with a number of local authorities. The NOAC secretariat also directly queried the figures that had been submitted by several authorities in respect of some indicators and appropriate adjustments were made to the reported indicators. In addition, Irish Water supplied their most recent data in respect of the unaccounted for water (UFW) indicator.

This part of the process has proved to be very time consuming and the lengthy delay in the LGMA obtaining responses from local authorities to queries concerning the accuracy of their submitted data added a further 15 weeks or so to the process of producing the Tables of the data at pages 22 to 79. This resulted in publication of the report being delayed until December 2015, which is unacceptably late in the year. NOAC expects to see a significant improvement of performance by all the relevant parties in future years in respect of the data collection and verification part of the process.

Notwithstanding the considerable effort expended in working to ensure the consistency and accuracy of the data contained in the Tables, some issues came to light via queries submitted by local authorities, notes added to their returns and an examination of the data that call into question the reliability of the data in a small number of cases. Where this arises, it is referenced in the subsequent sections of this report.

**Quality Assurance Review of the Data**

Background to the 2014 Assessment

A quality assurance review of the annual service indicators returns has been carried out each year since 2004 by an Independent Assessment Panel (IAP). In addition to its report on the 2013 service indicators, the Panel provided a strategic overview on indicators based on IAP experience and findings over the last ten years to, inter alia, assist NOAC in its deliberations on future developments. NOAC would like to express its appreciation to the IAP members, Eric Embleton and Arthur Coldrick, for the insights contained in their strategic overview and to acknowledge the verification and quality assurance work carried out by the Panel over the past 10 years.

NOAC decided that the best approach to carrying out the assessment of the indicators reporting on 2014 activity by local authorities would be to continue with a format similar to the one used in previous years by the IAP so as to provide a measure of continuity in the transition period. This format involved the IAP visiting selected local authorities to carry out an in-depth assessment of the accuracy and reliability of the returned data for selected indicators, which varied annually.

It was agreed that the members of the NOAC Performance Indicators Sub-Group (Martina Moloney, Constance Hanniffy and Paul Lemass), together with NOAC member John Buckley, would carry out the assessment role in respect of the 2014 indicators to confirm the validity and robustness of the data captured and to obtain a view of the usefulness of the indicators and any other relevant issues.

Prior to choosing the selection of indicators and local authorities for review, the sub-group decided that the NOAC secretariat should conduct a pilot visit looking at all of the indicators in a single local authority to get a better understanding of the systems and procedures in place for collecting, storing and reconciling the data and to see if there were any issues in relation to the collection of and reporting on particular indicators. NOAC is very grateful to the staff of Louth County Council who facilitated Declan Grehan and Paul Furey of the secretariat in this exercise.

Following the pilot review, the NOAC sub-group decided to choose 7 indicators for review. These were:

* Housing: Housing Voids
* Planning: Cost per Capita of the Planning Service
* Fire Services: Cost per Capita of the Fire Service
* Library: Library Visits
* Library: Cost per Capita of the Library Service
* Economic Development: Number of Jobs Created
* Finance: Summary of the Revenue Account Balance

The sub-group selected the following 8 local authorities for review, representing a mix of urban and rural authorities and of size of population served:

* ***Dún Laoghaire-Rathdown* *County Council*** reviewed on the 15th July 2015 by Paul Lemass and Constance Hanniffy with Paul Furey of the secretariat
* ***Meath County Council*** reviewed on the 15th July 2015 by Martina Moloney and John Buckley with Declan Grehan of the secretariat
* ***Fingal County Council*** reviewed on the 22nd July 2015 by Paul Lemass and Constance Hanniffy
* ***Carlow County Council*** reviewed on the 22nd July 2015 by Martina Moloney and John Buckley with Paul Furey of the secretariat
* ***Galway County Council*** reviewed on the 23rd July 2015 by John Buckley and Constance Hanniffy with Paul Furey of the secretariat
* ***Clare County Council*** reviewed on the 27th July 2015 by Martina Moloney with Paul Furey of the secretariat
* ***Cavan County Council*** reviewed on the 28th July 2015 by Martina Moloney with Paul Furey of the secretariat
* ***Cork City Council*** reviewed on the 12th August 2015 by John Buckley with Sheila McMahon of the secretariat.

Findings

NOAC concluded that the 2014 published indicators reviewed in the year are relevant measures of performance and, apart from issues mentioned in this report, are based on reliable and accurate information.

It was confirmed that all financial information used was drawn from the Annual Financial Statements of each authority, which in turn are audited by the Local Government Audit Service. The source of all non-financial figures reviewed was confirmed. For those indicators that are based on the population served, the data was taken from the Census figures for 2011. In the case of the fire service, which spans boundaries, the relevant statistics are based on the 2011 Census adjusted by the National Directorate for Fire and Emergency Management to take account of actual boundaries of fire authority operations.

Based on the visits and subsequent follow-up work, certain adjustments have been made to the indicators as originally recommended or as reported. These adjustments are designed to improve the consistency or accuracy of the indicators.

* In the area of housing, the indicator titled ‘Housing Voids’ is headed in Table 2 as ‘Percentage Vacant at 31/12/2014’ and includes all vacancies at that date. This adjustment is designed to remove any confusion around the term ‘voids’ which, for the reviewed local authorities, is used to refer to stock that is vacant for more than six months, although the data they supplied included all the vacancies of shorter duration also.
* Fire authorities provide a first response to areas that span local authority boundaries. It was considered more appropriate to relate the cost of the services provided to the population being provided with a first response service, rather than the number of people residing in the local authority administrative area.
* The best available figures have been included for library visits based, where available, on actual daily records and, in their absence, on estimates derived from manual counts.
* The published financial performance figures relating to balances on the local authority accounts are based on cumulative surpluses or deficits (and not the outturn for the year as originally intended) and are consolidated figures incorporating the financial positions of all abolished local rating authorities in the area.
* All job creation figures are based on the annual survey of employment carried out by the Local Enterprise Offices with part-time jobs being counted as 0.5 of a full-time job.

NOAC will review the clarity of the guidelines in order to remove any possibilities for inconsistency in the returned data in respect of indicators for 2015 and subsequent years.

The teams that visited each authority can confirm that they were furnished with all the information and explanations that they sought. In most cases, information requested by NOAC was available at the time of the visit. However, in a number of instances, the NOAC secretariat needed to follow up some information following the review and this was provided promptly by the relevant local authority staff.

In regard to the use of the information, there was some variation in the degree to which the indicators formed an integral part of the management team’s work programme and on-going performance review. Some local authorities have developed their own suite of local indicators that they view as relevant in assessing their performance throughout the year. However, the published indicators are viewed as a useful comparator of performance against other local authorities and over time.

There was little indication that authorities had a process for establishing targets associated with the indicators. Consequently, at this point, they are indicators of historic performance only. The establishment of related targets could turn them into measures that could be used to gauge performance improvement.

The local authorities that were reviewed welcomed the reduction in the number of indicators from 46 to 35 and considered the new cost per capita indicators for the library, fire and planning services to be worthwhile.

**Vacant Local Authority Housing** (Table 2)

The teams concluded that the authorities are, generally, capturing the information on vacant units in an accurate and timely way.

iHouse is the software used for recording data on the housing function in most of the local authorities reviewed. Meath County Council commenced using iHouse in July 2015, Dún Laoghaire-Rathdown County Council use OHMS (Organisation Housing Management System) and Cork City Council also use a system called FoxPro into which iHouse feeds. Under all the systems used, data is updated and checked at regular intervals. Meath County Council referred to the impact that the loss of rent collectors has had on how quickly the authority becomes aware of some vacancies whereby they often rely on word of mouth to inform them of a vacant unit. Both Meath and Carlow County Councils made the point that the generally increased requirements of the revised Building Standards Regulations had begun to impact on re-letting times and costs.

Maintenance in the reviewed local authorities is carried out by a mixture of direct labour and contractors, although some of the authorities visited now use only contractors to prepare units for re-letting. Average re-letting times and costs mentioned during review visits varied considerably from 6 to 25 weeks where major works were not required and from €9,000 to €23,000 per unit.

**Cost Per Capita of the Planning Service** (Table 15)

The costs used to compile this indicator are drawn from the Annual Financial Statement and related to the census figures for the authority area. The main costs of the planning service are salaries, travel expenses and advertising and also costs associated with the preparation of Development Plans. There is some variation in the treatment of development planning costs. For instance, Cork City Council and Carlow County Council make an annual provision to evenly spread the costs associated with the production of their area’s Development Plan. Meath County Council indicated that they use development levies to cover consultant costs related to the preparation of the Plan.

**Cost Per Capita of the Fire Service** (Table 17)

Only six of the eight local authorities reviewed directly operate a fire service and of these only Cork City Council’s fire brigade is a full-time only brigade. A complication in compiling this indicator is that, in most of the fire authorities reviewed, operational fire services were both supplied to and received from neighbouring fire authorities, depending on the location of fire stations. There are varying types of agreements applicable to these arrangements and the view was expressed that the transfer payments received for the provision of such services did not generally cover the full cost. As a consequence of the service crossing local authority boundaries, as noted above, the indicators have been adjusted to relate the cost of the services provided to the populations actually served by each fire authority.

**Library Visits and Cost Per Capita of the Library Service** (Table 19)

An automatic or electronic count of all visitors to main library premises was in place in all the local authorities reviewed and the actual count, rather than an estimate based on the number of visitors in one week in October, was correctly returned to eReturns either initially or following the visit in the case of most of the local authorities. However, Clare and Dún Laoghaire-Rathdown County Councils returned extrapolated estimates from the electronic count taken in the first week in October even though all visits to their full-time libraries are counted electronically. Cavan County Council’s figure relates to the (electronic) count in its full-time libraries only. In the case of some of the reviewed councils, the library premises included facilities for non-library or non-reading/educational related activities and visitors for those purposes were included in the counts. In relation to the appropriateness of the indicator, the point was made at several visits that there is an increasing level of on-line lending conducted remotely and this is not reflected in the relevant indicator. This will be reviewed for future returns.

The general view expressed was that the library indicators are an improvement on previous years. There will be a central library management system live from 2016 onwards which should see greater efficiencies.

**Number of Jobs Created** (Table 26)

All local authorities use the same system to record data relevant to this indicator. The system is the Grant Management Information System (GMIS), which was developed by Enterprise Ireland (EI) for the County and City Enterprise Boards that the Local Enterprise Offices (LEOs) replaced. For the purposes of this system, each local authority conducts an annual verification survey, usually at the end of November, to facilitate a factual measurement of jobs created each year with the assistance of the LEO. During 2014 there was a data reconciliation exercise conducted by EI that resulted in the removal or transfer to EI from the LEOs of a number of companies that had been counted as assisted by the Enterprise Boards up to then - in some cases, because the businesses had now grown beyond the micro enterprise level. There was a general feeling that since LEOs carry out a range of other functions that are not captured by the jobs created statistic, there may be merit in supplementing that indicator with an additional measure. This will be kept under review for future years.

**Summary of the Revenue Account Balances** (Table 22)

The data for this indicator reflects the cumulative Income and Expenditure Account balance in the local authority’s Annual Financial Statement at the end of each of the years 2010, 2011, 2012, 2013 and 2014. It is compiled taking account of the balances related to any abolished borough/town councils in the administrative area. The figures are in agreement with the Annual Financial Statement of each authority reviewed.

Other Performance Matters

In the course of the visits, a number of performance-related matters were noted and discussed with staff in the areas reviewed. These included:

* The use of more detailed indicators and measures at local level that allow services to monitor their work plans is to be commended. In this respect, Cork City Council is exploring the development of a balanced scorecard system.
* In Dún Laoghaire-Rathdown, reduced costs in the planning area were due to staff reductions and some efficiency in printing costs.
* Currently, the four Dublin authorities have a co-ordinated procurement system for the purchase of new library stock. A considerable cost reduction was reported. Carlow County Council advised that a national co-ordinated procurement system is planned for 2016.
* It might be useful for authorities to consider conducting a periodic survey of the purpose of library visits using a method on the lines of that used by the Library Association of Ireland.
* Some authorities are considering or piloting self-service arrangements for libraries. These offer the potential to extend the opening hours and thereby the accessibility of services. It would be useful to evaluate the experience in these cases.
* LEO allocations in most areas were spread throughout the year but Dún Laoghaire-Rathdown reported that the allocation was spent by June which impacts on job creation in the second half of the year. There was some concern in all authorities that the impact of soft grant support was not being captured in the indicators.
* The use of a simple outturn position as a financial indicator was questioned in that it refers only to current budgets and does not relate the balance to the level of resources managed by an authority.
* Some authorities considered that a tourism related indicator would be a useful addition to the suite of measures since they see this area as a key development priority.

**Performance Indicator Data – Key Messages**

**Purpose of Indicators**

The aim of the indicators is to provide information on performance for each individual authority that can be used to compare outputs/outcomes across the various local authorities. Where the indicators are new or the calculation mechanisms have changed, comparison with performance in previous years is not possible. Where such comparative information is available, it is provided in the Summary Statistics and this facilitates comparison over time for each authority.

These indicators attempt to deliver a common approach to measurement and benchmarking and the availability of the information is intended to support all local authorities to improve the services they provide to local communities. NOAC believes that, by learning from one another, there is scope to develop and enhance best practice in the performance by local government bodies of their functions. The benchmarking process aids understanding of why councils vary in terms of performance. By making the information publicly available, citizens and service users can hold councils to account in relation to what is achieved on their behalf. It also allows councils themselves to ask questions about their services in order to make them better.

It is NOAC’s objective, as it carries out thematic reviews into different aspects of local authority activity and acquires greater insight into the functions performed by local authorities, to develop over time more qualitative performance indicators that are focussed on outcomes as well as inputs and outputs.

In reviewing the data it must be recognised that local authorities vary in terms of their client base, scale, resource base, geography and topography, which may impact on service outputs/outcomes. In this context, NOAC will consider, in consultation with the LGMA, whether and to what extent there may be scope to group similar local authorities for comparative purposes, for example, urban, rural, levels of deprivation and affluence, etc.

The information presented in this report should be considered in the broader economic and financial context within which local authorities operate. The indicators show the reduction in staffing levels and levels of revenue collection. In addition, authorities are dependent on central Government funding which has reduced during the recession. It should also be noted that the provision of services by each local authority is governed by policy decisions which are taken at local level to match services to locally identified priorities and the needs of the population served.

**Housing Services**

The total number of additional housing units provided in 2014 (Table 1) was 3,820, reflecting direct provision, and units provided under the Rental Accommodation Scheme, the Housing Assistance Payment Scheme and the Social Housing Leasing Initiative. The total stock available for social housing purposes at the end of 2014 (Table 2) stood at 153,773. 2014 saw the commencement of the roll out of the new Housing Assistance Payment Scheme through which 463 units became available. Authorities were asked to indicate the number of the housing units they own that were not tenanted on 31 December 2014 and the report shows the % this represents of the directly provided social housing stock of each local authority. The figures, which total 4,919 dwellings, vary from over 8% in Roscommon and Leitrim to 0.5% in Monaghan and South Dublin. The other authorities with vacancy rates greater than 4% are Cork and Dublin cities, Limerick city and county and Cavan, Galway, Longford, Mayo and Sligo counties. A higher level of vacancies may be due in some cases to a local authority policy of holding vacancies in certain estates pending planned refurbishment work and in others to certain stock not being popular with waiting list applicants. The level of vacancy will also reflect the extent to which the authority is pro-active in placing tenants in vacated properties within the shortest possible timeframe. The 2014 mean vacancy figure is 3.45% and the median is 2.83%. The 2013 indicator excluded from the % vacant figures those units that were the subject of major refurbishment work, but the mean and median were quite similar in 2013 to the 2014 figures – at 3.23% and 2.6% respectively. This suggests that difficult to let housing stock and local authority policy and practice regarding minimising vacancies are the more likely determinants of performance in this area.

Table 3 shows average re-letting times from the date the previous tenant vacated the dwelling to the date of the new tenant’s first rent debit varied from a low of 10 weeks in Laois to a high of 82 weeks in Cork city, with a median of 24 weeks. Although the Cork re-letting time was influenced by its policy of delaying the first rent debit by a week and having some older bedsit type units that can be difficult to let, this deviation from the median is significant. While 13 local authorities had average re-letting times of more than 30 weeks, 11 authorities achieved an average of less than 20 weeks, including 2 urban authorities (South Dublin – 11.1 weeks and Dún Laoghaire-Rathdown – 13.36 weeks). It is recognised that a number of authorities have provided explanations for their performance related to refurbishment of the units. It would be beneficial for individual authorities to review their performance in this area to ensure a timely turn-around of vacant units to meet the significant demand that exists for social housing.

There is also a significant variation in the average cost of pre-letting repairs from €1,266.57 in Cavan to €35,012.51 in Cork city, with a median cost of €8,375. Explanations that were provided for the variations include costs associated with the age of the property, the extent of the work required and the impact of hard to let properties. Average maintenance costs relating to existing tenancies varied from €256.40 in Carlow to €4,075.28 in Westmeath with a median of €758.29 so, for this indicator also, deviations from the median were quite significant. Again, authorities, particularly those that are outliers, should review comparative costs of works needed to their housing stock to ensure that value for money is being achieved.

NOAC is currently carrying out a thematic study of the maintenance and management of local authority housing; the areas being examined include the level of vacancies, re-letting practices and maintenance expenditure. The outcome of this study will enable NOAC to decide if these indicators should be retained as they are or if they require amendment to ensure that they are a more meaningful measurement of performance in future years.

The other housing study that NOAC is conducting at present relates to the local authority function of implementing the private rented sector regulations. Table 4 shows that local authorities carried out a total of 18,553 inspections of private rented dwellings in 2014. This compares with 21,218 inspections in 2013 and 19,921 in 2012. Given the escalating number of households in the private rented sector, any reduction of activity in this area is an unwelcome development. The number of inspections as a percentage of the tenancies registered with the Private Residential Tenancies Board was at least 30% in the case of Cavan, South Dublin and Roscommon County Councils and NOAC acknowledges the high level of performance by Cavan County Council who have maintained an inspection rate equating to more than 30% of tenancies every year since this indicator was introduced in respect of 2008 activity. At the other end of the spectrum, inspections in Louth, consistent with its 2013 performance, amounted to less than 0.5% of registered tenancies. The level of inspections by authorities in the urban areas accounting for the location of 56% of the tenancies was mixed, varying from South Dublin’s commendable inspection rate of 34% to 11.7% in Waterford city and county, 7.6% in Cork city, 4.6% in Dún Laoghaire-Rathdown, 3.6% in Dublin city, 3.3% in Limerick city and county, 2% in Fingal and 1.1% in Galway city. Performance in enforcing the private rented sector regulations will be considered further by NOAC in the study it is currently undertaking of this function.

There were 2,649 homeless adult individuals in emergency accommodation at 31 December 2014, of which 64% were in the Dublin area (Table 4). Although there may be no direct relationship between local authority performance and the number of persons who were homeless at any particular date, the proportion of those homeless on the day of the count who have been in emergency accommodation for more than 6 months out of the previous 12 months is a reflection of the success of local authority actions to address homelessness. The new homeless adults indicator shows that in the case of Dublin city (on behalf of the 4 Dublin authorities), Kildare, Sligo, Tipperary and Waterford Councils, more than half of the individuals in emergency accommodation at 31 December 2014 had spent more than 6 months in such accommodation.

The Implementation Plan on the State’s Response to Homelessness was in operation for more than half of that year and Action 20 of this instructed local authorities to operate their Allocation Schemes so as to ensure that homeless households (families and individuals) and other vulnerable groups are allocated housing in accordance with the appropriate priority. Ministerial directions issued in August 2015 under the Housing (Miscellaneous Provisions) Act 2009 that make it mandatory for 50% of housing allocations by the Dublin authorities and 30% of allocations by the other urban authorities to be made to households that on 1 June 2015 were either (a) in emergency accommodation, (b) had an accommodation requirement arising from a disability or (c) qualified on exceptional medical or compassionate grounds, should begin to impact positively on the second part of this indicator in 2015.

**Roads**

A new indicator has been introduced to provide information in relation to the quality of the non-national road network at Tables 6 to 9. The maintenance and improvement of roads is a key service provided by local authorities and impacts on the economic and social lives of the entire population. While only 5 councils had fully surveyed all their roads by the end of 2014 (Table 5), the majority of councils had completed at least some of the necessary survey work for this indicator. As the indicator is new, comparison with previous years is not possible. However, some key messages emerge. Looking at the median values, the survey results indicate that 5% of regional roads, which carry large traffic volumes, display structural distress and 19% have moderate to significant pavement defects. The comparable figures for the local primary roads are 8% and 27%. 15% of local secondary roads display structural distress, with 35% displaying pavement defects. The comparable figures for local tertiary roads are 28% and 27% respectively. This data will be useful in future years when comparative figures are available to assess trends in road quality and permit the targeting of resources to areas most in need.

**Water Services**

The Unaccounted for Water (UFW) figures published in Table 11 were supplied by Irish Water and were derived from data provided to it by local authorities under a Service Level Agreement (SLA) in respect of January – June 2015, as this was the most reliable data available. The mean UFW outcome for the country as a whole of 46.7% is an increase over the 2013 figure, which was 39.5%. The explanation for this variation is more likely to be the fact that up to now the calculation was based on a combination of metered commercial water usage and estimated domestic consumption (as residential usage was not metered hitherto), than that the level of leakage has increased between 2013 and 2015. The UFW level varied considerably between local authorities – from 68% in Roscommon to 32% in Monaghan. The only other authorities with UFW rates of less than 40% were Cavan (33%), Clare (37%), Kildare (35%), Laois (36%), South Dublin (34%) and Wicklow (37%). The figure for Roscommon is somewhat of an outlier with the next highest rate being 58% in Mayo.

