

NOAC

Local Authority Performance Indicators

Guidelines for Report on 2016 Activity

Introduction

A function of NOAC is to scrutinise the performance of any local government body against or in comparison with relevant indicators that the Commission considers it appropriate to refer to, and which includes relevant indicators relating to customer service. This role commenced in 2014 and replaced, in respect of performance in 2014 and subsequent years, the service indicators in local authorities that were introduced by the then Minister for the Environment, Heritage and Local Government in 2004. The LGMA role in the collection of the data and the compilation of the report continues in respect of the replacement report to NOAC.

This guidance applies to the gathering of data in respect of 2016 performance. The deadline for submitting the data to the LGReturns system is Thursday 27th April 2017. **While the co-ordinator is responsible for sign-off on all of the indicator data being submitted on LGReturns, NOAC and the LGMA request that the data proposed for entry on the system be signed off first at senior management level within the local authority.**

Further to the July 2016 visits to selected local authorities to validate the 2015 data, NOAC has again reviewed a number of the indicators and made some changes to the set of indicators that you are being asked to report on in respect of 2016 activity. Some additional clarification has also been made to the guidance on a few of the retained indicators. As before, where the exact same information has already been provided by local authorities to, and is available from, another source, the 2016 data will be taken from that alternative source. Having reviewed the H1 indicator and consulted with the Department of Housing, Planning, Community and Local Government (D/HPCLG) regarding the statistics on social housing that it collects, it has been decided to continue to collect the H1 data to LGReturns due to the differences in the nature of the data being collected by the Department.

If, arising from the changes to the 2016 indicators, any data is not available, an explanation should be provided and arrangements should be put in place for its collection from this point forward. The indicators will continue to evolve and be developed in the future by NOAC as it reviews different aspects of local authority functions. Indicators still being considered by NOAC for future reporting relate to areas of local authority activity such as tourism and functions under the Water Framework Directive. In relation to the E1 (brown bin) and P1 (planning inspections) indicators, NOAC has concluded, following consultation with relevant stakeholders, that revision should await the outcome of other data collection initiatives presently planned or underway in these areas.

Queries on methodology should be addressed to the NOAC Secretariat at info@noac.ie, queries regarding the management of the data collection process to ReturnSupport@lgma.ie and queries on quality assurance, analysis and compilation of the draft report should be addressed to Susan O'Toole suotoole@lgma.ie.

Instructions for Submitting Performance Indicator Data

“Data” versus “Indicators”

An important consideration for staff compiling the data is that the information supplied by local authorities (i.e. the raw data) may not be exactly the same as what will be presented in the final indicators report. For example, a number of indicators report on *percentages*, whereas local authorities are asked to submit *whole numbers* from which the percentages will be derived.

The detailed guidance shows both the final indicator as well as the data that local authorities should submit, where this is different from the indicator.

Other sources of the Local Authority Performance Indicator Data

While local authorities will submit most of the indicator data, other bodies are involved as follows:

- the Department of Transport, Tourism and Sport’s (D/TTaS) Vehicle Registration Unit (VRU) supplies the motor taxation transactions data and the Road Maintenance and Road Improvement grant data
- Tobin Consulting Engineers submit data directly to the LGMA for the 2016 National Litter Pollution Monitoring System Report that should be ready for publication in mid-2017
- data on drinking water quality will be taken from the EPA and will be based on the 2016 monitoring results of private water supplies if available by the time of publication
- the Residential Tenancies Board supplies the number of registered tenancies
- Enterprise Ireland supplies the data on jobs created with the assistance of LEOs, mentoring participant numbers and trading online vouchers
- the Road Management Office (RMO) supplies the PSCI ratings and the road kilometres that received Road Maintenance and Road Improvement works
- the D/HPCLG supplies the data re the staffing position at end 2016.

In the case of these indicators, data will be obtained from the relevant suppliers and local authorities will be required to confirm it only.

Local Authorities and Data Management

The co-ordinators in each local authority have the important role of making sure that the authorities can provide complete and accurate data in respect of the 2016 performance indicators. The co-ordinators have responsibility for this, along with a range of staff working in various sections that have the task of collecting data throughout the year.

It is very important that local authorities can verify *at all stages* the data that they submit. This means that local authorities must be in a position to show how data was gathered, how any calculations were made and thus how final results were arrived at. Local authorities should keep records of all data gathering, for example in spreadsheet format, as NOAC may need to seek these records if areas of inconsistency or lack of clarity come to light in its consideration of the final report.