The Drinking Water quality data supplied by the Environmental Protection Agency relates to 2013. The median compliance rate for both microbiological and chemical analysis of public water supplies provided under an SLA with Irish Water is 99.4%. Three local authorities achieved perfect 100% scores – Galway City and Longford and Louth County Councils. The median compliance rate for private water supplies was 97.9%. The drinking water quality compliance indicator data was not included in recent Service Indicator Reports.

**Waste Service**

The July 2014 national target for household access to a 3 bin refuse collection service was 50%. Table 12 suggests that this target is being exceeded in the majority of large urban centres, with the highest penetration in the Fingal area at 77.87%. The lowest level of penetration is Donegal at just 0.1% or 60 households and the median value is 22.09%. The indicators suggest that the achievement of this target is more problematic in rural counties with poor outcomes of less than 10% in a number of cases. The data was obtained by the National Waste Collection Permit Office from the waste collectors. However, comparison of the total number of households with access to a 3-bin service of 522,141 with the 2013 Service Indicators report percentage of households receiving a waste collection service being provided with segregated collection for organics, which totalled 580,655 households, indicates some doubt over the reliability of data supplied in one or both years.

**Planning Service**

It is disappointing to note from Table 15 that the buildings inspected as a percentage of new buildings whose commencement was notified to the authorities in 2014 was a reduction on the percentage inspected in 2013 in the case of the majority of authorities. The exceptions to this were Kerry, Kilkenny, Leitrim, Mayo, Monaghan, Carlow, Longford, Meath, Roscommon, Sligo and Waterford and, in the case of the latter 6 authorities, the percentage improvement was between 35% and 86%. The proportion of buildings inspected ranged from 11.02% in Fingal to 58.93% in Carlow and the median rate was 17.71%. However, on a more positive note, only 3 authorities (Fingal, South Dublin and Tipperary) had an inspection rate lower than the minimum 12% to 15% requirement specified in the February 2014 Code of Practice for Inspecting and Certifying Buildings and Works. of Practice for Inspecting and Certifying Buildings and Works.

The new per capita planning service cost indicator showed a variation from €12.66 in Cork county to €53.19 per head in Roscommon, with a mean of €28.04 from which only 10 authorities deviated by more than 20%. As referred to on page 9, the assessment of this indicator highlighted that the timing and treatment of the costs associated with the six yearly Development Plan preparation can impact on the outcome.

In 2014 a total of 6,428 planning enforcement cases were referred to local authorities and 5,539 cases were closed that year (Table 16). The number of cases being investigated at the end of the year was 15,951, with a median per authority of 218. Carlow, Clare, Dún Laoghaire-Rathdown, Galway City, Kerry, Kildare, Kilkenny, Limerick, South Dublin, Wexford

and Wicklow all succeeded in closing more cases than were referred/initiated during the year. However, it should be noted that when asked to break down the cases closed in 2014 between those that were dismissed, those that required the authority to undertake statutory enforcement proceedings under the Planning and Development Act 2000 and those that were resolved to the authority’s satisfaction through negotiations, the percentages do not total 100 in the case of 5 of the above-mentioned authorities (Dún Laoghaire-Rathdown, Kerry, Kildare, Limerick and Wicklow) together with Cork and Galway counties, Laois and Mayo. When queried, the explanation given for this was that the foregoing categories did not include ‘civic cases’, unauthorised developments and instances where there was insufficient information to process the case.

**Fire Services**

Local authority fire and emergency services respond to fire and non-fire incidents throughout the country. Attendance at the scene is a key performance target for both full and part-time services and attendance response times are reported on in Table 18. Fire brigades were called out to attend over 21,700 fires and more than 9,000 other incidents in 2014 and attended the scene in less than 10 minutes in the case of 58% of these fires and 52% of the other incidents. The 2014 mean value for attendance at fire scenes within 10 minutes was 45.02%, an improvement on the 2013 figure of 44.08%. There is a considerable variation in attendance patterns between fulltime and part time fire authorities. Perhaps not surprisingly, the full time fire services in the larger urban areas have a quicker response time with Cork city achieving a 10 minute attendance at 89.42% of fire incidents. The percentage of incidents where attendance was greater than 20 minutes varied from a low of 1.22% in Cork city to a high of 27.09% in Galway County.

Table 17 contains a new indicator introduced to measure the cost of the fire service per head of population served. This indicator highlights the variation in cost for full-time brigades and part-time services. The highest per capita cost stood at €93.13 in Cork city and this service consists of full-time fire fighters only. It also achieved the best response times to incidents. The costs associated with the part-time services were generally lower, with the per capita cost in Kildare and Wexford coming in at less than €30. However, the figure for the part time service in Leitrim is €70. The median per capita cost for part-time brigades was €43.17. Further exploration of the cost indicators from comparable counties may facilitate the sharing of good practice and efficiency measures.

**Library Services**

The number of library visits per 1,000 population (Table 19) shows a significant increase of 14% in 2014 over 2013. A new indicator of the cost per 1,000 population of operating the library service shows a wide variation from a high of €60,158.82 in Cork city, with four counties spending less than €20,000 per 1,000 population – the median is €27,089. While Cork city also had the greatest number of library visits per head of population, the cost/visit ratio ranged from a low of 4.95 in Tipperary to a high of 13.46 in Sligo. Further analysis by comparable authorities may assist in understanding the factors which underlie the significant variations in the cost of the service provision.

**Economic and Community Development and Job Creation**

The Local Government Reform Act 2014 has expanded the remit of local authorities in the area of economic and community development and a number of indicators reflect this change, but in some cases there was an issue regarding the availability of 2014 data.

In 2014, the transfer of the functions of the former County and City Enterprise Boards to the Local Enterprise Offices (LEOs) was completed. Table 26 shows the number of jobs created with assistance from the LEOs in 2014 amounted to 3,478.5. Progress was made in delivering on the target for participants in the Gateway programme (Table 20), with a median average of 64.19% success in the first year of the programme, and some authorities (Limerick, Louth, Mayo and Wicklow) even exceeding the target.

**Corporate Services**

The Local Government Efficiency Review Group (2010) identified the need to reduce employment levels in local authorities in light of reducing resources and the need to deliver efficiencies. There has been a decrease of 2.67% in staff numbers in 2014 (Table 21), bringing the total reduction since 2008 from 35,007 to 26,807 whole-time equivalent (WTE) employees, or 23.4%.

There has been a reduction in the level of certified sickness absence, with the overall mean average decreasing by 8.27%. When unpaid sick leave is excluded as per the figures in Table 21, the mean average reduction in certified sick leave is 20.33%. The percentage of working days lost due to certified paid sick leave varied from 2.37% in Wicklow to 4.47% in Galway city. The median was 3.53% and in total only 6 local authorities deviated from this median by more than 20%.

A new indicator has been introduced which focuses on the cost of the ICT service within local authorities, but, as it is new, there is no comparator from previous years. However, the inter-authority comparisons indicate significant variation, from less than €2,000 per WTE in Cork county to more than €4,000 in Leitrim. The median expenditure was €2,913. Further analysis of comparable authorities may identify scope for learning to increase efficiency.

Another new indicator for 2014 was the number of page visits to the local authority website and it transpired that not all local authority websites were accessing a web site analytics service last year, so the information was incomplete or absent in respect of 5 authorities. Given the scope to improve customer service and efficiency through greater use of the internet, it would be desirable that this data is gathered to assess trends in the future.

**Financial Performance**

A new set of indicators of the revenue account balances of local authorities, adjusted to include the figures relating to the abolished rating town and borough councils (relevant to 21 of the authorities), provides information at Table 22 on the trends in the balances over the five years from 2010 to 2014, a challenging period for local government and the broader public service. The overall revenue account credit balance for the sector is €3,361,659, showing a deterioration from 2010 of €30,928,280. A total of 14 authorities show a surplus and 17 are in a deficit situation. The deterioration is significant in the case of a small number of authorities and the 5 authorities with the most adverse balances (exceeding €5m) are Donegal, Mayo, Sligo, Waterford and Wexford, of which Sligo has the most negative balance of -€26m. While some of these authorities have made progress on arresting the worsening situation, a small number continue to be a cause of concern. In contrast, Dublin City’s surplus increased by 71% from 2013 to its 2014 level of €28.35m. Fingal, South Dublin and Cork County also showed a surplus of more than €10m at the end of 2014. Westmeath moved from a deficit of around €1m per annum to a small surplus in 2014 and Clare, Kilkenny and Longford all significantly reduced their deficits in 2014. NOAC is undertaking a more in-depth analysis of the underlying issues associated with revenue account deficits.

The collection of revenue is an important element in the financing of local authorities and collection rates over the period 2010 to 2014 for rates, rents and annuities and housing loans are included in Tables 23 to 25. Collection levels for rates in 2014 varied from a high of 92% in Fingal to lows of 56% in Donegal and Louth, with a median level of 72%. NOAC is carrying out a review of rate collection performance to better understand the contributory factors. Median housing rent and annuity collection levels in 2014 amounted to 87%, with the highest performance in Laois and Monaghan at 95% and the lowest in South Dublin at 73%. Median housing loan collection levels show a deterioration from 80% in 2010 to 65% in 2014 and the outliers for this indicator were Fingal at 98% and Kildare and Sligo at 42% and 46% respectively.

**Conclusions and Recommendations**

Conclusions

The core purpose of the performance indicators is to support local government through benchmarking and tracking performance over time to continue to improve the services provided to the citizen by local authorities.

This performance indicator process has delivered useful comparative information for the local government service and will be built on over time, including by the addition of further indicators as the need arises.

The indicators will also help to identify areas of activity for more in-depth analysis by NOAC.

As 2014 was the first year of reporting on performance indicators to NOAC, the process of compilation, validation and review was very time-consuming. Hence the publication of the report is at a very late stage of the year. It is intended that, for the 2015 indicators, the process will be streamlined, with the aim of publishing the report at a much earlier date to ensure its relevance and provide the opportunity for the early application of any learning.

NOAC will review with the LGMA all aspects of the process of collecting the data and a workshop will be held with the local authority performance indicator co-ordinators prior to the issue of the 2015 data request. Following on from this, more detailed guidance for completion of the data returns will be developed for circulation to local authorities.

The identification of the most appropriate range of indicators is an iterative process. The learning from the indicator process this year will feed into a review to inform any amendments which may be necessary for future years. In addition, the role and priorities of local government change over time and the indicators must be dynamic to respond to these changes.

Queries received from local authorities have raised some issues for consideration by NOAC in relation to the potential value of continuing to include some of the indicators. These issues will be examined by NOAC for the purposes of the report dealing with 2015 activity. There are also some indicators that NOAC has already identified as potential candidates for inclusion in the future, some of which may be capable of being collected in respect of 2015.

As a number of reviews of different aspects of local authority activity being undertaken by NOAC are progressed, the knowledge gained will be applied to developing indicators that are to the greatest extent possible relevant, unambiguous and focussed on qualitative outcomes.

Notwithstanding some issues with the consistency and reliability of some of the indicators, variations in the 2014 data show differing levels of performance by authorities in a number of areas. Many of these have been highlighted in the foregoing commentary. Where a local authority’s performance is significantly below that of other similar profile authorities, it should undertake the necessary measures to bring about an improved performance in 2016 and subsequent years.

Recommendations

Based on its review of the process at local authority level for the indicators reviewed, NOAC recommends that the 7 reviewed indicators should be retained subject to the following –

* Review whether any material inconsistency arises in the reported cost per capita of the planning service, given the practice of meeting the cost of development planning from provisions and other non-current funds in some authorities
* Provide greater clarification of the future procedure for counting or estimating library usage, including discounting non-library related use by members of the public, better capturing of all library related activities and the extent of online activity and capturing usage arising from any future self-service initiatives
* Review whether a measure of performance for LEOs can be constructed that takes account of activities other than those aimed at direct job creation
* Consider whether the financial balance of the local authority currently expressed as a monetary amount should be replaced by a measure that indicates the financial health of the authority by relating the surplus or deficit to its financial base.

More generally, NOAC recommends that –

* Targets be established by local authorities related to the indicators identified by NOAC and outturns be reviewed against those targets
* The targets and indicator outcomes be presented to local authority management teams, elected members and Audit Committees
* Year-on-year performance based on indicators, by reference to comparable authorities and against targets, be reviewed at least once annually by local authority management teams, elected members and Audit Committees.
* Comparable authorities analyse the cost indicators to identify the factors underlying significant variations in performance, ensure that value for money is being achieved and facilitate the sharing of approaches to efficiency measures.

Section 1: Housing

Table 1: Total Social Housing Dwellings Provided 01/01/2014 – 31/12/2014

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Authority | Total Social Housing Dwellings Provided 1/1/2014 - 31/12/2014 | Total Dwellings Provided | Constructed | Purchased | Provided under RAS | Provided under HAP | Provided under SHLI |
|  |  |  |  |  |  |  |  |
| Carlow County | 57 | 10 | 7 | 3 | 43 | N/A | 4 |
| Cavan County | 102 | 5 | 5 | 0 | 97 | N/A | 0 |
| Clare County | 98 | 20 | 12 | 8 | 62 | N/A | 16 |
| Cork City | 195 | 108 | 100 | 8 | 75 | N/A | 12 |
| Cork County | 242 | 7 | 6 | 1 | 77 | 55 | 103 |
| Donegal County | 31 | 4 | 2 | 2 | 21 | N/A | 6 |
| Dublin City | 485 | 205 | 159 | 46 | 76 | N/A | 204 |
| Dun Laoghaire Rathdown | 85 | 19 | 0 | 19 | 55 | N/A | 11 |
| Fingal County | 100 | 14 | 0 | 14 | 54 | N/A | 32 |
| Galway City | 16 | 0 | 0 | 0 | 7 | N/A | 9 |
| Galway County | 66 | 20 | 2 | 18 | 27 | N/A | 19 |
| Kerry County | 144 | 11 | 2 | 9 | 98 | N/A | 35 |
| Kildare County | 103 | 19 | 0 | 19 | 60 | N/A | 24 |
| Kilkenny County | 206 | 8 | 1 | 7 | 59 | 102 | 37 |
| Laois County | 34 | 21 | 1 | 20 | 0 | N/A | 13 |
| Leitrim County | 4 | 1 | 0 | 1 | 3 | N/A | 0 |
| Limerick City & County | 377 | 94 | 64 | 30 | 59 | 210 | 14 |
| Longford County | 13 | 5 | 0 | 5 | 7 | N/A | 1 |
| Louth County | 64 | 0 | 0 | 0 | 0 | 41 | 23 |
| Mayo County | 192 | 3 | 2 | 1 | 144 | N/A | 45 |
| Meath County | 97 | 9 | 0 | 9 | 52 | N/A | 36 |
| Monaghan County | 25 | 5 | 0 | 5 | 5 | 15 | 0 |
| Offaly County | 49 | 2 | 0 | 2 | 1 | N/A | 46 |
| Roscommon County | 71 | 3 | 0 | 3 | 68 | N/A | 0 |
| Sligo County | 67 | 5 | 0 | 5 | 59 | N/A | 3 |
| South Dublin County | 372 | 16 | 0 | 16 | 211 | 8 | 137 |
| Tipperary County | 148 | 6 | 0 | 6 | 103 | N/A | 39 |
| Waterford City & County | 77 | 11 | 0 | 11 | 25 | 32 | 9 |
| Westmeath County | 109 | 21 | 6 | 15 | 36 | N/A | 52 |
| Wexford County | 119 | 12 | 2 | 10 | 102 | N/A | 5 |
| Wicklow County | 72 | 10 | 1 | 9 | 62 | N/A | 0 |
| Totals | **3,820** | **674** | 372 | 302 | **1,748** | **463** | **935** |

|  |  |  |
| --- | --- | --- |
| **Total Social Housing provided 01/01/2014 to 31/12/2014** | | |
| Total Social Housing Dwellings Provided | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **97** |
|  | Mean | 123.23 |
| Total LA Dwellings Provided | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **10** |
|  | Mean | 21.74 |
| Provided under RAS | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **59** |
|  | Mean | 56.39 |
| Provided under HAP | | **2014** |
| N | Valid | 7 |
|  | Missing | 24 |
| **Average** | **Median** | **0** |
|  | Mean | 22.05 |
| Provided under SHLI | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **14** |
|  | Mean | 30.16 |

Table 2: Total Social Housing Dwellings Stock as at 31/12/2014

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Authority | Total Social Housing Dwellings as at 31/12/2014 | Directly Provided | Provided under RAS | Provided under HAP | Provided under SHLI | Percentage Vacant at 31/12/2014 |
|  |  |  |  |  |  |  |
| Carlow County | 2153 | 1567 | 489 | N/A | 97 | 1.91 |
| Cavan County | 2530 | 1983 | 535 | N/A | 12 | 5.85 |
| Clare County | 2860 | 2313 | 416 | N/A | 131 | 3.11 |
| Cork City | 9766 | 8770 | 851 | N/A | 145 | 5.9 |
| Cork County | 8794 | 7175 | 767 | 55 | 797 | 3.94 |
| Donegal County | 5144 | 4635 | 316 | N/A | 193 | 3.67 |
| Dublin City | 27366 | 25444 | 1205 | N/A | 717a | 6.67c |
| Dun Laoghaire Rathdown County | 4957 | 4384 | 407 | N/A | 166 | 0.71 |
| Fingal County | 5577 | 4491 | 722 | N/A | 364 | 1.47 |
| Galway City | 2806 | 2258 | 380 | N/A | 168 | 2.92 |
| Galway County | 2692 | 2379 | 287 | N/A | 26 | 7.19 |
| Kerry County | 4843 | 4038 | 731 | N/A | 74 | 3.44 |
| Kildare County | 4471 | 3604 | 653 | N/A | 214 | 1.03 |
| Kilkenny County | 2807 | 2164 | 493 | 102 | 48 | 1.02 |
| Laois County | 2338 | 2019 | 160 | N/A | 159 | 0.74 |
| Leitrim County | 1014 | 940 | 74 | N/A | 0b | 8.72d |
| Limerick City & County | 6635 | 5211 | 1169 | 210 | 45 | 6.7 |
| Longford County | 2075 | 1889 | 170 | N/A | 16 | 5.82 |
| Louth County | 4260 | 3671 | 171 | 41 | 377 | 1.42 |
| Mayo County | 3124 | 2044 | 958 | N/A | 122 | 6.85 |
| Meath County | 3645 | 3100 | 425 | N/A | 120 | 2.1 |
| Monaghan County | 1713 | 1410 | 288 | 15 | 0 | 0.5 |
| Offaly County | 2116 | 1754 | 176 | N/A | 186 | 2.39 |
| Roscommon County | 1772 | 1348 | 420 | N/A | 4 | 8.75e |
| Sligo County | 2482 | 2096 | 351 | N/A | 35 | 5.06 |
| South Dublin County | 11034 | 8999 | 1480 | 8 | 547 | 0.47 |
| Tipperary County | 6306 | 4733 | 1268 | N/A | 305 | 2.83 |
| Waterford City & County | 6127 | 4755 | 1210 | 32 | 130 | 2.59 |
| Westmeath County | 2457 | 1777 | 398 | N/A | 282 | 0.9 |
| Wexford County | 5047 | 4207 | 759 | N/A | 81 | 1.02 |
| Wicklow County | 4862 | 4353 | 486 | N/A | 23 | 1.33 |
| Totals | **153,773** | **129,511** | **18,215** | **463** | **5,584** |  |

a Dublin City: Includes 323 unsold affordable units: Social RAS and repossessed.

b Leitrim: Call for units under RAS/SHLI issued in 2014 - only resulted in 1 unit being secured under RAS - issues particularly in Carrick on Shannon.

c Dublin City: This includes all 1696 void units. 1.19% vacant in real terms. i.e. 25444 less 1411 unavailable = 24,033 of which 285 were void at 31/12/2014.

d Leitrim: Indicator previously excluded units subject to major refurbishment/long term voids.

e Roscommon: The vacant stock includes a number of rural houses which are in isolated locations with no demand identified. It is proposed to sell the houses with Department approval. Included is a number of units of Traveller-specific accommodation with no demand identified.

|  |  |  |
| --- | --- | --- |
| **Total Social Housing Dwellings Stock at 31/12/2014** | | |
| Total Dwellings | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **3,645.00** |
|  | Mean | 4,960.42 |
| Directly Provided | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **3,100.00** |
|  | Mean | 4,177.77 |
| Provided under RAS | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **486.00** |
|  | Mean | 587.58 |
| Provided under HAP | | **2014** |
| N | Valid | 7 |
|  | Missing | 24 |
| **Average** | **Median** | **41.00** |
|  | Mean | 66.14 |
| Provided under SHLI | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **130.00** |
|  | Mean | 180.13 |
| Percentage of Directly Provided Vacant at 31/12/14 | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **2.83** |
|  | Mean | 3.45 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Summary Statistics 2010 - 2014** | | | | | | |
| **The total number of dwellings in local authority stock\*** | | | | | | |
|  |  | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 34 | 34 | 34 | 33 | 31 |
|  | Missing | 0 | 0 | 0 | 0 | 0 |
| **Average** | **Median** | **2,333.00** | **2,348.00** | **2,483.50** | **2,506.00** | **3,100.00** |
|  | Mean | 3,766.80 | 3,847.30 | 3,853.10 | 3,937.82 | 4,177.77 |

\*The comparison of data between 2014 and previous years is calculated by comparing the average median and mean of social housing stock that was directly provided by local authorities as at 31/12/2014 with the total number of dwellings in local authority stock as recorded in ‘Table 31: Current Status of Local Authority Housing Stock/Total Number of Dwellings in Local Authority Stock’ – Service Indicators in Local Authorities 2010 - 2013.

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

|  |  |  |  |
| --- | --- | --- | --- |
| Authority | Re-letting Time (Weeks) | Re-let Cost Average (€) | Maintenance Cost by Unit (€) |
|  |  |  |  |
| Carlow County | 24.66 | 9,821.28 | 256.40 |
| Cavan County | 38.24 | 1,266.57 | 343.14 |
| Clare County | 43.61 | 9,095.54 | 551.32 |
| Cork City | 82.54 | 35,012.51 | 1,401.45 |
| Cork County | 65.82 | 17,512.21 | 1,837.31 |
| Donegal County | 38.02 | 4,762.10 | 308.00 |
| Dublin City | 23.35 | 15,875.17 | 2,680.49 |
| Dun Laoghaire Rathdown | 13.36 | 4,978.82 | 1,727.93 |
| Fingal County | 24.48 | 10,934.88 | 758.29 |
| Galway City | 36 | 14,000.00 | 576.54 |
| Galway County | 51.19 | 8,033.58 | 766.15 |
| Kerry County | 48.84 | 17,888.28 | 529.91 |
| Kildare County | 14.83 | 11,530.15 | 506.92 |
| Kilkenny County | 18.36 | 9,529.89 | 946.51 |
| Laois County | 10.17 | 3,061.11 | 868.21 |
| Leitrim County | 57.8 | 8,237.84 | 1,329.85 |
| Limerick City & County | 67.5 | 6,653.81 | 841.28 |
| Longford County | 16.24 | 4,734.50 | 586.26 |
| Louth County | 25.83 | 4,022.83 | 914.42 |
| Mayo County | 38 | 7,281.15 | 384.05 |
| Meath County | 15 | 19,999.00 | 801.00 |
| Monaghan County | 19.45 | 4,395.55 | 836.76 |
| Offaly County | 37.4 | 8,375.00 | 535.00 |
| Roscommon County | 56.39 | 7,167.18 | 474.00 |
| Sligo County | 12.55 | 5,989.15 | 403.51 |
| South Dublin County | 11.1 | 12,442.85 | 1,140.23 |
| Tipperary County | 21.28 | 5,716.19 | 478.93 |
| Waterford City & County | 21 | 12,712.00 | 477.00 |
| Westmeath County | 18.47 | 9,887.07 | 4,075.28 |
| Wexford County | 12.78 | 2,950.00 | 955.45 |
| Wicklow County | 20.97 | 14,016.59 | 555.19 |

|  |  |  |
| --- | --- | --- |
| **Average Re-letting Time, Cost & Maintenance Cost** | | |
| Re-letting Time (Weeks) | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **24.48** |
|  | Mean | 31.78 |
| Re-let Cost Average (€) | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **8,375.00** |
|  | Mean | 9,931.70 |
| Maintenance Cost by Unit (€) | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **758.29** |
|  | Mean | 930.54 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Summary Statistics 2010 - 2014** | | | | | | |
| **Re-letting Time (Weeks)\*** | | | | | | |
|  |  | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 34 | 33 | 34 | 33 | 31 |
|  | Missing | 0 | 1 | 0 | 0 | 0 |
| **Average** | **Median** | **24.33** | **26.6** | **23.85** | **22.20** | **24.48** |
|  | Mean | 25.76 | 30.41 | 26.95 | 24.71 | 31.78 |

\*The comparison of data between 2014 and 2013 is calculated by comparing the average median and mean of the re-letting time (weeks) 2014 with the total of the average time taken (in weeks) from the date of vacation and from the works being completed to the date of the first rent debit (‘Table 31: Current Status of Local Authority Housing Stock/Total Number of Dwellings in Local Authority Stock’ in previous years’ Service Indicator reports)

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Authority | Total Number of Registered Tenancies at end 2014 | Number of Private Rented Inspections Carried Out | Nos of Adults in Emergency Accomd. on 31/12/14 | % of persons in Emergency Accommodation at 31/12/2014 using emergency accommodation services in excess of 6 months over the year |
|  |  |  |  |  |
| Carlow County | 3320 | 328 | 10 | 10 |
| Cavan County | 2356 | 808 | 0 | 0 |
| Clare County | 4400 | 391 | 19 | 15.79 |
| Cork City | 15988 | 1211 | 173 | 20.23 |
| Cork County | 16728 | 802 | 2 | 0 |
| Donegal County | 5567 | 576 | 21 | 19.05 |
| Dublin City | 69396 | 2511 | 1692a | 54.43 |
| Dun Laoghaire Rathdown | 14850 | 683 | a |  |
| Fingal County | 19652 | 397 | a |  |
| Galway City | 12123 | 138 | 59 | 32.2 |
| Galway County | 5944 | 57 | 24 | 45.83 |
| Kerry County | 7156 | 714 | 31 | 35.48 |
| Kildare County | 11452 | 579 | 53 | 52.83 |
| Kilkenny County | 3895 | 381 | 42 | 47.62 |
| Laois County | 3589 | 162 | 3 | 33.33 |
| Leitrim County | 1289 | 62 | 0 | 0 |
| Limerick City & County | 12043 | 402 | 245 | 33.88 |
| Longford County | 2065 | 173 | 14 | 50 |
| Louth County | 5510 | 23 | 25 | 4 |
| Mayo County | 5535 | 322 | 0 | 0 |
| Meath County | 6929 | 122 | 35 | 5.71 |
| Monaghan County | 1583 | 221 | 1 | 0 |
| Offaly County | 3011 | 50 | 6 | 33.33 |
| Roscommon County | 2493 | 748 | 0 | 0 |
| Sligo County | 4984 | 804 | 8 | 75 |
| South Dublin County | 8200 | 2799 | a |  |
| Tipperary County | 6663 | 191 | 21 | 52.38 |
| Waterford City & County | 7588 | 886 | 70 | 62.86 |
| Westmeath County | 5841 | 820 | 19 | 5.26 |
| Wexford County | 7894 | 826 | 35 | 22.86 |
| Wicklow County | 6981 | 366 | 41 | 46.34 |
| Totals | **285,025** | **18,553** | **2,649** |  |

a DCC; manages homelessness responses on behalf of Dublin authorities, so DLR, Fingal and South Dublin are included in Dublin City.

|  |  |  |
| --- | --- | --- |
| **Private rented sector inspections - Long term Homeless Adults** | | |
| Total Number of Registered Tenants | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **5,944.00** |
|  | Mean | 9,194.35 |
| Number of Inspections Carried Out | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **397.00** |
|  | Mean | 598.48 |
| PASS Homeless Adults | | **2014** |
| N | Valid | 28 |
|  | Missing | 3 |
| **Average** | **Median** | **21.00** |
|  | Mean | 94.61 |
| Long-term Homeless as % of Total | | **2014** |
| N | Valid | 28 |
|  | Missing | 3 |
| **Average** | **Median** | **33.33** |
|  | Mean | 30.34 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Summary Statistics 2012 - 2014** | | | |
|  | **Total Number of Registered Tenancies** | | |
|  | **2012** | **2013** | **2014** |
| **Median** | **4,338.00** | **5,052.00** | **5,944.00** |
| Mean | 7,202.64 | 8,430.41 | 9,194.35 |
|  | **Number of Inspections Carried Out** |  |  |
|  | **2012** | **2013** | **2014** |
| **Median** | **437** | **550** | **397** |
| Mean | 585.91 | 642.97 | 598.48 |

Section 2: Roads

**Table 5:** Percentage (based on length) of both regional and local roads whose PSCI condition has been recorded as at 31/12/2014

|  |  |  |
| --- | --- | --- |
|  | **Overall Percentage Regional** | **Overall Percentage Local** |
|  |  |  |
| **Carlow County** | 44a | 86 |
| **Cavan County** | 100 | 100 |
| **Clare County** | 100 | 23 |
| **Cork City** | 0a | 0 |
| **Cork County** | 39.37 | 75.51 |
| **Donegal County** | 100a | 67.71 |
| **Dublin City** | 12.3 | 87.04 |
| **Dun Laoghaire Rathdown** | N/A | N/A |
| **Fingal County** | N/A | N/A |
| **Galway City** | 0 | 0 |
| **Galway County** | 100 | 100 |
| **Kerry County** | 75.69 | 51.28 |
| **Kildare County** | 12.1 | 33.79 |
| **Kilkenny County** | 5 | 44.5 |
| **Laois County** | 87 | 73 |
| **Leitrim County** | 8 | 55 |
| **Limerick City & County** | 31a | 87 |
| **Longford County** | 32.5 | 11.5 |
| **Louth County** | 8.82 | 65.46 |
| **Mayo County** | 21.07 | 15.48 |
| **Meath County** | 0 | 0 |
| **Monaghan County** | 100 | 100 |
| **Offaly County** | 64 | 89 |
| **Roscommon County** | 100 | 0 |
| **Sligo County** | 100 | 100 |
| **South Dublin County** | N/A | N/A |
| **Tipperary County** | 68 | 71 |
| **Waterford City & County** | 92 | 85 |
| **Westmeath County** | 22.32 | 23.45 |
| **Wexford County** | 51.8 | 40.6 |
| **Wicklow County** | 100 | 100 |

a In a number of local authorities mechanical surveys were carried out of the road network. This information is available to local authorities but not recorded in Map Road.

|  |  |  |
| --- | --- | --- |
| **Summary Statistics for overall PSCI Condition surveyed** | | |
| **The overall %s (based on length) of the Regional roads in their area whose PSCI condition has been recorded as at 31/12/2014.** | | **2014** |
| N | Valid | 28 |
|  | Missing | 3 |
| **Average** | **Median** | **57.90** |
|  | Mean | 53.83 |
| **The overall %s (based on length) of the Local roads in their area whose PSCI condition has been recorded as at 31/12/2014.** | | **2014** |
| N | Valid | 28 |
|  | Missing | 3 |
| **Average** | **Median** | **66.36** |
|  | Mean | 56.62 |

**Table 6:** Ratings in Pavement Surface Condition Indexa –Regional as at 31/12/2014

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Structural Distress | | | | Pavement Defects | | Surface Defects | | Not Visible/Minor | |
| Authority | Cat. 1 | Cat. 2 | Cat. 3 | Cat. 4 | Cat. 5 | Cat. 6 | Cat. 7 | Cat. 8 | Cat. 9 | Cat. 10 |
|  |  |  |  |  |  |  |  |  |  |  |
| Carlow County | 0 | 0 | 0 | 12 | 4 | 12 | 12 | 46 | 12 | 0 |
| Cavan County | 0 | 0 | 0 | 2 | 8 | 31 | 15 | 15 | 16 | 1 |
| Clare County | 0 | 0 | 0 | 2 | 4 | 14 | 28 | 34 | 11 | 7 |
| Cork City | N/A  b | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Cork County | 0.01 | 0.44 | 0.75 | 6 | 7.68 | 13.69 | 18.58 | 25.6 | 22.2 | 5.06 |
| Donegal County | 1.77 | 0.44 | 0.41 | 8.48 | 14.75 | 20.36 | 20.57 | 16 | 12.41 | 4.83 |
| Dublin City | 0 | 0.48 | 1.5 | 4.75 | 6.8 | 27.31 | 0.85 | 14.88 | 20.49 | 22.94 |
| Dun Laoghaire Rathdown | N/Ab | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Fingal County | N/Ab | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Galway City | 0 | 0 | 0 | 0 | 8.9 | 0 | 4.3 | 40.2 | 16 | 30 |
| Galway County | 0 | 0.02 | 0.41 | 15.03 | 9.98 | 13.18 | 21.15 | 20.7 | 11.8 | 7.74 |
| Kerry County | 0 | 1 | 2 | 4.8 | 3.3 | 10.8 | 27.3 | 18.9 | 27.7 | 4.3 |
| Kildare County | 2.26 | 0.75 | 0.75 | 5.26 | 3.38 | 8.65 | 16.92 | 21.43 | 24.81 | 15.79 |
| Kilkenny County | 0 | 0 | 0 | 21 | 15 | 4 | 18 | 40 | 2 | 0 |
| Laois County | 0 | 0 | 2 | 9 | 13 | 20 | 15 | 18 | 16 | 6 |
| Leitrim County | 0 | 0 | 0 | 0 | 74 | 20 | 2 | 3 | 1 | 0 |
| Limerick City & County | 0 | 0 | 0 | 0.35 | 4.16 | 13.68 | 21.29 | 44.73 | 14.99 | 0.79 |
| Longford County | 0 | 0 | 0 | 13 | 11 | 34 | 9 | 11 | 21 | 1 |
| Louth County | 0 | 0 | 0 | 4 | 4 | 34 | 24 | 26 | 8 | 0 |
| Mayo County | 0 | 0 | 0 | 0.84 | 6.3 | 13.15 | 2.47 | 46.18 | 19.47 | 11.61 |
| Meath County | N/Ab | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Monaghan County | 0 | 0 | 0 | 16 | 1 | 2 | 29 | 26 | 24 | 2 |
| Offaly County | 0 | 0.02 | 1.8 | 12.08 | 3.48 | 10.85 | 11.95 | 15.31 | 41.5 | 3.01 |
| Roscommon County | 0.42 | 0 | 1.63 | 10.88 | 3.46 | 7.36 | 11.9 | 32.2 | 19.78 | 12.38 |
| Sligo County | 1 | 1 | 2 | 3 | 3 | 9 | 14 | 22 | 33 | 12 |
| South Dublin County | N/Ab | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Tipperary County | 0 | 1 | 1 | 6 | 7 | 13 | 31 | 19 | 18 | 4 |
| Waterford City & County | 0 | 0 | 0 | 4 | 5 | 6 | 29 | 28 | 27 | 1 |
| Westmeath County | 0 | 0 | 0 | 2 | 17 | 25 | 47 | 8 | 2 | 0 |
| Wexford County | 0 | 0 | 2 | 14 | 6 | 9 | 21 | 15 | 21 | 12 |
| Wicklow County | 0 | 0 | 0 | 0.19 | 0.93 | 0.31 | 31.35 | 48.92 | 10.18 | 8.12 |

*These comments apply to tables 6-9;*

aRef. Appendix page 80 for category clarifications

bCork City, DLR, Fingal, Meath & S Dublin: Surveys only commenced in 2015.

|  |  |  |
| --- | --- | --- |
| **Ratings in Pavement Surface Condition Index - Regional** | | |
| Cat 1 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **0.00** |
|  | Mean | 0.21 |
| Cat 2 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **0.00** |
|  | Mean | 0.20 |
| Cat 3 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **0.00** |
|  | Mean | 0.63 |
| Cat 4 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **5.03** |
|  | Mean | 6.79 |
| Cat 5 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **6.15** |
|  | Mean | 9.43 |
| Cat 6 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **13.08** |
|  | Mean | 14.32 |
| Cat 7 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **18.29** |
|  | Mean | 18.56 |
| Cat 8 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **21.72** |
|  | Mean | 25.23 |
| Cat 9 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **17.00** |
|  | Mean | 17.44 |
| Cat 10 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **4.57** |
|  | Mean | 6.64 |

**Table 7:** Ratings in Pavement Surface Condition Index - Local Primary as at 31/12/2014

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Structural Distress | | | | Pavement Defects | | Surface Defects | | Not Visible/Minor | |
| Authority | Cat. 1 | Cat. 2 | Cat. 3 | Cat. 4 | Cat. 5 | Cat. 6 | Cat. 7 | Cat. 8 | Cat. 9 | Cat. 10 |
|  |  |  |  |  |  |  |  |  |  |  |
| Carlow County | 0 | 0 | 0 | 2 | 4 | 20 | 41 | 28 | 4 | 0 |
| Cavan County | 0 | 0 | 0 | 4 | 12 | 33 | 32 | 12 | 7 | 1 |
| Clare County | 0 | 0 | 1 | 4 | 5 | 17 | 29 | 27 | 11 | 6 |
| Cork City | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Cork County | 0.11 | 0.44 | 1.1 | 11.23 | 8.36 | 15.09 | 23.2 | 25.63 | 13.12 | 1.72 |
| Donegal County | 0.53 | 0.77 | 1.37 | 7.19 | 13.14 | 22.43 | 22.39 | 12.52 | 18.24 | 1.43 |
| Dublin City | 0.08 | 0.48 | 2.01 | 9.61 | 9.75 | 34.64 | 3.61 | 11.2 | 18.14 | 10.48 |
| Dun Laoghaire Rathdown | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Fingal County | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Galway City | 0 | 0 | 0 | 0 | 26 | 52 | 12 | 0 | 9.3 | 0 |
| Galway County | 0 | 0 | 0.49 | 6.54 | 6.88 | 21.36 | 19 | 29.37 | 15.14 | 1.16 |
| Kerry County | 0.2 | 0.7 | 3.5 | 9.7 | 12.1 | 13.5 | 28.7 | 12.5 | 16 | 3.1 |
| Kildare County | 2.48 | 0.83 | 1.65 | 9.09 | 14.05 | 16.53 | 18.18 | 17.36 | 10.74 | 9.09 |
| Kilkenny County | 0 | 0 | 1 | 8 | 20 | 22 | 24 | 14 | 9 | 1 |
| Laois County | 0 | 1 | 3 | 13 | 15 | 29 | 19 | 15 | 4 | 1 |
| Leitrim County | 0 | 0 | 0 | 2 | 7 | 15 | 33 | 30 | 12 | 0 |
| Limerick City & County | 0 | 0.06 | 0.18 | 3.03 | 6.26 | 17.22 | 40.7 | 23.36 | 7.68 | 1.49 |
| Longford County | 0 | 0 | 0 | 7 | 11 | 24 | 10 | 19 | 27 | 2 |
| Louth County | 0 | 0 | 0 | 5 | 14 | 29 | 39 | 11 | 2 | 0 |
| Mayo County | 2.6 | 4.45 | 20.83 | 0.64 | 3.1 | 1.12 | 4.81 | 37.64 | 22.76 | 2.05 |
| Meath County | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Monaghan County | 0 | 0 | 1 | 8 | 1 | 5 | 28 | 31 | 23 | 4 |
| Offaly County | 0.01 | 1.28 | 5.65 | 33.3 | 11.17 | 14.48 | 11.51 | 5.71 | 16.43 | 0.46 |
| Roscommon County | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sligo County | 0 | 0 | 2 | 11 | 10 | 13 | 15 | 14 | 30 | 5 |
| South Dublin County | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Tipperary County | 0 | 1 | 3 | 12 | 10 | 17 | 26 | 17 | 12 | 2 |
| Waterford City & County | 0 | 0 | 1 | 3 | 4 | 19 | 44 | 21 | 6 | 1 |
| Westmeath County | 0 | 0 | 4 | 11 | 15 | 34 | 33 | 2 | 2 | 0 |
| Wexford County | 0 | 0 | 4 | 20 | 11 | 13 | 16 | 12 | 15 | 8 |
| Wicklow County | 0 | 0.86 | 1.1 | 4.67 | 4.49 | 6.74 | 51.13 | 25.62 | 4.49 | 0 |

|  |  |  |
| --- | --- | --- |
| **Ratings in Pavement Surface Condition Index - Local Primary** | | |
| Cat 1 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **0.00** |
|  | Mean | 0.23 |
| Cat 2 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **0.00** |
|  | Mean | 0.46 |
| Cat 3 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **1.05** |
|  | Mean | 2.23 |
| Cat 4 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **7.10** |
|  | Mean | 7.88 |
| Cat 5 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **10.00** |
|  | Mean | 9.78 |
| Cat 6 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **17.11** |
|  | Mean | 19.43 |
| Cat 7 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **23.60** |
|  | Mean | 24.01 |
| Cat 8 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **16.00** |
|  | Mean | 17.46 |
| Cat 9 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **11.50** |
|  | Mean | 12.16 |
| Cat 10 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **1.30** |
|  | Mean | 2.38 |