When to Include Contextual Notes with Data Submissions

The LGReturns system provides local authorities with the opportunity to submit text notes alongside the data submitted for the performance indicators. The purpose of these contextual notes is to allow local authorities to note any issues that were encountered in gathering the data that might lead to quality issues, or else any special circumstances or events that should be taken into account when interpreting the data. However, contextual notes should only be included when absolutely essential to

explain a particular data anomaly peculiar to the local authority concerned – notes should **not** relate to matters that would be applicable to local authorities generally.

Important Note: If local authorities have a major issue to report with respect to any indicator data, then the co-ordinator should write directly to the LGMA drawing attention to this issue, in addition to including a textual note with their submission. As much as possible, issues and queries around data should be resolved before the **final deadline for submission to LGReturns of Thursday 27th April 2017**.

Population

Some of the indicators present information in relation to the population of the area in which the activity is undertaken by the local authority. This is in order to make it possible to compare between different areas, which may have very different sized populations. The 2016 Performance Indicators Report will be presented with reference to the population of local authority areas as identified by Census 2016 where the relevant Census results are available.

Local authorities are required to submit total amounts for indicator data **instead of** calculations based on population. The population calculations will be carried out automatically on the LGReturns system in order to improve the quality assurance of the indicators.

What to Do When an Indicator is Not Applicable to a Local Authority Area

If certain data is not relevant to a local authority area, then the local authority should input “N/A” into the “Comment” cell concerned on LGReturns to indicate that it is not applicable. A contextual note setting out the reasons for the “not applicable” return must be included in these cases where the data would have been relevant in the previous year.

Things to Do Before Submitting Performance Indicator Data

Co-ordinators should use the following checklist to ensure that they are fully satisfied with the accuracy and verifiability of the data *before* signing off on its submission to the LGReturns system:

- Check all figures against the equivalent for previous years where one exists.
- If there are any significant variances or other anomalies between data for 2016 and previous years, query these.
- Include contextual notes for data where necessary.
- Co-ordinator to write directly to the LGMA in relation to issues of particular concern.
- Keep a copy of all arithmetic calculations so that these can be reviewed by the LGMA or NOAC if required. Data should not be estimates. All calculations should be re-checked and peer-reviewed by more than one person.
- Check that data provided is consistent with the instructions in this guidance document and with any relevant returns to D/HPCLG or other agencies.
- If the data is not consistent with these other returns for some reason, include a contextual note explaining why this is the case.

Changes to Performance Indicator Data after the Deadline

When all of the local authority data has been submitted, the LGMA will carry out a quality assurance exercise. This is not intended to be exhaustive, *so local authorities should not rely on this process to detect errors in the data they have submitted*. Quality assured data/text will be returned to local authorities for final verification of the data therein at senior management level.

During the quality assurance exercise, local authorities should be prepared to respond speedily to additional requests for information in relation to the data submitted. The quality assurance process should **not** be seen as an opportunity for local authorities to amend the data they have submitted after the deadline has passed.

The Performance Indicators

For 2016, there are 34 local authority performance indicators, as follows:

- Housing (H1 to H6)
- Roads (R1 to R3)
- Water (W1)
- Waste/Environment (E1 to E3)
- Planning (P1 to P5)
- Fire Service (F1 to F3)
- Library/Recreation (L1 and L2)
- Youth/Community (Y1 and Y2)
- Corporate (C1 to C4)
- Finance (M1 and M2)
- Economic Development (J1 to J3)

Each indicator is named to give a general idea of what is being measured. Each indicator is also given a code number as an abbreviation.

The following indicators have been amended since the 2015 Performance Indicator Report:

- The rented housing indicator (H5) includes the number of dwellings not compliant with the Standards Regulations and the number of non-compliant dwellings remediated during the year.
- Data on Roads Improvement and Maintenance grant expenditure on local roads has been added to the roads indicator (R2).
- A new Planning Indicator (P5) deals with the average length of time to issue fire safety certificates.
- The revenue account balance indicator (M1) includes a question on the per capita revenue expenditure in 2016.
- New LEO indicators collect the number of trading online vouchers approved and paid out (j2) and the number of participants who received mentoring during the year (J3).

Housing (H1 to H6)

H1: Social Housing Stock

The following **indicators** will be presented in the performance indicators report:

- A. **The overall total number of dwellings provided by the local authority in the period 1/1/2016 to 31/12/2016**; comprising:
 - B. The number of dwellings directly provided, i.e. constructed (B1) or purchased (B2), by the LA in 2016
 - C. The number of dwellings provided under the Rental Accommodation Scheme in 2016
 - D. The number of dwellings provided under the Housing Assistance Payment Scheme in 2016 if operated (or else indicate if the scheme is not yet being operated in the LA)
 - E. The number of dwellings provided under the Social Housing Current Expenditure Programme (SHCEP) (including unsold Affordable Scheme dwellings and NAMA sourced properties and the Mortgage to Rent Scheme) in 2016