**Table 8:** Ratings in Pavement Surface Condition Index - Local Secondary as at 31/12/2014

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | Structural Distress | | | | Pavement Defects | | Surface Defects | | Not Visible/Minor | |
| Authority | Cat. 1 | | Cat. 2 | Cat. 3 | Cat. 4 | Cat. 5 | Cat. 6 | Cat. 7 | Cat. 8 | Cat. 9 | Cat. 10 | |
|  |  | |  |  |  |  |  |  |  |  |  | |
| Carlow County | 0 | | 0 | 1 | 6 | 16 | 32 | 34 | 10 | 1 | 0 | |
| Cavan County | 1 | | 0 | 1 | 9 | 19 | 33 | 25 | 8 | 3 | 0 | |
| Clare County | 0 | | 1 | 2 | 15 | 11 | 18 | 25 | 23 | 3 | 3 | |
| Cork City | N/A | | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | |
| Cork County | 0.47 | | 1.48 | 4.49 | 16.63 | 10.95 | 15.48 | 22.34 | 17.34 | 8.64 | 2.16 | |
| Donegal County | 1.82 | | 2.93 | 2.46 | 1.26 | 15.09 | 23.71 | 19.75 | 10.44 | 11.58 | 0.95 | |
| Dublin City | 0 | | 1.42 | 1.04 | 17.8 | 8.35 | 34.74 | 4.31 | 11.01 | 15.86 | 6.9 | |
| Dun Laoghaire Rathdown | N/A | | N/A | N/A | N.A | N/A | N/A | N/A | N/A | N/A | N/A | |
| Fingal County | N/A | | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | |
| Galway City | 1.9 | | 0 | 0.22 | 0.86 | 24.48 | 28.4 | 34.54 | 9.2 | 0.26 | 0 | |
| Galway County | 0.08 | | 0.73 | 2.2 | 12.58 | 15.28 | 25.51 | 22.83 | 16.29 | 4.27 | 0.22 | |
| Kerry County | 0.4 | | 2.7 | 4.8 | 16.6 | 14.7 | 13.7 | 27.5 | 8.3 | 9.6 | 1.7 | |
| Kildare County | 0.94 | | 1.18 | 2.82 | 11.29 | 11.53 | 26.35 | 13.65 | 18.35 | 11.29 | 2.59 | |
| Kilkenny County | 0 | | 2 | 3 | 10 | 17 | 20 | 16 | 12 | 14 | 6 | |
| Laois County | 0 | | 2 | 3 | 13 | 16 | 25 | 21 | 14 | 6 | 0 | |
| Leitrim County | 0 | | 0 | 1 | 6 | 21 | 30 | 32 | 8 | 2 |  | |
| Limerick City & County | 0.19 | | 0.14 | 0.66 | 4.64 | 11.21 | 23.25 | 39.49 | 15.45 | 4.13 | 0.85 | |
| Longford County | 0 | | 0 | 0 | 4 | 11 | 22 | 5 | 7 | 51 | 0 | |
| Louth County | 0 | | 1 | 1 | 6 | 21 | 40 | 23 | 8 | 1 | 0 | |
| Mayo County | 0 | | 2.31 | 11.46 | 6.61 | 3.46 | 10.11 | 3.58 | 51.34 | 11.13 | 0 | |
| Meath County | N/A | | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | |
| Monaghan County | 0 | | 0 | 2 | 14 | 1 | 5 | 28 | 28 | 18 | 4 | |
| Offaly County | 0.64 | | 2.02 | 6.39 | 34.26 | 10.29 | 9.81 | 9.9 | 4.17 | 21.13 | 1.4 | |
| Roscommon County | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Sligo County | 2 | | 1 | 5 | 15 | 15 | 15 | 18 | 11 | 16 | 4 | |
| South Dublin County | N/A | | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | |
| Tipperary County | 0 | | 3 | 8 | 16 | 12 | 18 | 22 | 11 | 8 | 2 | |
| Waterford City & County | 1 | | 0 | 1 | 5 | 8 | 24 | 43 | 15 | 3 | 1 | |
| Westmeath County | 2 | | 1 | 2 | 12 | 17 | 38 | 26 | 2 | 0 | 0 | |
| Wexford County | 0 | | 1 | 8 | 24 | 12 | 11 | 15 | 10 | 14 | 4 | |
| Wicklow County | 0 | | 2.21 | 9.63 | 13.28 | 12.23 | 11.42 | 22.51 | 16.63 | 12.02 | 0.08 | |

|  |  |  |
| --- | --- | --- |
| **Ratings in Pavement Surface Condition Index - Local Secondary** | | |
| Cat 1 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **0.00** |
|  | Mean | 0.48 |
| Cat 2 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **1.00** |
|  | Mean | 1.12 |
| Cat 3 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **2.10** |
|  | Mean | 3.24 |
| Cat 4 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **11.65** |
|  | Mean | 11.19 |
| Cat 5 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **12.12** |
|  | Mean | 12.87 |
| Cat 6 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **22.63** |
|  | Mean | 21.29 |
| Cat 7 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **22.43** |
|  | Mean | 21.28 |
| Cat 8 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **11.00** |
|  | Mean | 13.29 |
| Cat 9 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **8.32** |
|  | Mean | 9.61 |
| Cat 10 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **0.90** |
|  | Mean | 1.57 |

**Table 9:** Ratings in Pavement Surface Condition Index - Local Tertiary as at 31/12/2014

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Structural Distress | | | | Pavement Defects | | Surface Defects | | Not Visible/Minor | |
| Authority | Cat. 1 | Cat. 2 | Cat. 3 | Cat. 4 | Cat. 5 | Cat. 6 | Cat. 7 | Cat. 8 | Cat. 9 | Cat. 10 |
|  |  |  |  |  |  |  |  |  |  |  |
| Carlow County | 1 | 4 | 6 | 20 | 20 | 22 | 19 | 6 | 1 | 0 |
| Cavan County | 3 | 2 | 1 | 9 | 18 | 30 | 27 | 9 | 1 | 0 |
| Clare County | 22 | 5 | 7 | 15 | 12 | 8 | 17 | 6 | 6 | 2 |
| Cork City | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Cork County | 5.47 | 6.43 | 8.38 | 16.13 | 12.59 | 12.17 | 18.65 | 12.15 | 6.26 | 1.77 |
| Donegal County | 9.41 | 8.88 | 4.21 | 12.32 | 10.95 | 14.47 | 16.63 | 9.03 | 12.57 | 1.52g |
| Dublin City | 0.04 | 0.86 | 1.26 | 12.57 | 7.13 | 36.05 | 3.84 | 10.18 | 19.82 | 8.25 |
| Dun Laoghaire Rathdown | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Fingal County | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Galway City | 0 | 0 | 0.07 | 0.09 | 34.7 | 62 | 36 | 2.6 | 0 | 0 |
| Galway County | 3.62 | 4.17 | 6.95 | 21.15 | 17.39 | 20.02 | 17.3 | 6.54 | 2.53 | 0.32 |
| Kerry County | 3 | 3.5 | 4.5 | 17.1 | 13.7 | 15.8 | 26.5 | 7.5 | 7.9 | 0.4 |
| Kildare County | 2.56 | 7.69 | 10.26 | 17.95 | 15.38 | 7.69 | 12.82 | 20.51 | 2.56 | 2.56 |
| Kilkenny County | 8 | 28 | 7 | 4 | 6 | 3 | 19 | 4 | 20 | 1 |
| Laois County | 1 | 3 | 5 | 15 | 17 | 16 | 19 | 9 | 13 | 2 |
| Leitrim County | 1 | 3 | 4 | 13 | 25 | 26 | 18 | 8 | 2 | 0 |
| Limerick City & County | 4.42 | 2.94 | 4.02 | 16.05 | 18.24 | 25.25 | 21.41 | 6.05 | 1.63 | 0 |
| Longford County | 0 | 0 | 0 | 0 | 2 | 22 | 18 | 16 | 42 | 0 |
| Louth County | 0 | 5 | 7 | 18 | 24 | 34 | 7 | 4 | 0 | 0 |
| Mayo County | 16.32 | 3.69 | 7.28 | 8.53 | 2.56 | 5.69 | 8.92 | 28.3 | 5.19 | 13.52 |
| Meath County | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Monaghan County | 2 | 2 | 4 | 15 | 1 | 2 | 35 | 23 | 15 | 2 |
| Offaly County | 3.57 | 3.31 | 11.75 | 29.43 | 7.2 | 7.9 | 10.57 | 5.49 | 18.82 | 1.95 |
| Roscommon County | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sligo County | 11 | 4 | 8 | 19 | 13 | 11 | 17 | 6 | 10 | 2 |
| South Dublin County | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Tipperary County | 4 | 9 | 10 | 24 | 9 | 13 | 14 | 9 | 6 | 3 |
| Waterford City & County | 4 | 1 | 2 | 7 | 9 | 17 | 29 | 15 | 12 | 6 |
| Westmeath County | 2 | 7 | 9 | 19 | 21 | 16 | 24 | 2 | 0 | 0 |
| Wexford County | 7 | 11 | 13 | 25 | 5 | 7 | 12 | 8 | 10 | 2 |
| Wicklow County | 0 | 13.48 | 18.48 | 8.26 | 3.55 | 0 | 27.84 | 28.39 | 0 | 0 |

|  |  |  |
| --- | --- | --- |
| **Ratings in Pavement Surface Condition Index - Local Tertiary** | | |
| Cat 1 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **3.00** |
|  | Mean | 4.40 |
| Cat 2 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **3.85** |
|  | Mean | 5.34 |
| Cat 3 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **6.48** |
|  | Mean | 6.16 |
| Cat 4 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **15.00** |
|  | Mean | 13.95 |
| Cat 5 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **12.30** |
|  | Mean | 12.52 |
| Cat 6 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **15.14** |
|  | Mean | 16.69 |
| Cat 7 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **18.00** |
|  | Mean | 18.29 |
| Cat 8 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **8.00** |
|  | Mean | 10.07 |
| Cat 9 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **6.00** |
|  | Mean | 8.28 |
| Cat 10 | | **2014** |
| N | Valid | 26 |
|  | Missing | 5 |
| **Average** | **Median** | **1.26** |
|  | Mean | 1.93 |

Table 10: Percentage of Motor Tax Transactions performed online as at 31/12/2014

|  |  |
| --- | --- |
| Authority | Percentage of Motor Tax Online |
|  |  |
| Carlow County | 43.31 |
| Cavan County | 49.57 |
| Clare County | 51.85 |
| Cork City | N/A |
| Cork County | 62.96a |
| Donegal County | 35.8 |
| Dublin City | 71.79b |
| Dun Laoghaire Rathdown | N/Ac |
| Fingal County | N/Ac |
| Galway City | N/Ac |
| Galway County | 52.52 |
| Kerry County | 59.88 |
| Kildare County | 66.73 |
| Kilkenny County | 52.93 |
| Laois County | 42.74 |
| Leitrim County | 44.02 |
| Limerick City & County | 50.46 |
| Longford County | 38.57 |
| Louth County | 47.42 |
| Mayo County | 46.26 |
| Meath County | 66.31 |
| Monaghan County | 39.66 |
| Offaly County | 47.24 |
| Roscommon County | 39.81 |
| Sligo County | 43.65 |
| South Dublin County | N/Ac |
| Tipperary County | 57.71 |
| Waterford City & County | 55.25 |
| Westmeath County | 41.34 |
| Wexford County | 53.39 |
| Wicklow County | 61.06 |

a Cork County; Cork County Council administers the motor tax service on behalf of Cork City Council

b Dublin; Dublin City Council administers the motor tax service on behalf of DLR, Fingal & South Dublin County Councils

cN/A: Not Applicable as per above notes

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Summary Statistics 2010 - 2014** | | | | | | |
| **Percentage of Motor Tax Transactions performed online** | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 29 | 29 | 29 | 29 | 26 |
|  | Not Applicable | 5 | 5 | 5 | 5 | 5 |
| **Average** | **Median** | **29.20** | **33.00** | **37.38** | **40.50** | **50.02** |
|  | Mean | 31.20 | 34.90 | 38.83 | 41.93 | 50.86 |

Section 3: Water

Table 11: Unaccounted for Water (UFW) as Percentage of Total Volume of Water Supplied under an SLA; Percentage Drinking Water supplied under an SLA in Compliance with Statutory Requirements

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Authority** | | **UFW as % of Total Volume Supplied (Jan. – June 2015)** | | | **Percentage of Public Drinking Water Supplies in Compliance with Statutory requirements in 2013** | | **Percentage of Private Drinking Water Supplies in Compliance with Statutory requirements in 2013** |
|  | |  | | |  | |  |
| **Carlow County** | | 48 | | | 99.1 | | 99.6 |
| **Cavan County** | | 33 | | | 97.9 | | 97.3 |
| **Clare County** | | 37 | | | 99.2 | | 99.2 |
| **Cork City** | | 41 | | | 94.5 | | 92.5 |
| **Cork County** | | 57 | | | 98.8 | | 92.7 |
| **Donegal County** | | 41 | | | 96.7 | | 91.8 |
| **Dublin City** | | 48 | | | 99.6 | | N/A |
| **Dun Laoghaire Rathdown** | | 50 | | | 99.7 | | 100 |
| **Fingal County** | | 44 | | | 99.7 | | N/A |
| **Galway City** | | 56 | | | 100 | | N/A |
| **Galway County** | | 52 | | | 99.5 | | 99 |
| **Kerry County** | | 57 | | | 97.8 | | 93.8 |
| **Kildare County** | | 35 | | | 99.7 | | 99.2 |
| **Kilkenny County** | | 48 | | | 99.6 | | 96.2 |
| **Laois County** | | 36 | | | 99.6 | | 97.9 |
| **Leitrim County** | | 55 | | | 99.4 | | 99 |
| **Limerick City & County** | | 49 | | | 99.8 | | 99.2 |
| **Longford County** | | 44 | | | 100 | | 93.4 |
| **Louth County** | | 42 | | | 100 | | 99.5 |
| **Mayo County** | | 58 | | | 97.4 | | 96.7 |
| **Meath County** | | 43 | | | 99.9 | | 95.8 |
| **Monaghan County** | | 32 | | | 99.4 | | 98.8 |
| **Offaly County** | | 56 | | | 99.4 | | 98 |
| **Roscommon County** | | 68 | | | 98.5 | | 96.9 |
| **Sligo County** | | 54 | | | 99.6 | | 99.8 |
| **South Dublin County** | | 34 | | | 99.7 | | N/A |
| **Tipperary County** | | 48 | | | 99.4 | | 98.1 |
| **Waterford City & County** | | 52 | | | 95.5 | | 93 |
| **Westmeath County** | | 47 | | | 99.7 | | 97.9 |
| **Wexford County** | | 41 | | | 98.7 | | 95.4 |
| **Wicklow County** | | 37 | | | 97.8 | | 93 |
| **UFW Percentage of Total Volume of Water Supplied & Percentage Drinking Water in Compliance with Statutory Requirements** | | | | |
| Unaccounted for water as percentage of total volume of water supplied Jan – June 2015 | | |  | |
| N | | Valid | 31 | |
|  | | Missing | 0 | |
| **Average** | | **Median** | **48** | |
|  | | Mean | 46.7 | |
| Percentage of Public Drinking Water Supplies in Compliance with Statutory requirements in 2013 | | |  | |
| N | | Valid | 31 | |
|  | | Missing | 0 | |
| **Average** | | **Median** | **99.40** | |
|  | | Mean | 98.89 | |
| Percentage of Private Drinking Water Supplies in Compliance with Statutory requirements in 2013 | | |  | |
| N | | Valid | 27 | |
|  | | Missing | 4 | |
| **Average** | | **Median** | **97.90** | |
|  | | Mean | 96.80 | |

Section 4: Waste/Environment

Table 12: Number of Waste Facility Permits/Certificates in effect; Number & Percentage of Households with Access to 3 Bin Service

|  |  |  |  |
| --- | --- | --- | --- |
| Authority | No. of Waste Facility Permits or Certs of Registration in effect 31/12/2014 | Households with Access to a 3 Bin Service | Percentage of Households with Access to a 3 Bin Service |
|  |  |  |  |
| Carlow County | 14 | 3547 | 18.32 |
| Cavan County | 24 | 937 | 3.64 |
| Clare County | 26 | 18624 | 43.79 |
| Cork City | 16 | 29812 | 63.28 |
| Cork County | 105 | 18725 | 13.33 |
| Donegal County | 83 | 60 | 0.1 |
| Dublin City | 24 | 81567 | 39.24 |
| Dun Laoghaire Rathdown | 8 | 34537 | 45.57 |
| Fingal County | 15 | 72378 | 77.87 |
| Galway City | 0 | 21261 | 76.76 |
| Galway County | 33 | 6580 | 10.85 |
| Kerry County | 51 | 14681 | 27.65 |
| Kildare County | 23 | 29344 | 41.62 |
| Kilkenny County | 28 | 2695 | 8.02 |
| Laois County | 26 | 5972 | 21.39 |
| Leitrim County | 3 | 6698 | 54.78 |
| Limerick City & County | 49 | 33074 | 47.64 |
| Longford County | 12 | 3883 | 26.95 |
| Louth County | 37 | 11342 | 25.84 |
| Mayo County | 49 | 4650 | 9.7 |
| Meath County | 41 | 8027 | 12.96 |
| Monaghan County | 18 | 1389 | 6.53 |
| Offaly County | 15 | 3240 | 12.21 |
| Roscommon County | 10 | 1671 | 7.08 |
| Sligo County | 8 | 5397 | 22.09 |
| South Dublin County | 36 | 44655 | 49.68 |
| Tipperary County | 38 | 16805 | 28.84 |
| Waterford City & County | 26 | 25043 | 59.29 |
| Westmeath County | 24 | 1355 | 4.42 |
| Wexford County | 52 | 6104 | 11.66 |
| Wicklow County | 30 | 8088 | 17 |
| Totals | **924** | **522,141** |  |

|  |  |  |
| --- | --- | --- |
| **Number of Waste Facility Permits/Certificates in effect & Number/ Percentage of Households with Access to a 3 Bin Service** | | |
| Waste Facility Permits/Certificates in effect | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **26** |
|  | Mean | 29.81 |
| Households with Access to a 3 Bin Service | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **8,027.00** |
|  | Mean | 16,843.26 |
| Percentage of Households with Access to a 3 Bin Service | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **22.09** |
|  | Mean | 28.65 |

Table 13: Waste Complaints Referred to EPA Office of Environmental Enforcement because problem persisted after investigation by LA; Percentage of Other Environmental Pollution Complaints Closed in 2014

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Authority | Waste Complaints Referred to the OEE in 2014 | % Litter Complaint Cases Closed | % Air Complaint Cases Closed | % Noise Complaint Cases Closed | % Water Complaint Cases Closed |
|  |  |  |  |  |  |
| Carlow County | 7 | 93.15 | 100 | 100 | 100 |
| Cavan County | 0 | 98.21 | 100 | 100 | 97 |
| Clare County | 0 | 100 | 100 | 100 | 73.45 |
| Cork City | 0 | 19.6 | 100 | 89.47 | 85.71 |
| Cork County | 0 | 93.46 | 59.78 | 78.79 | 66.16 |
| Donegal County | 4 | 95.56 | 90.91 | 95.45 | 65.88 |
| Dublin City |  | 100 | 94.83 | 89.5 | 100 |
| Dun Laoghaire Rathdown | 0 | 100 | 100 | 96.43 | 98.78 |
| Fingal County | 0 | 91.9 | 4.73 | 5.2 | 85.71 |
| Galway City | 3 | 86.99 | 88.37 | 97.67 | 100 |
| Galway County | 2 | 87.7 | 87.72 | 100 | 85.71 |
| Kerry County | 1 | 95.68 | 72.46 | 28 | 70.14 |
| Kildare County | 0 | 88.5 | 100 | 93.33 | 66.94 |
| Kilkenny County | 0 | 95.5 | 94.87 | 66.67 | 87.5 |
| Laois County | 1 | 95.68 | 85.71 | 66.67 | 82.46 |
| Leitrim County | 0 | 81.82 | 40 | 80 | 36.36 |
| Limerick City & County | 1 | 92.01 | 97.5 | 89.11 | 100 |
| Longford County | 0 | 97.94 | 100 | 100 | 42.86 |
| Louth County | 0 | 81.49 | 100 | 100 | 96.3 |
| Mayo County | 0 | 84.2 | 81.63 | 100 | 78.67 |
| Meath County | 63 | 90.92 | 66.18 | 70.59 | 69.72 |
| Monaghan County | 1 | 100 | 100 | N/A | 71.77 |
| Offaly County | 0 | 96.81 | 37.5 | 42.31 | 25.58 |
| Roscommon County | 0 | 91.38 | 77.27 | 42.86 | 46.67 |
| Sligo County | 1 | 99.66 | 64.29 | 100 | 86.61 |
| South Dublin County | 5 | 87.29 | 96.12 | 96.21 | 100 |
| Tipperary County | 18 | 83.77 | 71.26 | 74.19 | 70.31 |
| Waterford City & County | 3 | 100 | 100 | 100 | 66.67 |
| Westmeath County | 0 | 94.69 | 81.58 | 103.85a | 60 |
| Wexford County | 1 | 85.71 | 48.28 | 56.67 | 69.74 |
| Wicklow County | 2 | 75.68 | 80.74 | 60 | 78.57 |
| Totals | **113** |  |  |  |  |

aWestmeath; Contrary to the issued guidelines, the cases closed figure includes cases carried over from 2013

|  |  |  |
| --- | --- | --- |
| **Waste Complaints Lodged with EPA Office of Environmental Enforcement because problem persisted after investigation by LA; Percentage of Other Environmental Pollution Complaints Closed in 2014** | | |
| Persistent Waste Complaints | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **0.50** |
|  | Mean | 3.77 |
| Complaint Cases Closed % (Litter) | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **93.15** |
|  | Mean | 89.85 |
| Complaint Cases Closed % (Air) | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **88.37** |
|  | Mean | 81.35 |
| Complaint Cases Closed% (Noise) | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **91.42** |
|  | Mean | 80.77 |
| Complaint Cases Closed % (Water) | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **78.57** |
|  | Mean | 76.30 |

Table 14: Percentage Area within the Five Levels of Litter Pollution

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Authority | Unpolluted or litter free | Slightly polluted | Moderately polluted | Significantly polluted | Grossly polluted |
|  |  |  |  |  |  |
| Carlow County | 2 | 97 | 1 | 0 | 0 |
| Cavan County | 2 | 90 | 5 | 3 | 0 |
| Clare County | 10 | 70 | 16 | 2 | 2 |
| Cork City | 2 | 81 | 16 | 1 | 0 |
| Cork County | 0a | 94 | 6 | 0 | 0 |
| Donegal County | 9 | 79 | 12 | 0 | 0 |
| Dublin City | 14 | 48 | 29 | 8 | 1 |
| Dun Laoghaire Rathdown | 43 | 43 | 12 | 2 | 0 |
| Fingal County | 7 | 64 | 27 | 2 | 0 |
| Galway City | 0 | 58 | 36 | 6 | 0 |
| Galway County | 12 | 52 | 24 | 11 | 1 |
| Kerry County | 19 | 66 | 15 | 0 | 0 |
| Kildare County | 25 | 48 | 23 | 4 | 0 |
| Kilkenny County | 4 | 63 | 31 | 2 | 0 |
| Laois County | 10 | 87 | 3 | 0 | 0 |
| Leitrim County | N/A | N/A | N/A | N/A | N/A |
| Limerick City & County | N/A | N/A | N/A | N/A | N/A |
| Longford County | 21 | 61 | 13 | 5 | 0 |
| Louth County | 4 | 56 | 36 | 4 | 0 |
| Mayo County | 19 | 55 | 25 | 1 | 0 |
| Meath County | 1 | 73 | 24 | 1 | 1 |
| Monaghan County | 1 | 81 | 18 | 0 | 0 |
| Offaly County | 13 | 70 | 16 | 1 | 0 |
| Roscommon County | 12 | 79 | 9 | 0 | 0 |
| Sligo County | 12 | 50 | 36 | 1 | 1 |
| South Dublin County | N/A | N/A | N/A | N/A | N/A |
| Tipperary County | 14 | 74 | 10 | 1 | 1 |
| Waterford City & County | 5 | 75 | 19 | 1 | 0 |
| Westmeath County | 1 | 87 | 12 | 0 | 0 |
| Wexford County | 37 | 51 | 12 | 0 | 0 |
| Wicklow County | 8 | 70 | 21 | 1 | 0 |

a Cork County: Applies to West Cork monitoring only for all five levels

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Percentage Area Within the Five Levels of Litter Pollution** | | | | | | |
| Unpolluted or Litter Free | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 32 | 32 | 32 | 33 | 28 |
|  | Missing | 2 | 2 | 2 | 0 | 3 |
| **Average** | **Median** | **0.5** | **9** | **8** | **11** | **9.50** |
|  | Mean | 3.77 | 11.3 | 10.3 | 10.84 | 10.93 |
| Slightly Polluted | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 32 | 32 | 32 | 33 | 28 |
|  | Missing | 2 | 2 | 2 | 0 | 3 |
| **Average** | **Median** | **65** | **67.5** | **61** | **63** | **70** |
|  | Mean | 62.6 | 63.8 | 62.41 | 61.64 | 68.64 |
| Moderately Polluted | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 32 | 32 | 32 | 33 | 28 |
|  | Missing | 2 | 2 | 2 | 0 | 3 |
| **Average** | **Median** | **20.5** | **21** | **23** | **21** | **16** |
|  | Mean | 22.8 | 23.2 | 22.88 | 22.88 | 18.11 |
| Significantly Polluted | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 32 | 32 | 32 | 33 | 28 |
|  | Missing | 2 | 2 | 2 | 0 | 3 |
| **Average** | **Median** | **2** | **1** | **3** | **2** | **1** |
|  | Mean | 3.1 | 2.3 | 3.66 | 3.58 | 2.04 |
| Grossly Polluted | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 32 | 32 | 32 | 33 | 28 |
|  | Missing | 2 | 2 | 2 | 0 | 3 |
| **Average** | **Median** | **0** | **0** | **1.5** | **0** | **0** |
|  | Mean | 0.4 | 0.4 | 0.41 | 0.48 | 0.25 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Summary Statistics 2010 - 2014** | | | | | |
|  | 2010 | 2011 | 2012 | 2013 | 2014 |
| Unpolluted or Litter Free | 11.30 | 10.30 | 10.84 | 11.42 | 10.93 |
| Slightly Polluted | 62.60 | 63.80 | 62.41 | 61.64 | 68.64 |
| Moderately Polluted | 22.80 | 23.20 | 22.88 | 22.88 | 18.11 |
| Significantly Polluted | 3.10 | 2.30 | 3.66 | 3.58 | 2.04 |
| Grossly Polluted | 0.40 | 0.40 | 0.41 | 0.48 | 0.25 |

Section 5: Planning

**Table 15:** New Building Inspections; Referrals to An Bord Pleanála; Cost per Capita of the Planning Service

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Authority | New Buildings Inspected as percentage of new buildings notified | Number of LA planning decisions subject of an appeal to *ABP* and determined by the Board in 2014 | % of the determinations that confirmed with or without variation the decision made by the LA | Cost per Capita of the Planning Service (€) |
|  |  |  |  |  |
| Carlow County | 58.93 | 12 | 66.67 | 21.55 |
| Cavan County | 16.34 | 4 | 25 | 16.02 |
| Clare County | 12.94 | 25 | 44 | 34.53 |
| Cork City | 32.62 | 24 | 70.83 | 32.37 |
| Cork County | 13.66 | 92 | 59.78 | 12.66 |
| Donegal County | 17.71 | 29 | 65.52 | 26.52 |
| Dublin City | 17.86 | 208 | 76.92 | 24.27 |
| Dun Laoghaire Rathdown | 23.28 | 40 | 60 | 35.55 |
| Fingal County | 11.02 | 75 | 74.67 | 36.10 |
| Galway City | 22.22 | 37 | 72.97 | 36.69 |
| Galway County | 27.86 | 38 | 71.05 | 21.22 |
| Kerry County | 57.88 | 43 | 46.51 | 19.67 |
| Kildare County | 12.02 | 74 | 78.38 | 26.97 |
| Kilkenny County | 16.36 | 12 | 75 | 24.45 |
| Laois County | 15.79 | 7 | 85.71 | 21.25 |
| Leitrim County | 16.28 | 5 | 60 | 39.44 |
| Limerick City & County | 12.89 | 53 | 71.7 | 28.94 |
| Longford County | 28.33 | 7 | 42.86 | 37.83 |
| Louth County | 18.8 | 30 | 86.67 | 25.86 |
| Mayo County | 13.89 | 18 | 83.33 | 22.88 |
| Meath County | 39.56 | 31 | 61.29 | 22.09 |
| Monaghan County | 19.28 | 8 | 75 | 26.17 |
| Offaly County | 36.89 | 12 | 33.33 | 29.55 |
| Roscommon County | 22.95 | 8 | 75 | 53.19 |
| Sligo County | 18.54 | 9 | 66.67 | 34.85 |
| South Dublin County | 11.52 | 47 | 74.47 | 23.83 |
| Tipperary County | 11.69 | 35 | 74.29 | 29.43 |
| Waterford City & County | 27.19 | 24 | 79.17 | 16.81 |
| Westmeath County | 12.02 | 11 | 72.73 | 32.46 |
| Wexford County | 16.92 | 24 | 62.5 | 26.97 |
| Wicklow County | 12.85 | 53 | 73.58 | 29.26 |

|  |  |  |
| --- | --- | --- |
| **Summary Statistics for Table 15 for 2014** | | |
| Buildings Inspected as % of new buildings notified | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **17.71** |
|  | Mean | 21.81 |
| Number of LA planning decisions subject of an appeal to *ABP* that were determined by the Board in 2014 | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **35.32** |
|  | Mean | 25.00 |
| % of the determinations that confirmed with or without variation the decision made by the LA | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **71.70** |
|  | Mean | 66.63 |
| Cost per Capita of the Planning Service | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **€26.97** |
|  | Mean | €28.04 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Summary Statistics 2010 - 2014** | | | | | | |
| **Buildings Inspected as % of New Buildings Notified\*** | | | | | | |
|  |  | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 34 | 34 | 34 | 33 | 31 |
|  | Missing | 0 | 0 | 0 | 0 | 0 |
| **Average** | **Median** | **19.90** | **19.36** | **19.19** | **19.86** | **17.71** |
|  | Mean | 24.80 | 22.00 | 22.60 | 22.51 | 21.81 |

\*The comparison of data between 2014 and previous years is calculated by comparing the average median and mean of the buildings inspected as a percentage of new buildings notified in 2014 with the buildings inspected as a percentage of new buildings notified to the local authority as recorded in Table 51 **-** Buildings inspected as a percentage of new buildings notified to the local authority(Service Indicators in Local Authorities 2010 -2013)

Table 16: Performance of Enforcement within local authorities.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Authority | Total number of planning enforcement cases referred/initiated 1/1/2014 to 31/12/2014 | Total number of planning cases being investigated as at 31/12/2014 | Total No. of cases closed during 2014 | % of the closed cases that were dismissed | % of closed cases resolved to the LA’s satisfaction | % of closed cases due to enforcement proceedings |
|  |  |  |  |  |  |  |
| Carlow County | 7 | 126 | 89 | 47.19 | 32.58 | 20.22 |
| Cavan County | 57 | 39 | 28 | 0 | 78.57 | 21.43 |
| Clare County | 231 | 829 | 311 | 20.58 | 42.12 | 37.3 |
| Cork City | 66 | 89 | 52 | 30.77 | 5.77 | 63.46 |
| Cork County | 377 | 1040 | 343 | 0 | 4.37 | 89.5 |
| Donegal County | 186 | 2006 | 131 | 56.49 | 11.45 | 32.06 |
| Dublin City | 943 | 1822 | 739 | 59.81 | 31.12 | 9.07 |
| Dun Laoghaire Rathdown | 215 | 172 | 228 | 0 | 18.86 | 50 |
| Fingal County | 195 | 80 | 115 | 4.35 | 0 | 95.65 |
| Galway City | 450 | 35 | 453 | 22.96 | 0 | 77.04 |
| Galway County | 269 | 1269 | 179 | 63.69 | 22.35 | 13.97 |
| Kerry County | 228 | 655 | 235 | 5.53 | 48.51 | 67.66 |
| Kildare County | 257 | 1500 | 262 | 35.88 | 25.57 | 8.02 |
| Kilkenny County | 104 | 363 | 119 | 39.5 | 48.74 | 11.76 |
| Laois County | 101 | 218 | 98 | 6.12 | 2.04 | 37.76 |
| Leitrim County | 31 | 19 | 12 | 66.67 | 25 | 8.33 |
| Limerick City & County | 422 | 1110 | 451 | 0.22 | 33.92 | 25.06 |
| Longford County | 34 | 52 | 5 | 20 | 60 | 20 |
| Louth County | 199 | 288 | 120 | 0 | 6.67 | 93.33 |
| Mayo County | 152 | 115 | 100 | 47 | 53 | 68 |
| Meath County | 404 | 937 | 350 | 36.57 | 38.29 | 25.14 |
| Monaghan County | 135 | 211 | 69 | 37.68 | 8.7 | 53.62 |
| Offaly County | 52 | 25 | 27 | 22.22 | 0 | 77.78 |
| Roscommon County | 92 | 57 | 35 | 54.29 | 11.43 | 34.29 |
| Sligo County | 216 | 671 | 197 | 25.38 | 15.74 | 58.88 |
| South Dublin County | 168 | 324 | 172 | 0 | 50 | 50 |
| Tipperary County | 184 | 149 | 35 | 65.71 | 34.29 | 0 |
| Waterford City & County | 202 | 100 | 102 | 10.78 | 76.47 | 12.75 |
| Westmeath County | 63 | 122 | 37 | 40.54 | 0 | 59.46 |
| Wexford County | 161 | 692 | 201 | 0.5 | 64.68 | 34.83 |
| Wicklow County | 227 | 836 | 244 | 2.05 | 16.8 | 56.15 |
| Totals | **6,428** | **15,951** | **5,539** |  |  |  |

For a number of local authorities the cumulative total of the % of the closed cases that were dismissed, the % of cases closed as resolved to the LA’s satisfaction and the % of closed cases due to enforcement proceedings are not equal to 100%. This is due to issues around the scope of the definition of the classification of cases closed.

|  |  |  |
| --- | --- | --- |
| **Summary Statistics** | | |
| Total number of planning enforcement cases referred/initiated 1/1/2014 to 31/12/2014 | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **186.00** |
|  | Mean | 207.35 |
| Total number of planning cases being investigated as at 31/12/2014 | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **218.00** |
|  | Mean | 514.55 |
| Total number of cases closed during 2014 | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **120.00** |
|  | Mean | 178.68 |
| % of the closed cases that were dismissed | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **22.96** |
|  | Mean | 26.53 |
| % of closed cases resolved to the LAs satisfaction | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **25.00** |
|  | Mean | 27.97 |
| % closed cases due to enforcement proceedings | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **37.30** |
|  | Mean | 42.34 |

Section 6: Fire

Table 17: Cost per Capita of the Fire Service & Service Mobilisation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Authority | Cost per Capita (€)a | Average Time to Mobilise Fire Brigade (Fire in Minutes) | | Average Time to Mobilise Fire Brigade (Non-fire in Minutes) | |
| **Full-Time Station** | **Part-time Station** | **Full-Time Station** | **Part-time Station** |
|  |  |  |  |  |  |
| Carlow County | 43.17 | N/A | 6.18 | N/A | 6.78 |
| Cavan County | 53.47 | N/A | 5.17 | N/A | 6.25 |
| Clare County | 44.13 | N/A | 5.55 | N/A | 5.65 |
| Cork City | 93.13 | 1.71 | N/A | 1.76 | N/A |
| Cork County | 42.23 | N/A | 5.44 | N/A | 5.47 |
| Donegal County | 40.97 | N/A | 6.05 | N/A | 5.9 |
| Dublin City | 74.13 | 1.41 | 6.24 | 1.48 | 6.42 |
| Dun 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 | 44.15 | 2.58 | 5 | 2.33 | 4.65 |
| Kerry County | 46.90 | N/A | 6.2 | N/A | 6.12 |
| Kildare County | 28.25 | N/A | 5.41 | N/A | 5.46 |
| Kilkenny County | 51.40 | N/A | 6.88 | N/A | 6.55 |
| Laois County | 50.70 | N/A | 5.33 | N/A | 5.33 |
| Leitrim County | 70.00 | N/A | 4.92 | N/A | 4.7 |
| Limerick City & County | 75.72 | 1.28 | 5.28 | 1.41 | 6.18 |
| Longford County | 49.01 | N/A | 5.3 | N/A | 5.31 |
| Louth County | 50.90 | 2.21 | 3.8 | 2.05 | 2.91 |
| Mayo County | 38.85 | N/A | 6 | N/A | 5.93 |
| Meath County | 30.40 | N/A | 5.2 | N/A | 5.31 |
| Monaghan County | 41.58 | N/A | 6.27 | N/A | 6 |
| Offaly County | 38.30 | N/A | 5.07 | N/A | 5.42 |
| Roscommon County | 58.60 | N/A | 6.18 | N/A | 6.24 |
| Sligo County | 58.41 | N/A | 4.25 | N/A | 4.32 |
| South Dublin County | N/A | N/A | N/A | N/A | N/A |
| Tipperary County | 46.48 | N/A | 6 | N/A | 6.32 |
| Waterford City & County | 59.26 | 1.6 | 5.83 | 1.81 | 5.67 |
| Westmeath County | 32.85 | N/A | 6.2 | N/A | 7.23 |
| Wexford County | 29.00 | N/A | 6.87 | N/A | 7.72 |
| Wicklow County | 41.00 | N/A | 5.5 | N/A | 6.04 |

a The per capita cost is based on the population to which the fire authority provides a first response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Cost per Capita of the Fire Service (€)** | | | | |
|  |  | Full-Time Station | Full & Part-Time Station | Part-Time Station |
| N | Valid | 1 | 5 | 21 |
|  |  |  |  |  |
| **Average** | **Median** | **93.13** | **59.26** | **43.17** |
|  | Mean | 93.13 | 60.83 | 44.56 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Average time to Mobilise Fire Brigade (Fire in Minutes)** | | | | | |
| Full-Time Station | | **2014** | Part-time Station | | **2014** |
| N | Valid | 6 | N | Valid | 26 |
|  |  |  |  |  |  |
| **Average** | **Median** | **1.66** | **Average** | **Median** | **5.53** |
|  | Mean | 1.8 |  | Mean | 5.62 |
| **Average time to Mobilise Fire Brigade (Non-Fire in Minutes)** | | | | | |
| Full-Time Station | | **2014** | Part-time Station | | **2014** |
| N | Valid | 6 | N | Valid | 26 |
|  |  |  |  |  |  |
| **Average** | **Median** | **1.79** | **Average** | **Median** | **5.92** |
|  | Mean | 1.81 |  | Mean | 5.76 |

Table 18: Mobilisation Times (%) Attendances at Scenes of Fire & non-Fire Cases

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Authority | Percentage of Fire Cases within 10 Minutes | Percentage of Fire Cases between 10 and 20 Minutes | Percentage of Fire Cases after 20 Minutes | Percentage of Non-Fire Cases within 10 Minutes | Percentage of Non-Fire Cases between 10 and 20 Minutes | Percentage of Non-Fire Cases after 20 Minutes |
|  |  |  |  |  |  |  |
| Carlow County | 44.91 | 44.53 | 10.57 | 34.21 | 52.63 | 13.16 |
| Cavan County | 32.54 | 50.3 | 17.16 | 36.02 | 40.76 | 23.22 |
| Clare County | 44.7 | 33.11 | 22.19 | 28.47 | 51.04 | 20.49 |
| Cork City | 89.42 | 9.36 | 1.22 | 86.6 | 11.86 | 1.55 |
| Cork County | 32.77 | 44.92 | 22.32 | 32.93 | 51.92 | 15.16 |
| Donegal County | 30.7 | 53.24 | 16.07 | 36.23 | 54.34 | 9.43 |
| Dublin City | 77.92 | 19.85 | 2.23 | 75.84 | 20.01 | 4.15 |
| Dun Laoghaire Rathdown | N/A | N/A | N/A | N/A | N/A | N/A |
| Fingal County | N/A | N/A | N/A | N/A | N/A | N/A |
| Galway City | N/A | N/A | N/A | N/A | N/A | N/A |
| Galway County | 44.35 | 28.56 | 27.09 | 56.26 | 29.22 | 14.52 |
| Kerry County | 31.6 | 50.56 | 17.84 | 31.94 | 51.33 | 16.73 |
| Kildare County | 23.55 | 65.16 | 11.29 | 26.03 | 63.17 | 10.79 |
| Kilkenny County | 23.6 | 56.4 | 20 | 21.5 | 51.4 | 27.1 |
| Laois County | 38.14 | 51.69 | 10.17 | 30.41 | 56.68 | 12.9 |
| Leitrim County | 46.94 | 46.94 | 6.12 | 50 | 36.51 | 13.49a |
| Limerick City & County | 73.12 | 19.64 | 7.24 | 58.75 | 30.67 | 10.58 |
| Longford County | 46.94 | 46.94 | 6.12 | 38.27 | 51.85 | 9.88 |
| Louth County | 70.99 | 25.38 | 3.63 | 58.53 | 35.48 | 5.99 |
| Mayo County | 30.76 | 44.43 | 24.81 | 38.49 | 53.56 | 7.95 |
| Meath County | 38.92 | 48.89 | 12.18 | 22.54 | 59.68 | 17.78 |
| Monaghan County | 33.69 | 57.22 | 9.09 | 15.2 | 72 | 12.8 |
| Offaly County | 56.61 | 36.56 | 6.83 | 42.71 | 50 | 7.29 |
| Roscommon County | 33.33 | 54.94 | 11.73 | 36.54 | 51.92 | 11.54 |
| Sligo County | 48.65 | 38.57 | 12.78 | 35.37 | 54.88 | 9.76 |
| South Dublin County | N/A | N/A | N/A | N/A | N/A | N/A |
| Tipperary County | 45.64 | 43.29 | 11.07 | 27.22 | 53.87 | 18.91 |
| Waterford City & County | 68.67 | 25.17 | 6.17 | 58.42 | 30.36 | 11.22 |
| Westmeath County | 31.73 | 57.99 | 10.28 | 18.75 | 50 | 31.25 |
| Wexford County | 36.16 | 40.75 | 23.09 | 16 | 50 | 34 |
| Wicklow County | 39.08 | 50.85 | 10.07 | 25.71 | 61.14 | 13.14 |

|  |  |  |
| --- | --- | --- |
| **Fire & Non-fire Cases Mobilisation Times (%)** | | |
| Percentage of Fire Cases within 10 Minutes | | **2014** |
| N | Valid | 27 |
|  | Missing | 4 |
| **Average** | **Median** | **39.08** |
|  | Mean | 45.02 |
| Percentage of Fire Cases between 10 and 20 Minutes | | **2014** |
| N | Valid | 27 |
|  | Missing | 4 |
| **Average** | **Median** | **44.91** |
|  | Mean | 42.42 |
| Percentage of Fire Cases after 20 Minutes | | **2014** |
| N | Valid | 27 |
|  | Missing | 4 |
| **Average** | **Median** | **11.07** |
|  | Mean | 12.57 |
| Percentage of Non-Fire Cases within 10 Minutes | | **2014** |
| N | Valid | 27 |
|  | Missing | 4 |
| **Average** | **Median** | **35.37** |
|  | Mean | 38.48 |
| Percentage of Non-Fire Cases between 10 and 20 Minutes | | **2014** |
| N | Valid | 27 |
|  | Missing | 4 |
| **Average** | **Median** | **51.40** |
|  | Mean | 47.27 |
| Percentage of Non-Fire Cases after 20 Minutes | | **2014** |
| N | Valid | 27 |
|  | Missing | 4 |
| **Average** | **Median** | **12.90** |
|  | Mean | 14.25 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Summary of Statistics 2010-2014 Based on Mean (average)** | | | | | |
|  | **2010** | **2011** | **2012** | **2013** | **2014** |
| **% of Fire Cases within 10 Minutes** | 44.97 | 45.96 | 45.51 | 44.08 | 45.02 |
| **% of Fire Cases between 10 and 20 Minutes** | 39.30 | 40.09 | 42.72 | 42.36 | 42.42 |
| **% of Fire Cases after 20 Minutes** | 15.70 | 13.93 | 11.77 | 13.49 | 12.57 |
| **% of Non-fire Cases within 10 Minutes** | 40.60 | 39.70 | 39.30 | 37.45 | 38.48 |
| **% of Non-fire Cases between 10 and 20 Minutes** | 45.70 | 46.50 | 47.40 | 47.38 | 47.27 |
| **% of Non-fire Cases after 20 Minutes** | 13.70 | 13.80 | 13.20 | 15.37 | 14.25 |

Section 7: Library

Table 19: Library Visits; Cost of Operating a Library Service

|  |  |  |
| --- | --- | --- |
| Authority | Visits per 1,000 Population | Cost per 1,000 Population (€) |
|  |  |  |
| Carlow County | 3279.57 | 27,182.01 |
| Cavan County | 3298.03 | 24,271.05 |
| Clare County | 3932.3 | 35,067.39 |
| Cork City | 6214.88 | 60,158.82 |
| Cork County | 4031.25 | 25,929.34 |
| Donegal County | 2109.94 | 21,825.38 |
| Dublin City | 5232.44 | 42,781.59 |
| Dun Laoghaire Rathdown | 2821.32a | 33,020.61 |
| Fingal County | 4391.57 | 44,424.50 |
| Galway City | N/A | N/A |
| Galway County | 2719.54 | 18,911.90 |
| Kerry County | 3622.63 | 25,475.24 |
| Kildare County | 3542.36 | 28,056.57 |
| Kilkenny County | 3298.61 | 26,610.06 |
| Laois County | 3652.6 | 23,952.52 |
| Leitrim County | 6206.37b | 43,113.59 |
| Limerick City & County | 3552.1 | 26,995.42 |
| Longford County | 4565.38 | 41,100.13 |
| Louth County | 2363.77 | 23,344.87 |
| Mayo County | 2430.38 | 17,299.71 |
| Meath County | 3673.58 | 19,177.93 |
| Monaghan County | 4829.26 | 34,615.74 |
| Offaly County | 3357.04 | 27,660.63 |
| Roscommon County | 3304.46 | 22,086.68 |
| Sligo County | 2327.47 | 31,317.89 |
| South Dublin County | 4572.69 | 34,162.72 |
| Tipperary County | 3779.43 | 18,721.64 |
| Waterford City & County | 4396.45 | 35,629.67 |
| Westmeath County | 3603.94 | 27,892.26 |
| Wexford County | 4833.82 | 26,453.27 |
| Wicklow County | 3283.23 | 20,787.80 |

a DLR: Blackrock Library reopened 16/06/14; footfall multiplied by 34 weeks only. Dun Laoghaire Library closed 12/9/14; no count included in 2014 returns.

b Leitrim: Count in October 2014 related to 5 full time libraries only and did not include 4 part-time libraries - these will be included for 2015.

|  |  |  |
| --- | --- | --- |
|  | | **Cost per 1,000 Population (€)** |
| N | Valid | 30 |
|  | Not Applicable | 1 |
| **Average** | **Median** | **27,088.72** |
|  | Mean | 29,600.90 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Summary Statistics 2010 - 2014** | | | | | | |
| **Number of visits to full time libraries per 1,000 population** | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 32 | 32 | 32 | 28 | 30 |
|  | Missing | 2 | 2 | 2 | 3 | 1 |
| **Average** | **Median** | **3,198.44** | **3,179.67** | **3,119.62** | **3176.65** | **3,622.63** |
|  | Mean | 3,482.00 | 3,431.20 | 3,405.76 | 3811.40 | 3,820.55 |

Section 8: Youth

Table 20: Youth and Community Participation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Authority | Percentage of local schools and youth clubs involved in the local Youth Council/ Comhairle na n-Óg scheme | Number of Gateway participants as a Percentage of allocated placements to the LA | Number of nominees to LCDC membership via the PPN structures from the most marginalised SICAP groups | Number progressing to FT, PT or self-employment within 6 months of receipt of a Goal 3 employment support |
|  |  |  |  |  |
| Carlow County | 59.09 | 80.00 | 0 | 158 |
| Cavan County | 7.63 | 49.09 | 0 | 229 |
| Clare County | 66.67 | 20.00 | 0 | 240 |
| Cork City | 42.86 | 85.45 | 0 | 251 |
| Cork County | 43.24 | 64.19 | 0 | 426 |
| Donegal County | 99.09 | 35.00 | 3a | 357 |
| Dublin City | 37.19 | 12.20 | 0 | 0a |
| Dun Laoghaire Rathdown | 82.50 | 30.91 | 0 | 339 |
| Fingal County | 53.57 | 64.65 | 0 | 458 |
| Galway City | 100.00 | 70.91 | 1 | 252 |
| Galway County | 57.41 | 76.25 | 0 | 973 |
| Kerry County | 67.74 | 43.75 | 0 | 350 |
| Kildare County | 77.78 | 33.64 | 0 | 282 |
| Kilkenny County | 36.36 | 61.25 | 0 | 110 |
| Laois County | 51.22 | 34.55 | 0 | 40 |
| Leitrim County | 100.00 | 89.09 | 2 | N/A |
| Limerick City & County | 21.57 | 107.27 | 3 | 407 |
| Longford County | 100.00 | 3.64 | 1 | 75 |
| Louth County | 66.67 | 101.25 | 0 | N/A |
| Mayo County | 96.55 | 108.75 | 4 | N/A |
| Meath County | 88.46 | 88.18 | 0 | 0 |
| Monaghan County | 76.19 | 72.73 | 2 | 0 |
| Offaly County | 92.86 | 60.00 | 2 | 0 |
| Roscommon County | 48.44 | 100.00 | 4 | 87 |
| Sligo County | 36.36 | 60.00 | 2 | 146 |
| South Dublin County | 36.61 | 51.16 | 2 | 339 |
| Tipperary County | 62.16 | 87.50 | 2 | 87b |
| Waterford City & County | 81.56 | 16.30 | 0 | 150 |
| Westmeath County | 38.46 | 100.00 | 2 | 223 |
| Wexford County | 72.97 | 40 | 0 | 318 |
| Wicklow County | 21.10 | 102.50 | 1 | 112 |

PPN structures were not established in a significant number of local authorities by 31/12/2014. Therefore no data is available in most cases.

a Dublin: Goal 3 support initiative is not administered by Dublin City Council

b Tipperary: In 2014 Tipperary Co. Co. didn’t have responsibility for the Community Development Programme, it was been managed by Pobal and rolled out by the Local Development Companies.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Summary Statistics 2010 - 2014** | | | | | | |
| **Percentage of local schools and youth clubs involved in the local Youth Council/ Comhairle na n-Óg scheme** | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 34 | 34 | 34 | 34 | 30 |
|  | Missing | 0 | 0 | 0 | 0 | 1 |
| **Average** | **Median** | **72.7** | **70.7** | **57.74** | **60** | **62.16** |
|  | Mean | 66.3 | 66.1 | 62.08 | 61.23 | 62.01 |

|  |  |  |
| --- | --- | --- |
| **Number of Gateway participants as a Percentage of allocated placements to the Local Authority** | | |
| N | Valid | 31 |
|  | Not Applicable | 0 |
| **Average** | **Median** | **64.19** |
|  | Mean | 62.91 |

Section 9: Corporate

Table 21: Corporate Performance Indicators:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Authority | Total Number of Whole Time Equivalent (WTE) Staff in LA at 31/12/2014 | Percentage of paid working days lost to medically certified sickness absence | Percentage of paid working days lost to self-certified sickness absence | Total Number of Page Visits to the LA Website | Overall cost of ICT provision per WTE (€) |
|  |  |  |  |  |  |
| Carlow County | 264.86 | 3.92 | 0.38 | 73,000 | 3,828.00 |
| Cavan County | 360.55 | 2.96 | 0.18 | 346,731 | 2,660.53 |
| Clare County | 712.81 | 2.98 | 0.28 | 1,449,000 | 2855.68 |
| Cork City | 1,210.06 | 3.30 | 0.47 | 3,330,926 | 2,006.00 |
| Cork County | 1,947.31 | 4.03 | 0.45 | 1,074,320 | 1,941.78 |
| Donegal County | 832.33 | 3.55 | 0.36 | 662,228 | 2,677.59 |
| Dublin City | 5,445.70 | 3.10 | 0.57 | 6,217,659 | 2,004.28 |
| Dun Laoghaire Rathdown | 951.00 | 3.67 | 0.41 | 3,376,564 | 2,930.00 |
| Fingal County | 1,250.66 | 3.62 | 0.34 | 4,084,084 | 2,832.80 |
| Galway City | 410.10 | 4.47 | 0.34 | 631,242 | 3,348.11 |
| Galway County | 752.08 | 3.45 | 0.34 | 1,215,021 | 2,632.18 |
| Kerry County | 1,050.34 | 2.92 | 0.29 | 424,306 | 2,274.00 |
| Kildare County | 793.70 | 3.58 | 0.30 | 2,025,763 | 2,443.00 |
| Kilkenny County | 486.86 | 2.76 | 0.37 | 2,024,488 | 3,423.81 |
| Laois County | 347.57 | 3.83 | 0.35 | 483,393 | 2,975.00 |
| Leitrim County | 258.70 | 4.06 | 0.33 | 333,958 | 4,342.31 |
| Limerick City & County | 1,008.14 | 3.19 | 0.34 | 2,350,583 | 3,078.06 |
| Longford County | 272.85 | 3.54 | 0.33 | 405,001 | 2,684.41 |
| Louth County | 606.05 | 3.71 | 0.52 | N/A | 2,495.00 |
| Mayo County | 927.01 | 3.09 | 0.24 | 1,679,000 | 2,648.34 |
| Meath County | 621.98 | 3.72 | 0.37 | 1,793,412 | 3,477.11 |
| Monaghan County | 362.74 | 3.53 | 0.15 | 398,227 | 3,639.71 |
| Offaly County | 374.79 | 3.12 | 0.30 | 774,354 | 3,026.00 |
| Roscommon County | 407.89 | 2.97 | 0.28 | 135,000 | 3,037.00 |
| Sligo County | 414.44 | 3.55 | 0.25 | 244,291 | 2,913.00 |
| South Dublin County | 1,055.69 | 3.73 | 0.45 | 5,066,374 | 3,613.85 |
| Tipperary County | 1,002.33 | 3.73 | 0.30 | 914,200 | 2,533.00 |
| Waterford City & County | 773.13 | 2.77 | 0.41 | 1,171,104 | 3,424.00 |
| Westmeath County | 480.54 | 2.46 | 0.34 | 667,790 | 2,654.00 |
| Wexford County | 746.00 | 2.84 | 0.35 | 1,818,084 | 3,148.00 |
| Wicklow County | 678.65 | 2.37 | 0.30 | 787,662a | 3,341.00 |
| Totals | **26,806.86** |  |  | **45,957,765** |  |

a Wicklow: On site web analytics for rebuilt site www.wicklow.ie from April 14 pro rata for full year.

|  |  |  |
| --- | --- | --- |
| **Summary Statistics for Whole Time Equivalent Numbers** | | |
| **Total Number of WTE Staff in LA** | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **712.81** |
|  | Mean | 864.74 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Summary Sick-Leave Statistics 2010 - 2014** | | | | | | |
| **Percentage of paid working days lost to sickness absence through medically certified leave** | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 34 | 34 | 34 | 34 | 31 |
|  | Missing | 0 | 0 | 0 | 0 | 0 |
| **Average** | **Median** | **4.46** | **4.44** | **4.26** | **4.15** | **3.53** |
|  | Mean | 4.41 | 4.55 | 4.32 | 4.23 | 3.37 |
| **Percentage of paid working days lost to sickness absence through self-certified leave** | | **2010** | **2011** | **2012** | **2013** | **2014** |
| N | Valid | 34 | 34 | 34 | 34 | 31 |
|  | Missing | 0 | 0 | 0 | 0 | 0 |
| **Average** | **Median** | **0.61** | **0.65** | **0.54** | **0.36** | **0.34** |
|  | Mean | 0.65 | 0.67 | 0.58 | 0.38 | 0.35 |

|  |  |  |
| --- | --- | --- |
| **Summary Statistics for Website Visits 2014** | | |
| **Total Number of Page Visits to the LA website** | | **2014** |
| N | Valid | 30 |
|  | Missing | 1 |
| **Average** | **Median** | **994,260** |
|  | Mean | 1,531,926 |
| **Overall cost of ICT provision per WTE (€)** | | **2014** |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **2,913** |
|  | Mean | 2,932 |

Section 10: Finance

Table 22: Five Year summary of Revenue Account Balances

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Authority | Revenue Balance 2010 (€) | Revenue Balance 2011 (€) | Revenue Balance 2012 (€) | Revenue Balance 2013 (€) | Revenue Balance 2014 (€) |
|  |  |  |  |  |  |
| Carlow County | -16,164 | 81,605 | 54,410 | 100,223 | 366,510 |
| Cavan County | 1,915,467 | 1,916,065 | 1,917,053 | 1,742,633 | 1,742,757 |
| Clare County | -834,554 | -1,031,196 | -1,390,003 | -1,411,673 | -800,990 |
| Cork City | 400,584 | 458,945 | 549,743 | 734,369 | 772,919 |
| Cork County | 20,564,757 | 21,014,047 | 16,278,256 | 11,277,149 | 10,601,829 |
| Donegal County | -11,616,173 | -10,660,644 | -15,581,989 | -15,752,132 | -14,966,588 |
| Dublin City | 15,384,124 | 20,113,211 | 16,186,509 | 16,576,645 | 28,354,582 |
| Dun Laoghaire Rathdown | 9,109,484 | 9,550,465 | 9,601,934 | 9,648,543 | 9,699,927 |
| Fingal County | 17,650,810 | 17,673,622 | 17,476,011 | 15,947,275 | 15,967,583 |
| Galway City | -67,743 | 44,603 | 61,283 | 192,170 | 254,693 |
| Galway County | -1,372,635 | -1,390,913 | -1,884,518 | -1,898,994 | -1,891,838 |
| Kerry County | 4,659,570 | 5,418,545 | 5,847,957 | 6,093,078 | 6,184,008 |
| Kildare County | -3,833,735 | -2,585,424 | -2,251,727 | -1,815,805 | -1,445,710 |
| Kilkenny County | -104,307 | -600,931 | -155,280 | -138,666 | -68,390 |
| Laois County | -519,500 | -499,962 | -494,535 | -493,027 | -393,286 |
| Leitrim County | -123,121 | -117,645 | -1,479,205 | -1,579,451 | -1,426,331 |
| Limerick City & County | 594,107 | 112,544 | -22,982 | 573,822 | 597,517 |
| Longford County | 265,311 | -172,844 | -107,413 | -109,957 | -34,755 |
| Louth County | 7,459,608 | 7,228,037 | 4,052,228 | 1,442,529 | -2,607,460 |
| Mayo County | -1,975,407 | -1,699,872 | -2,524,603 | -5,394,107 | -5,059,930 |
| Meath County | -8,328,417 | -7,149,012 | -7,385,723 | -4,544,412 | -3,837,962 |
| Monaghan County | -1,220,210 | -943,259 | -1,485,128 | -3,309,389 | -2,879,914 |
| Offaly County | -2,463,992 | -4,609,616 | -5,782,975 | -5,293,325 | -4,731,779 |
| Roscommon County | 72,909 | 99,816 | 110,589 | 149,312 | 166,812 |
| Sligo County | -11,433,513 | -14,790,779 | -17,512,053 | -26,027,015 | -26,602,276 |
| South Dublin County | 12,083,109 | 12,093,400 | 12,095,145 | 10,729,452 | 12,051,637 |
| Tipperary County | 5,641,981 | 5,579,540 | 5,676,314 | 5,503,094 | 5,545,536 |
| Waterford City & County | -7,571,170 | -7,508,460 | -8,484,387 | -8,886,424 | -8,567,745 |
| Westmeath County | -1,219,398 | -1,039,857 | -982,392 | -951,062 | 27,702 |
| Wexford County | -7,668,596 | -7,552,979 | -8,563,365 | -10,267,403 | -9,873,539 |
| Wicklow County | -1,143,247 | -1,420,281 | -1,393,802 | -4,084,330 | -3,783,860 |

*In the case of 2014 the unaudited AFSs were used. The balances are the cumulative end year balances, net of transfers to/from reserves, and include the dissolved town and borough councils.*

|  |  |  |
| --- | --- | --- |
| **5 Year summary of Revenue Account Balances** | | |
| 2010 Balance | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **-€104,307.00** |
|  | Mean | €1,106,127.06 |
| 2011 Balance | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **€172,844.00** |
|  | Mean | €1,213,250.68 |
| 2012 Balance | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **€155,280.00** |
|  | Mean | €400,817.81 |
| 2013 Balance | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **€138,666.00** |
|  | Mean | €362,802.52 |
| 2014 Balance | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **-€68,390.00** |
|  | Mean | €108,440.61 |

Table 23: Five Year summary of percentage collection levels for Commercial Rates

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Authority | Commercial Rates Percentage 2010 | Commercial Rates Percentage 2011 | Commercial Rates Percentage 2012 | Commercial Rates Percentage 2013 | Commercial Rates Percentage 2014 |
|  |  |  |  |  |  |
| Carlow County | 70 | 74 | 70 | 73 | 75 |
| Cavan County | 78 | 73 | 68 | 70 | 70 |
| Clare County | 80 | 79 | 78 | 80 | 75 |
| Cork City | 81 | 79 | 76 | 72 | 72 |
| Cork County | 83 | 82 | 79 | 80 | 79 |
| Donegal County | 61 | 56 | 59 | 57 | 56 |
| Dublin City | 82 | 80 | 80 | 81 | 84 |
| Dun Laoghaire Rathdown | 81 | 76 | 75 | 78 | 78 |
| Fingal County | 83 | 85 | 83 | 90 | 92 |
| Galway City | 64 | 62 | 62 | 62 | 66 |
| Galway County | 78 | 72 | 69 | 65 | 67 |
| Kerry County | 78 | 76 | 76 | 75 | 78 |
| Kildare County | 81 | 77 | 73 | 74 | 78 |
| Kilkenny County | 87 | 88 | 85 | 89 | 89 |
| Laois County | 81 | 77 | 74 | 70 | 69 |
| Leitrim County | 78 | 72 | 64 | 65 | 60 |
| Limerick City & County | 74 | 70 | 66 | 65 | 65 |
| Longford County | 79 | 75 | 71 | 70 | 70 |
| Louth County | 65 | 60 | 50 | 49 | 56 |
| Mayo County | 83 | 84 | 80 | 78 | 75 |
| Meath County | 84 | 80 | 77 | 80 | 81 |
| Monaghan County | 74 | 68 | 64 | 65 | 64 |
| Offaly County | 84 | 81 | 82 | 82 | 82 |
| Roscommon County | 77 | 79 | 78 | 77 | 80 |
| Sligo County | 79 | 68 | 62 | 59 | 67 |
| South Dublin County | 80 | 74 | 74 | 77 | 80 |
| Tipperary County | 84 | 79 | 78 | 77 | 72 |
| Waterford City & County | 78 | 73 | 72 | 70 | 72 |
| Westmeath County | 85 | 80 | 79 | 79 | 73 |
| Wexford County | 72 | 66 | 67 | 68 | 71 |
| Wicklow County | 77 | 74 | 71 | 70 | 69 |

*In the case of 2014 the unaudited AFSs were used.*

|  |  |  |
| --- | --- | --- |
| **Summary Statistics for the collection levels for Commercial Rates (2010-2014)** | | |
| Commercial Rates Percentage 2010 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **79.00** |
|  | Mean | 78.10 |
| Commercial Rates Percentage 2011 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **76.00** |
|  | Mean | 74.81 |
| Commercial Rates Percentage 2012 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **74.00** |
|  | Mean | 72.32 |
| Commercial Rates Percentage 2013 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **73.00** |
|  | Mean | 72.48 |
| Commercial Rates Percentage 2014 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **72.00** |
|  | Mean | 73.06 |

Table 24: Five Year summary of Percentage collection levels for Rent & Annuities

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Authority | Rent & Annuities Percentage 2010 | Rent & Annuities Percentage 2011 | Rent & Annuities Percentage 2012 | Rent & Annuities Percentage 2013 | Rent & Annuities Percentage 2014 |
|  |  |  |  |  |  |
| Carlow County | 92 | 91 | 92 | 91 | 91 |
| Cavan County | 84 | 81 | 80 | 80 | 83 |
| Clare County | 87 | 86 | 85 | 82 | 86 |
| Cork City | 91 | 89 | 87 | 85 | 83 |
| Cork County | 94 | 93 | 92 | 89 | 91 |
| Donegal County | 88 | 87 | 87 | 88 | 89 |
| Dublin City | 79 | 79 | 77 | 78 | 78 |
| Dun Laoghaire Rathdown | 81 | 80 | 79 | 77 | 80 |
| Fingal County | 93 | 87 | 89 | 89 | 91 |
| Galway City | 78 | 76 | 76 | 77 | 78 |
| Galway County | 92 | 91 | 90 | 88 | 88 |
| Kerry County | 96 | 95 | 94 | 98 | 94 |
| Kildare County | 82 | 82 | 83 | 83 | 87 |
| Kilkenny County | 88 | 88 | 89 | 90 | 92 |
| Laois County | 93 | 94 | 94 | 94 | 95 |
| Leitrim County | 94 | 93 | 91 | 91 | 87 |
| Limerick City & County | 93 | 91 | 90 | 89 | 87 |
| Longford County | 88 | 88 | 88 | 85 | 86 |
| Louth County | 87 | 86 | 84 | 76 | 82 |
| Mayo County | 83 | 83 | 82 | 80 | 83 |
| Meath County | 88 | 85 | 86 | 87 | 84 |
| Monaghan County | 95 | 95 | 95 | 95 | 95 |
| Offaly County | 87 | 87 | 86 | 88 | 85 |
| Roscommon County | 89 | 91 | 89 | 91 | 93 |
| Sligo County | 86 | 85 | 82 | 79 | 77 |
| South Dublin County | 77 | 75 | 74 | 75 | 73 |
| Tipperary County | 93 | 92 | 93 | 93 | 92 |
| Waterford City & County | 87 | 83 | 82 | 82 | 78 |
| Westmeath County | 87 | 90 | 90 | 95 | 93 |
| Wexford County | 93 | 92 | 90 | 91 | 90 |
| Wicklow County | 95 | 93 | 92 | 92 | 92 |

*In the case of 2014 the unaudited AFSs were used.*

|  |  |  |
| --- | --- | --- |
| **5 Year summary of percentage collection levels for Rent & Annuities** | | |
| Rent & Annuities Percentage 2010 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **88.00** |
|  | Mean | 88.39 |
| Rent & Annuities Percentage 2011 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **88.00** |
|  | Mean | 87.35 |
| Rent & Annuities Percentage 2012 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **88.00** |
|  | Mean | 86.71 |
| Rent & Annuities Percentage 2013 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **88.00** |
|  | Mean | 86.39 |
| Rent & Annuities Percentage 2014 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **87.00** |
|  | Mean | 86.55 |

Table 25: Five Year summary of percentage collection levels for Housing Loans

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Authority | Housing Loan Percentage 2010 | Housing Loan Percentage 2011 | Housing Loan Percentage 2012 | Housing Loan Percentage 2013 | Housing Loan Percentage 2014 |
|  |  |  |  |  |  |
| Carlow County | 81 | 80 | 72 | 71 | 82 |
| Cavan County | 85 | 82 | 74 | 67 | 67 |
| Clare County | 76 | 67 | 60 | 57 | 61 |
| Cork City | 86 | 82 | 76 | 78 | 74 |
| Cork County | 75 | 70 | 61 | 60 | 53 |
| Donegal County | 80 | 75 | 67 | 66 | 63 |
| Dublin City | 77 | 71 | 68 | 61 | 58 |
| Dun Laoghaire Rathdown | 81 | 73 | 64 | 64 | 57 |
| Fingal County | 95 | 94 | 90 | 98 | 98 |
| Galway City | 77 | 72 | 72 | 78 | 81 |
| Galway County | 84 | 83 | 78 | 76 | 75 |
| Kerry County | 90 | 90 | 88 | 87 | 83 |
| Kildare County | 54 | 57 | 49 | 44 | 42 |
| Kilkenny County | 76 | 73 | 67 | 74 | 77 |
| Laois County | 86 | 81 | 76 | 67 | 62 |
| Leitrim County | 74 | 71 | 65 | 63 | 60 |
| Limerick City & County | 80 | 78 | 77 | 75 | 77 |
| Longford County | 84 | 77 | 67 | 61 | 57 |
| Louth County | 67 | 64 | 60 | 60 | 66 |
| Mayo County | 69 | 66 | 61 | 63 | 65 |
| Meath County | 86 | 84 | 77 | 69 | 63 |
| Monaghan County | 89 | 86 | 84 | 85 | 81 |
| Offaly County | 68 | 63 | 59 | 60 | 62 |
| Roscommon County | 62 | 57 | 50 | 42 | 53 |
| Sligo County | 65 | 57 | 51 | 46 | 46 |
| South Dublin County | 102 | 100 | 98 | 96 | 90 |
| Tipperary County | 80 | 75 | 74 | 77 | 76 |
| Waterford City & County | 76 | 67 | 57 | 57 | 53 |
| Westmeath County | 53 | 48 | 47 | 54 | 54 |
| Wexford County | 90 | 88 | 82 | 78 | 75 |
| Wicklow County | 80 | 75 | 74 | 75 | 73 |

*In the case of 2014 the unaudited AFSs were used.*

|  |  |  |
| --- | --- | --- |
| **5 Year summary of percentage collection levels for Housing Loans** | | |
| Housing Loan Percentage 2010 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **80.00** |
|  | Mean | 78.32 |
| Housing Loan Percentage 2011 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **75.00** |
|  | Mean | 74.39 |
| Housing Loan Percentage 2012 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **68.00** |
|  | Mean | 69.19 |
| Housing Loan Percentage 2013 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **67.00** |
|  | Mean | 68.03 |
| Housing Loan Percentage 2014 | |  |
| N | Valid | 31 |
|  | Missing | 0 |
| **Average** | **Median** | **65.00** |
|  | Mean | 67.23 |

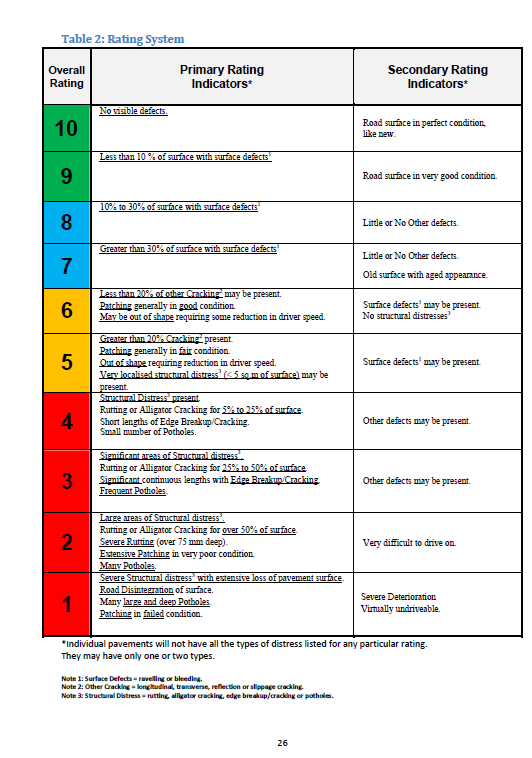
Section 11: Economic Development

Table 26: Number of Jobs Created in 2014 with assistance from the Local Enterprise Office

|  |  |
| --- | --- |
| Authority | No. of Jobs Created with assistance from the LEO with each part time job = 0.5 full time job |
|  |  |
| Carlow County | 186.5 |
| Cavan County | 103 |
| Clare County | 215.5 |
| Cork City | 156.5 |
| Cork County | 328 |
| Donegal County | 45.5 |
| Dublin City | 435.5 |
| Dun Laoghaire Rathdown | 125.5 |
| Fingal County | 114.5 |
| Galway City | N/A |
| Galway County | 83 |
| Kerry County | 61 |
| Kildare County | 92.5 |
| Kilkenny County | 128 |
| Laois County | 33 |
| Leitrim County | 95 |
| Limerick City & County | 157.5 |
| Longford County | 74.5 |
| Louth County | 45.5 |
| Mayo County | 50 |
| Meath County | 102 |
| Monaghan County | 67 |
| Offaly County | 98.5 |
| Roscommon County | 11 |
| Sligo County | 59 |
| South Dublin County | 43 |
| Tipperary County | 149.5 |
| Waterford City & County | 91.5 |
| Westmeath County | 48.5 |
| Wexford County | 171.5 |
| Wicklow County | 106.5 |
| Total | **3,478.50** |

|  |  |  |
| --- | --- | --- |
| **Average Number of Jobs Created in 2014 with assistance from the Local Enterprise Office** | | |
| N | Valid | 30 |
|  | Not Applicable | 1 |
| **Average** | **Median** | **93.75** |
|  | Mean | 115.95 |

Appendix: PSCI Ratings Indicators



LGMA Commentary

Part One: Background

The Local Government Management Agency (LGMA) is committed to the ongoing measurement of local authority performance. The LGMA welcomes the establishment of the National Oversight and Audit Commission (NOAC), its focus on transparent performance measurement and realistic metrics for measuring local authorities’ performance. While the previous ‘service indicators’ demonstrated changes in service delivery, the move to new performance indicators will give a base for enhanced analysis of the performance of local authorities from 2014 onwards. These changes came about through multi-party engagement which included the County & City Management Association (CCMA) Key Performance Indicator Working Group and consultations with practitioners in local authorities.

This report must be considered in the context of the most radical reform programme implemented and delivered in local government in over 100 years.  The change delivered and led by local authorities collectively and individually cannot be underestimated and must be commended especially in the light of the reduced resources and increased demand for services that local authorities experienced.

This reform was delivered in the context of a significant contraction of 12.69% in local authority staffing numbers between 2010 and 2014.

Graph 2 below shows a reduction of 10.36% in local authority budgeted expenditure in the same period

Graph 3 illustrates the changing composition of income derived by local authorities in the years 2010 and 2014

\*For the purpose of this Graph 3 the Provision for Debit/Credit Balances and County Demand are excluded.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Local Authority Revenue Account Summary 2003 - 2014 €'m** | | | | | |
| **Year** | **2010** | **2011** | **2012** | **2013** | **2014** |
| **Expenditure** | **€4,655.7** | **€4,547.90** | **€4,356.20** | **€4,180.6** | **€4,173.4** |
| ***Financed By*** |  |  |  |  |  |
| Government Grants/Subsidies | €1,105.4 | €1,128.6 | €958.2 | €849.2 | €809.6 |
| Pension Related Deductions | €78.9 | €78.2 | €78.3 | €76.3 | €74.1 |
| LGF General-Purpose Grant | €773.9 | €705.4 | €651.9 | €637.2 | €284.3 |
| Goods/Services | €1,324.8 | €1,246.7 | €1,180.2 | €1,133.5 | €1,490.7 |
| Commercial Rates | €1,358.7 | €1,367.6 | €1,461.4 | €1,469.1 | €1,490.1 |
| Provision for Debit/Credit Balances | €14.2 | €22.0 | €26.3 | €20.2 | €24.1 |
| County Demand | -€0.2 | -€0.6 | -€0.036 | -€4.9 | €0.5 |
| **Total Receipts** | **€4,655.7** | **€4,547.9** | **€4,356.2** | **€4,180.6** | **€4,173.4** |

Local authorities responded positively to the ‘Putting People First’[[1]](#footnote-1) agenda and continued to implement changes for a more efficient and effective offering. Against the background of the continued contraction in local government staffing and funding, 2014 saw the sector successfully deliver an ambitious reform programme through the vehicle of the Local Government Reform Act 2014.

The principal changes brought about by the Act and delivered by the sector included:

* A reduction in the number of local authorities from 114 to 31 through the dissolution of 80 town councils and five borough councils and the merger of Waterford County and City Councils, Limerick County and City Councils and North Tipperary and South Tipperary County Councils;
* The establishment of Municipal Districts to carry out assigned Council functions at local level;
* The establishment of Irish Water. On 1st January 2014 Irish Water became the water authority for Ireland with local authorities providing water services on the basis of Service Level Agreements with Irish Water. The transition was complex and extensive and included a considerable alteration of financial arrangements for local authorities;
* The conferring of additional responsibility on local authorities to lead local economic, enterprise and community development, including the establishment of Local Enterprise Offices (LEO), Local Community Development Committees (LCDC) and Public Participation Networks (PPN);
* New provisions regarding funding, financial management, audit and oversight.

In addition to the delivery of significant reform measures local authorities designed and implemented shared services across the sector in the area of building control oversight, road management, procurement and payroll. This shared approach facilitated local authorities in continuing to ‘do more with less’ by delivering quality services efficiently and in new innovative ways.

It is encouraging to report that 3,478.5 jobs were created with assistance from the Local Enterprise Offices (LEOs) and theses offices are now well integrated within local authorities. A broader scope to this indicator could potentially capture the performance of the wider economic development role of local authorities and give a truer insight into all the support that contributes to economic development at a local level.

As housing remains high on political and public-interest agendas, the indicators will continue to monitor the performance in this area and the requirements for local authorities under the Social Housing Strategy 2020. The critical role that local authorities play in the provision of housing units continues to be challenging, in the context of the current landscape where there are serious issues around supply and demand. As local authorities work to deliver on the Social Housing Strategy it is expected that an increase in acquisitions and return-to-market of ‘void’ units will become evident over the next few years. The mechanisms by which local authorities are delivering on housing requirements are evolving: for example the introduction of the Housing Assistance Payment Scheme (HAP) encourages the continuation of employment without jeopardising a social housing claim.

The new cost per capita indicators for the fire and planning services, and cost per 1,000 population for library services, provide transparent data which can assist with monitoring value for money over the coming years. Movement towards a shared services delivery model in 2014 in areas of payroll, building regulations and human resources have provided increased efficiency in service delivery. The sector continues to seek efficiencies through further reform of service delivery models as exemplified by the rollout of a central library management system from mid-2016 onwards.

**Measuring Performance**

The overall intention of performance measurement is to improve the service from local authorities. By using the results, decision makers at local level can focus attention and resources on areas where improvement could be effected to the benefit of customers. This function will become increasingly meaningful as the bank of data increases over time.

The performance indicators are presented under the following performance indicator headings: *Housing*; *Roads; Water;* *Waste/Environment; Planning; Fire Service; Library/Recreation; Youth/Community; Corporate; Finance; and* *Economic Development.* In many cases a given indicator is actually composed of several statistics.

The LGMA welcomes the focus on performance measurement and the increased accountability it brings with it. However, it is important to be cognisant of the following:

* Each local authority is different: Although providing a similar range of services local authorities respond to local needs as represented by local politicians, while taking into account national policies and priorities.
* The scale of the diversity between local authority areas can have an important impact on performance. Key differences that are relevant include:
* Geographical size of the area under the authority;
* Population density;
* Sources of revenue available to an authority;
* Levels of poverty, unemployment and deprivation;
* The size and nature of the local economy; and
* The scale of the demand for the services provided by the local authority.

It is therefore not always meaningful to compare results *across local authorities*, but rather it is often more appropriate to compare *the performance of individual local authorities over time*.

Furthermore caution should be exercised in treating the indicators in isolation from their contextual background. The implementation of national policy could, in the short term, impact “negatively” on local authority performance, as in the case of the 2014 housing indicator where performance is affected by the implementation of an extensive voids refurbishment programme. This programme will result in an improvement in both the quantity and quality of local authority housing stock but, in the short term, increases both the cost of re-letting dwellings and the time taken to do so. The roll out of new policy in the areas of housing provision and the LCDCs, neither of which were fully embedded in 2014, is apparent in the data returned by local authorities.

It must also be acknowledged that the publication of performance indicators is just one of many ways in which local authorities are accountable for the services they provide. Other means of reporting include monthly council meetings, the annual budget process and the publication of local authority Annual Financial Statements (AFSs). Under the Local Government Reform Act 2014 elected members have a strengthened role in policy formulation and implementation and, since 2015, the powers to vary the rate of Local Property Tax (LPT). Other governance provisions of the Act include the requirements on chief executives to submit monthly management reports to Councillors, the establishment of Strategic Policy Committees for Economic Development and Enterprise and the development and publication of annual service delivery plans.

Finally it is important to note that in the area of performance management it is often easier to measure quantity than quality. Local authorities offer a wide range of services and support to their community, the breadth and diversity of which is not easily captured through performance indicators. For example, the role that local authorities play in facilitating and enabling economic growth and community development is not fully reflected under the indicator for economic development or youth and community. The existence of this wider, more qualitative context to both the data and role of local authorities should also be considered.

**Methodology**

This report is based on data compiled by local authorities and submitted to the Local Government Management Agency (LGMA). In a small number of cases the data came from a national source on behalf of all local authorities such as the EPA and Tobin Consulting Engineers.

Data is presented in tabular form and supported by graphs where relevant.

* Where an indicator is new it is not possible to compare 2014 data with previous years;
* Where the exact same information has been previously recorded a comparison with data from 2010 to 2014 is provided;
* Where the same information is recorded, albeit in a different format to previous years, and a comparison is valid, this data is provided with an explanation as to how the comparison is made;
* Where the underlying methodology for calculating the data has been revised, direct comparisons with previous years is difficult and potentially misleading. Where this is the case no comparison is made with data from previous years.

The Report covers 35 indicators with a total of 176 pieces of data. Where relevant contextual notes are provided by local authorities and published with the respective tables

**Reporting of Averages - Mean Average / Median Average**

The mean average is obtained by aggregating a number of scores and dividing the total by the number of scores. It is appropriate to use the mean average when discussing the distribution of a count between the total number.

The median average is obtained by placing all the numbers in rank order and finding the value that sits half-way between the smallest and the largest number. It is more accurate to emphasise the median average when looking at most of the performance indicators. This is because they are small sets of numbers and divergent scores (outliers) can disproportionately bias the mean average, making it unrepresentative of the majority of scores.

Part Two: Findings

**2.1 Housing**

The provision of housing and housing services is a key local authority function. The 2014 performance indicators focus on a range of inputs and outputs in this area and provide data on

* + Social housing stock and the means of provision of dwellings;
  + Percentage of dwellings vacant as at 31/12/2014;
  + Average re-letting time for dwellings and re-let cost per unit and
  + The number of inspections carried out on registered tenancies.

New performance indicators record both the total number of social housing dwellings provided by the sector in the period 01/01/2014 to 31/12/2014 and the means by which they were provided. The total number of dwellings provided by the local authority sector during the year 2014 was 3,830. The introduction of the Housing Assistance Payment Scheme (HAP) in 2014, initially on a pilot basis to Limerick City and County Council and subsequently on an incremental basis to five other local authorities[[2]](#footnote-2), saw 12.39% of dwellings being allocated through this mechanism.

The total number of social housing dwellings in the sector as at 31/12/2014 was 153,773. Of this stock 129,511 were directly provided by local authorities. This represents a slight decrease from the aggregate number of directly provided units by local authorities in 2013. It should be noted however that, as in the case of Dublin City Council, a number of single void units were amalgamated into larger units as part of the refurbishment programme. This would have caused some of the reduction in the total number of housing stock. Some tenant purchases completed in 2014 would have been a further contributing factor.

Graph 5 above shows that 84.22% of the housing stock in 2014 was directly provided by local authorities with the remainder being provided through Rental Accommodation Scheme (RAS), Social Housing Leasing Initiative (SHLI) and HAP.

This indicator also measures the percentage of directly provided social housing stock that was vacant as at 31/12/2014. The median average percentage of vacant units was 2.89%. Based on data provided, a total of 4,919 units were vacant which accounts for 3.8% of the sector’s directly provided social housing stock.. This indicator includes both housing stock that was subject to major refurbishment, and therefore unavailable for tenancy during that period, and units for which there was no actual demand, thereby lying vacant. No direct comparison is made with data from previous years’ service indicators as the relevant indicator excluded dwellings that were subject to refurbishment.

The performance indicators measure the average re-letting time for local authority dwellings, the average re-let cost per unit and the maintenance cost per unit per local authority. Data shows that the median average re-letting time increased from 22.2 weeks in 2013 to 24.48 weeks in 2014.

|  |  |  |  |
| --- | --- | --- | --- |
| Average | Re-letting time (Weeks) | Re-let cost average € | Maintenance Cost by Unit € |
| Median | 24.48 | 8375.0 | 758.3 |
| Mean | 31.78 | 9,931.70 | 930.54 |

The calculation of the re-let cost and the maintenance cost by unit is a new performance indicator and no comparison can be made with previous years.

While these figures provide an important baseline from which to measure future performance, local authorities have highlighted a number of factors which need to be taken into account when examining these tables:

* **2014 Voids Scheme**: In 2014 the DECLG made funding available to local authorities to refurbish dwellings that were previously categorised as “void”. Going forward this will increase local authority housing stock and provide quality units to individuals and families. However, for the purpose of 2014, dwellings that had been vacant for a long period of time and previously classified as void were reclassified as local authority housing stock with a correlating increase to the average number of weeks which dwellings were counted as vacant. Furthermore these dwellings required considerable refurbishment to make them habitable for local authority tenants impacting on both the time taken to re-let the unit and the re-let average cost. This was highlighted as an issue by Dublin City Council and Donegal, Leitrim and Galway County Councils.
* **The demand for dwellings:** In a number of rural authorities there was little or no demand for social housing units due to their rural or isolated location. These units can be empty for a considerable period of time adding to the re-letting time average. This was highlighted as an issue by Leitrim and Roscommon County Councils.

This indicator also measures the number of adult individuals placed in emergency accommodation by local authorities through PASS (Pathway Accommodation and Support System) on 31/12/2014 and the percentage of those individuals who were classified as long-term homeless. PASS is used by local authorities to place individuals in emergency accommodation. Data provided shows that 2,649 adults were placed in emergency accommodation by local authorities on the last day of 2014. Of these, 1,238 were long-term homeless, that is, adult individuals who were using emergency accommodation services in excess of six months, either continuously or cumulatively, over the year. Figures show that both the majority of adult individuals placed in emergency accommodation and the majority of individuals classified as long-term homeless are in Dublin City, reflecting both the physical location of the number of beds available and the prevalence of the problem in the capital city.

**2.2 Roads**

A major function of a local authority is to use public funds to provide a comfortable, safe and economical road surface. This requires balancing priorities and making difficult decisions in order to manage pavements. The MapRoad system, utilised by local authorities and supported by a Pavement Surface Condition Index (PSCI) rating system, (see Appendix at page 80) provides a standardised means to rate the surface condition, the most vital element in any pavement management system.

There are almost 91,000kms of regional and local roads in Ireland which accounts for 94% of the country’s road network and they carry 54% of all road traffic

The PSCI rating system, approved by the Department of Transport, Tourism and Sport (DTTaS), provides local authorities with a standardised means to assess and rate the surface condition of roads. Using a ratings scale of 1 to 10, where 1 indicates extensive structural distress and 10 indicates no visible defects, local authorities can measure and record the condition of regional and primary roads at a given time. On average local authorities had recorded and rated 57.9% of their regional roads and 66.36% of their local roads against the PSCI as at 31/12/2014.

It is important to note that a number of local authorities[[3]](#footnote-3) had not commenced the assessment of regional and local roads against the PSCI rating system in 2014. Where this is the case, an N/A or ‘not applicable’ is recorded. In addition a number of local authorities had undertaken mechanical surveys of their pavement surfaces prior to 2014 which, although available to local authorities, were not recorded against the MapRoad System.

Where undertaken, Tables 6 to 9 record the rating, on the condition of regional and local roads, as a percentage of the road that was surveyed by local authorities and recorded on the MapRoad system as at 31/12/2014. For the purpose of analysing the data presented in these tables we have condensed the 10 categories, as per Department of Transport, Tourism and Sport, under four headings; Structural Distress (Category 1-4), Pavement Defects (Category 5-6), Surface Defects (Category 7-8) and Minor/No Visible Defects (Category 9-10). The colour coding used is similar to that used for the PSCI Rating Table.

The data recorded in these tables, summarised in Graphs 6-10 over, indicates that, *where surveyed*, the condition rating for regional and local roads is as follows:

* 24% of **Regional roads** surveyed have minor or no surface defects (Cat. 9-10), 44% have extensive to moderate surface defects (Cat. 7-8), 24% have moderate to significant pavement defects (Cat. 5-6) and 8% have some level of structural distress (Cat. 1-4);
* 15% of **Local Primary roads** surveyed have minor or no surface defects (Cat. 9-10), 43% have extensive to moderate surface defects (Cat. 7-8), 31% have moderate to significant pavement defects (Cat. 5-6) and 11% have some level of structural distress (Cat. 1-4);
* 12% of **Local Secondary roads** surveyed have minor or no surface defects (Cat. 9-10), 36% have extensive to moderate surface defects (Cat. 7-8), 35% have moderate to significant pavement defects (Cat. 5-6) and 17% have some level of structural distress (Cat. 1-4); and
* 10% of **Local Tertiary roads** surveyed have minor or no surface defects (Cat. 9-10), 29% have extensive to moderate surface defects (Cat. 7-8), 30% have moderate to significant pavement defects (Cat. 5-6) and 31% have some level of structural distress (Cat. 1-4).
* **Legend:** Cat. 1-4 Cat. 5-6 Cat. 7-8 Cat. 9-10

Using this data it will be possible for local authorities to track and trend the condition of the road network, both globally and broken into its components (Regional, Local etc.), to assess the treatment required and to allocate road budgets accordingly.  The PSCI ratings will also support the development of key performance indicators (KPIs) and enable performance to be compared with other networks in other countries.  PSCI can also be used by the DTTaS to determine the requirements for funding the road pavement network, both at present and for the future.

The indicators also show that the percentage of motor tax transactions carried out on-line continues to grow: from a median average of 29.2% in 2010 to 50.02% in 2014, an overall increase of 71.3% in the use of this facility.

**2.3 Water**

Irish Water was the statutory body for the provision of water from 01/01/2014. The data provided in Table 11 in Section 3 on unaccounted for water (UFW), as a percentage of total volume of water supplied between January and June 2015, was provided by the local authorities to Irish Water and was based on actual consumption information available. Data previously published on UFW in the service indicator reports involved a degree of estimation to calculate the indicator because a number of assumptions were required about the level of water *produced* and water *consumed* - in relation to the number of household/non-domestic connections, levels of household consumption, and telemetry. The roll out of domestic metering by Irish Water across the county in 2014 has enabled a calculation of UFW using data based on actual domestic consumption from Irish Water which now presents a more robust baseline.

This indicator also shows that 99.4% of public drinking water supplies and 97.9% of private drinking water supplies were in compliance with statutory requirements in 2013.

**2.4 Waste / Environment**

A number of indicators measure local authority performance in the delivery of environmental services. This area includes a broad spectrum of services from assessing pollution potential and water quality, to driving waste management, enforcement of litter pollution legislation and the creation of greater environmental awareness. Performance indicators in this area record that in 2014:

* 522,141 households had access to a three-bin service;
* 113 complaints relating to waste were referred to the EPA Office of Environmental Enforcement (OEE) because they persisted after investigation of the complaint by local authorities;
* A total of 54,934 complaints were made to local authorities in regard to litter, noise, air and water pollution.

The promotion of litter free towns and cities is an important function for local authorities. Graph 12 below shows that while the percentage of areas classified as “litter free” decreased slightly from 11.30 to 10.93 between 2010 and 2014 (an overall decrease of 3.27%), areas slightly polluted increased from 62.60 to 68.64 (an overall increase of 9.65%) and areas categorised as significantly polluted decreased from 0.4 to 0.25 (an overall decrease of 37.5%). Data used for this indicator was available in respect of 28 of the 31 local authorities. It was submitted by Tobin Consulting Engineers and informs the National Litter Pollution Monitoring System Report as produced by same.

*Source: Tobin Consulting Engineers*

**2.5 Planning**

The role of local authorities in planning is concerned not only with carrying out the day to day operation of their regulatory role (planning control) but also with the developmental aspects of planning (forward planning). A number of indicators are used to measure aspects of the service provided by local authorities and record the following:

* The mean average percentage of new buildings inspected is 22.11%, which is approximately 47% above the recommended inspection rate of 15%. This data is compiled by calculating the number of new buildings notified to the local authority in 2014 that were the subject of an inspection as a percentage of the total number of new buildings where a valid commencement notice was issued in 2014. The new Regulations, implemented in March 2014, clarifies that the responsibility for ensuring compliance with all relevant building regulations rests with the owner of the building.
* A total of 1,095 local authority planning decisions were the subject of an appeal to An Bord Pleanála and were determined in 2014. An Bord Pleanála upheld, either with or without variation, the decision made by the local authority in question in 71.7% of these cases.

A new performance indicator measures the cost per capita of the planning service for 2014 activity. The median average per capita cost was €26.97 and ranged from €12.66 for Cork County Council to €53.19 in Roscommon County Council. The information used to compile this figure includes the cost of forward planning, development management and enforcement and can be influenced by the significant costs associated with the preparation and publication of a County Development Plan. It should be noted that the publication of a County Development Plan is periodic and that practices vary between authorities in the allocation of the costs associated with the preparation of the Plans.

**2.6 Fire**

As well as retaining the indicators dealing with the time taken to mobilise for incidents and the percentage of cases where attendance is within 10 minutes, between 10 and 20 minutes or greater than 20 minutes, an additional indicator related to the per capita cost of the fire service was introduced for 2014 activity.

**Per Capita Cost**

The per capita cost for the fire service[[4]](#footnote-4) ranged from €93.13 for Cork City to €28.25 for Kildare County Council. Per capita costs are heavily influenced by whether the fire service is a full-time or part-time brigade. Cork City Council is the only fire authority operating a full-time brigade with no retained fire-fighters. While Dublin City Council, which provides the service to the greater Dublin area, operates a predominantly full-time brigade, it employs a number of retained fire-fighters and its cost per capita is lower than Cork City at €74.13. The other four authorities who employ full-time fire-fighters (Galway County Council – which operates as a shared service for Galway City, Limerick and Waterford City and County Councils and Louth County Council) have a per capita cost ranging from €75.72 to €44.15. The mean average per capita cost of the fire service where there is a combination of full and part time stations is €60.83.

The per capita cost of the fire authorities with only part-time or retained fire-fighters ranges from €28.25 in Kildare County Council to €70 in Leitrim County Council – the median average for these 21 fire authorities is €43.17. Mayo, Meath, Offaly and Westmeath County Councils all have a per capita cost under €40, and Wexford County Council’s per capita cost is below €30.

Local authorities provide a critical range of emergency services to the community and frequently cross their administrative boundaries to respond to an incident. It should also be noted that there are a range of agreements in place between local authorities with regard to supplying operational fire services and receiving such services from a neighbouring fire authority depending on the location of fire stations. Where this applies, the transfer payments received for the provision of such services may not generally cover the full cost of the service.

**Mobilisation**

This indicator reports the number of minutes from the time of the call-out to the time that the first responders leave the fire station averaged over all call-outs between 1/1/2014 and 31/12/2014; the data is derived from the Computer-Aided Mobilisation Project (CAMP) system. The median average number of minutes taken to mobilise the fire brigade in full-time stations was 1.66 minutes in the case of fire incidents and 1.79 minutes in the case of other incident types. ‘Non-fire’ incidents include road traffic incidents, hazardous material incidents, and special services. The corresponding figures for part-time stations ranged from 5.53 minutes for fire call outs and 5.92 minutes in respect of non-fire call outs.

A total of 21,660 fires were attended by the brigades in 2014 and the fire brigade was at the scene in less than 10 minutes in the case of 58.6% or 12,694 of these. Attendance took between 10 and 20 minutes in the case of 6,989 or 32.3% of the fires and more than 20 minutes for 1,977 or 9.1% of the fires. In the case of four of the six fire authorities with full-time fire-fighters, responses to fires were in less than 10 minutes in over 70% of call-outs and the response time was less than 20 minutes in at least 92% of Cork and Dublin City, Limerick and Waterford City and County Councils and Louth County Council call-outs to fires. Regarding response times to non-fire incidents, Cork and Dublin City brigades achieved a sub-10 minute response time in more than 75% of incidents. Offaly was the only part-time brigade to attend more than 40% of non-fire incidents in less than 10 minutes. All the brigades with full-time fire-fighters reported response times of less than 20 minutes to at least 85% of non-fire call-outs.

Graphs 16 and 17 show an increase both in the percentage of fire cases attended within 10 minutes, and between 10 and 20 minutes between 2010 and 2014.

In the same period there was also an increase in the percentage of non-fire cases attended within 10 minutes

**2.7 Library**

Where the local authority does not operate an electronic count system, the number of library visits per 1,000 population is calculated by multiplying the number of library visits in a particular six day period by 50 for the yearly total. This indicator does not take account of the amount of weekly opening hours or the number of libraries within a local authority. Nor does it reflect the increasing use of on-line lending that is conducted remotely.

The number of library visits per 1,000 population increased by 14% since 2013. The median number of library visits in 2014 is 3.62 per person compared with 3.18 in 2013. The most visits were recorded in Cork City with 6.2 visits per person. The least number of library visits per population were recorded by Donegal County Council with an average of 2.1 visits to the library per person.

This indicator also measures the cost of operating the library service by local authority. It is compiled by calculating the cost for the local authority of operating the library and archival service divided by 1,000 population of the local authority area. The median average cost per 1,000 population is €27,088.72 which equates to €27.08 per capita. The cost per 1,000 population ranged from €60,158.82 in Cork City to €17,299.71 in Mayo County Council. Graph 20 below illustrates the range of per cost per capita across the sector.

**2.8 Youth and Community Participation**

The role of local authorities, in particular in the community and enterprise development area and their contribution to the national Action Plan for Jobs has never been more important. The new Community indicators measure data on a range of programmes, through which local authorities engage with their community and provide employment opportunities and support to disadvantaged groups including the long term unemployed.

The total number of second level schools and youth groups within the sector on 31st December 2014 was 2,012 of which an average of 62% were involved in the local youth Council/Comhairle na n-Óg scheme. Gateway is a local authority labour activation 22-month scheme, run in conjunction with the Department of Social Protection (DSP) that provides short-term work and training opportunities for long-term unemployed people who have been on the Live Register for over two years. The statistics show that local authorities employed a median average of 64.9% of their assigned participant targets on the scheme in the first full year of the programme, with six local authorities exceeding their target number of participants placed on the scheme. A number have continued to recruit beyond the target assigned. Twenty local authorities achieved above 50% of their target with just four local authorities below 20% of their target. The optimisation of the referral process from DSP, along with the resolution of issues with unions in 2014, resulted in a more significant take up of participants in the second half of 2014.

Through its engagement with target groups and youths in the Local Community Development Programme (succeeded in 2015 by the Social Inclusion Community Activation Programme (SICAP)), participating local authorities supported 6,169 individuals to full-time, part-time or self-employment within six months of receiving targeted employment support.

The Local Government Reform Act 2014 provides for the establishment of local community development committees (LCDCs). The main function of an LCDC is to prepare, implement and monitor the community elements of the six-year local economic and community plan. Table 20 records the number of private sector nominees from the Public Participation Network (PPN) structures to the LCDC through the social inclusion process (Roma, Travellers, Unemployed, People with disabilities, families from disadvantaged areas). It should be noted that the PPN was not operational until December 2014 in most local authorities, so a true measurement of the performance in this area will not be available until the 2015 figures are compiled.

**2.9 Corporate**

In the face of budgetary pressures the number of staff working in local authorities continued to decline in 2014 with the whole time equivalent (WTE) recorded at 26,806.86[[5]](#footnote-5) at 31/12/2014 a decrease of 2.67% from 2013 and 23.42% since 2008 as demonstrated by this new indicator.

During the same period, staffing numbers in the public sector decreased from 320,387.15 (Q4 2008) to 289,642.87 (Q4 2014)[[6]](#footnote-6) with the proportion of local authority staff decreasing from 10.93% to 9.25%, a total reduction of 15.37%. Figures compiled by the Department of Public Expenditure and Reform and illustrated in Graph 22 confirm that local government has incurred the highest proportionate staffing reduction of any one sector in the public service.

*Source:* [*http://www.databank.per.gov.ie*](http://www.databank.per.gov.ie)

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Trends in Percentage of Composition of Public Sector Staffing (2008-2014) | | | | | | | | | | | | | | | |
|  | **2008** | | **2009** | | **2010** | | **2011** | | **2012** | | **2013** | | **2014** | | **Overall percentage increase/decrease** | |
| Civil Service | 12.27 | 12.02 | | 11.91 | | 12.31 | | 12.49 | | 12.53 | | 12.49 | | **1.79** | |
| Defence Sector | 3.52 | 3.45 | | 3.37 | | 3.41 | | 3.43 | | 3.4 | | 3.38 | | **-3.97** | |
| Education Sector | 29.66 | 30.05 | | 30.67 | | 30.59 | | 31.18 | | 31.78 | | 32.47 | | **9.47** | |
| Health Sector | 34.65 | 35.32 | | 35.29 | | 35.11 | | 34.9 | | 34.68 | | 33.76 | | **-2.56** | |
| Justice Sector | 4.9 | 4.86 | | 4.81 | | 4.79 | | 4.59 | | 4.52 | | 4.41 | | **-10** | |
| Local Authorities | 10.93 | 10.31 | | 10.03 | | 9.92 | | 9.73 | | 9.56 | | 9.25 | | **-15.37** | |
| NCSA | 4.08 | 3.98 | | 3.92 | | 3.87 | | 3.67 | | 3.54 | | 4.24 | | **3.92** | |

**Absenteeism**

Sickness absence has a significant impact on financial resources, staffing resources, service delivery and employee morale[[7]](#footnote-7). The local government sector records a significant decrease in the percentage of working days lost to sickness absence through both medically certified and self-certified leave with figures showing a continued downward trend in these indicators.

The percentage of working days lost to sickness absence through certified leave continued its decline from a median average of 4.46% in 2010 to 3.53% in 2014, a total decrease of 20.85%. The percentage of working days lost to sickness through uncertified leave has decreased from a median average of 0.61 days in 2010 to 0.34 days in 2014 a total decrease of 44.26%. It should be noted that the figures for 2014 do not include absences that were unpaid.

While there will always be a certain level of absenteeism recorded in both certified and uncertified sick leave, which reflect legitimate sickness absence, the figures reported would suggest the sector is a taking a proactive approach, including utilising the Public Service Sick Leave Scheme introduced from 31 March 2014, to manage excessive or unnecessary certified absences, with the mean average for certified sick leave decreasing by 20.33% between 2013 and 2014. This indicator provides a benchmark for local authorities to monitor sickness absence and continue to improve performance in this area.

**2.10 Finance**

The publication of the five year summary of Revenue Account Balances is a new indicator and is reflective of the Income and Expenditure Account balance in the local authority’s Annual Financial Statements for each of the years from 2010 through to 2014. Data presented includes figures for the abolished borough and town councils for the years 2010 to 2013 and reflects the cumulative balance to 31 December 2014.

The revenue income and expenditure account includes the day-to-day running costs of the local authority and payroll, operational, administration, establishment and financial expenditure. Income includes grants and subsidies as well as charges for the provision of goods and services, including commercial rates.

Fourteen (45%) of 31 local authorities have a positive revenue balance, eight of which is in excess of €1m. Seventeen (55%) of 31 local authorities have a negative revenue balance, 13 of which are in excess of €1m. While the revenue balance of 11 local authorities has worsened by more than €1m over the 5 year period, 15 of the 17 local authorities with a negative revenue balance as at 31 December 2014 have shown an improvement in that year.

**Collection of Rates**

**Commercial Rates**

The percentage of commercial rates collected for each city and county council in 2014 ranged from 92% to 56% with an overall mean average of 73.06%. This represented a small increase of 0.8% on the overall collection rate from 2013 and should be welcomed in the context of the financial pressures that continued to be experienced by rate payers in 2014. This upward trajectory reflects the concerted effort being made by local authorities across the country, through a range of measures, to improve commercial rate collection and should yield higher collection rates into 2015. In overall terms the returns show that the collection rate improved in 13 local authorities, remained static in seven and decreased in 11.

There are a number of complex contributory factors that impact on local authority debt collection and which should be considered when analysing local authority performance in this area. These include: The **amalgamation of the former Town Council** rates books into the county depressed the overall collection rate by 10% in 2014. In many cases collection systems were not as developed as the county processes. **Number of Insolvencies** – local authorities welcome the reduction in the number of businesses going into insolvency in 2014, however the cumulative effect of insolvencies, which in many cases are carried forward year-on-year, places a significant burden on the collection of commercial rates for local authorities by increasing arrears and eroding the commercial rate base.

*Source: Vision-net Annual Business Review 2015*

Local authorities, while conscious of the trading difficulties of many rate payers, have adopted a series of measures designed to increase collection rates including: improving business processes; centralising debt collection units; managing accounts in arrears through the promotion of direct debit payments; implementing payment incentive schemes; and implementing strong enforcement procedures which include progressing  “won’t pay” cases to the District Court and having judgements put on properties.

**Collection of Rents and Annuities**

The percentage of rents and annuities collected for each city and county council in 2014 ranged from 95% to 73% with an overall mean average of 86.55%. This is a marginal increase on the sectoral average of 86.39% in 2013 and is a small decrease on the 2010 average of 88.39%. In overall terms the returns show that the collection rate improved in 14 local authorities, remained static in five and decreased in 12.

Local authorities operate an early intervention policy to identify accounts that are falling into arrears.  This will often involve setting up a payment plan, that is both affordable and sustainable for the tenant, to clear arrears arising.

**Collection of Housing Loans**

The continued decline in the collection levels for housing loans reflect the challenging economic environment which prevails for local authority customers. The percentage of collection levels for housing loans collected for each city and county council in 2014 ranged from 98% to 42% with an overall mean average of 67.23%. This is a marginal decrease on the sectoral average of 68.03% in 2013, and an overall decrease of 14% on the 2010 average of 78.32%. In overall terms the returns show that the collection rate improved in eight local authorities, remained static in four and decreased in 19.

In the case of housing loans, local authorities acted as a ‘lender of last resort’ giving loans to individuals who otherwise would not have been in a position to get a loan from a bank or building society. Anecdotal evidence would suggest that the recent recovery in the economy is not reflected in the incomes of local authority borrowers with many still in negative equity and finding the repayment of loans challenging. This has a significant negative effect on housing loan arrears in general.

The establishment of the Mortgage Arrears Resolution Process (MARP), a statutory framework for customers to pay arrears over a long period of time, provides a vehicle for local authority customers to agree a repayment scheme that is fair to both the lending authority and the borrower. While the sector welcomes this arrangement it has resulted in both the period of loan repayments being extended and the value of individual repayments being decreased.

**2.11 Economic Development**

Local authorities play a critical role in facilitating and enabling economic development across the country through a broad range of direct and indirect mechanisms. 2014 saw this role being strengthened with the establishment of a Local Enterprise Office (LEO) in every local authority to provide advice, information and meaningful support to both start-up and growing businesses[[8]](#footnote-8).

As recorded in Table 26, 3,478.5 new jobs were created with the assistance of LEOs during 2014. This figure relates to new jobs, and does not take account of employment that was sustained or opportunities that were created through training, mentoring and development programmes run by the LEOs. Looking ahead, this indicator has the potential to be broadened to capture not just the performance of LEOs in grant assisted job creation but in the wider function of support and promotion of local enterprise.

**2.12 Conclusion**

This report documents the performance of local authorities in the implementation of the wide range of functions they provide and gives valuable insight into the ways and means these services are delivered. The data reflects performance at a set point in time and provides a baseline from which future performance can be measured, emerging trends and issues can be assessed and comparisons between local authority performances can be made. In a number of cases however the value of the data gathered and the methodology used to gather it requires further refinement to ensure relevance to the measurement of performance within the local authorities. This is particularly the case with regard to the roads, community and finance indicators.

Tracking the indicators will give stakeholders a tool to identity where change is happening, and, as appropriate, address the underlying cause or make use of the opportunities it presents to take informed future-orientated action. The LGMA looks forward to its continued involvement in this process.

1. Putting People First – Action Programme for Effective Local Government (Department of the Environment, Community and Local Government 2012) [↑](#footnote-ref-1)
2. Kilkenny, Cork, Louth and Monaghan County Councils and Waterford City and County Council [↑](#footnote-ref-2)
3. Cork City Council, Dun Laoghaire Rathdown, Fingal, Meath and South Dublin County Council did not undertake the PSCI survey in 2014 [↑](#footnote-ref-3)
4. In this case per capita costs are based on the 2011 Census figures for the population served by the fire service in question and not the 2011 census figures relating to the administrative area as used for calculating the per capita cost of planning and libraries. [↑](#footnote-ref-4)
5. This is the composite figure compiled from the data submitted by local authorities for the Performance Indicator Report. Figures for 2010 – 2013 are sourced from <http://databank.per.gov.ie/>. [↑](#footnote-ref-5)
6. http://databank.per.gov.ie/Public\_Service\_Numbers.aspx?rep=SectorTrend [↑](#footnote-ref-6)
7. Ref DECLG VFM Report 2013 [↑](#footnote-ref-7)
8. The Local Enterprise Offices (LEOs) were established on the 15th April 2014 upon the dissolution of the County Enterprise Boards. Services areas formerly delivered by the CEB were then integrated into mainstream Local Authority Services and enhanced. [↑](#footnote-ref-8)