- F. **The overall total number of social housing dwellings in the LA at 31/12/2016**; comprising:
 - G. The total number of dwellings directly provided (constructed or purchased) by the LA
 - H. The total number of dwellings provided under the Rental Accommodation Scheme (RAS)
 - I. The total number of dwellings provided under the Housing Assistance Payment Scheme (HAP) if operated (or else indicate if scheme not yet being operated in the LA)
 - J. The total number of dwellings provided under the SHCEP (including unsold Affordable Scheme dwellings and NAMA sourced properties and the Mortgage to Rent Scheme)
 - K. No. of single rural dwellings that are planned for demolition or sale due to dereliction

Data at B + C + D + E should be equal to A and relates to activity during 2016.

Data at G + H + I + J should be equal to F and relates to the cumulative position at end 2016.

Data at K is being collected for information only and will **not** be published. The dwellings included in this figure must be included in all other housing indicators to which they are relevant.

Explanatory Notes:

- The data at each of F to J minus the equivalent item at each of A to E should equal the data returned in respect of the 2015 report at each of F to J. This is because the 2016 data supplied at A to E should be the net addition to or reduction from the housing stock that occurred in 2016, so for example, the figure at B is the net figure of dwellings built or purchased in 2016 less those sold under the Tenant Purchase Scheme and the figure at C is the net number of RAS dwellings that came on stream less those withdrawn by landlords during 2016 and the figure at D is the net number of dwellings provided under the SHCEP less those that became owner occupied in 2016, etc. If that is not the case, please provide an explanation.
- In the case of the figure at B, please also provide the breakdown between dwellings purchased and dwellings built during 2016. A dwelling is to be regarded as constructed when the snag list is completed and a dwelling is to be regarded as purchased when the local authority has obtained the keys, regardless of whether a tenant is yet in occupation.

- Include at C and D all dwellings that were sourced for the RAS and HAP in 2016 for new clients and also for existing clients if necessitated by landlord withdrawal from the schemes during the year.
- **In the case of all of these figures other than B and G, and contrary to previous years, social housing provided by Approved Housing Bodies should be included.** Consequently, Payment and Availability Agreements with the AHBs and the first model in the Mortgage to Rent Scheme dealing with dwellings acquired by AHBs are to be included in the figures at E and J.
- Traveller specific accommodation (e.g. halting bays) is to be excluded (but any non-traveller specific accommodation used to house travellers should be included).
- Demountable dwellings are to be included, unless provided under the Traveller Accommodation Programme.
- Include unsold local authority affordable housing dwellings that were used (outside of the SHCEP) during 2016 to house waiting list applicants.
- Exclude at G dwellings that are unoccupied for the reason that their demolition is an integral part of a planned regeneration, refurbishment or reconstruction scheme for which approval in principle has been received from the Department of Housing, Planning, Community and Local Government.
- Dwellings being utilised by the local authority for non-housing purposes, e.g. as a crèche, senior citizens' club, etc. should not be included unless a decision was taken in 2016 to bring them back into use as waiting list accommodation, in which case they should be included in the data at H3 also.

H2: Housing Vacancies

The following **indicator** will be presented in the performance indicators report:

A. **The percentage of the total number of dwellings at H1G that were vacant on 31/12/2016.**

In order to compile this information, local authorities should submit the following data to the LGMA:

- The number of dwellings within their overall stock that were not tenanted on 31/12/2016.

Explanatory Notes:

The LGReturns system will calculate the % from the data returned. All untenanted dwellings are to be included, regardless of the reason for the non-occupation or how long the dwelling has been unoccupied. This means empty dwellings awaiting necessary repairs works are all to be counted, as well as those awaiting re-tenanting. Illegally occupied dwellings (i.e. those occupied by persons not given a tenancy by the local authority) are also to be included. However, exclude those dwellings earmarked for demolition that were also excluded from G of Indicator H1.

H3: Average Re-letting Time and Cost

The following **indicators** will be presented in the performance indicators report:

- A. **The time taken from the date of vacation of a dwelling to the date in 2016 when a new tenancy had commenced in the dwelling, averaged across all dwellings re-let during 2016**
- B. **The cost expended on getting the dwellings re-tenanted in 2016 ready for re-letting, averaged across all dwellings re-let in 2016**

In order to compile this information, local authorities should submit the following data to the LGMA:

- The number of dwellings that were re-tenanted on any date in 2016 (but excluding all those that had been vacant due to an estate-wide refurbishment scheme).
- The number of weeks from when the previous tenant vacated the dwelling (i.e. keys returned or tenant moved out) up to the date of the new tenant's first rent debit, with any partial week decimalised to two decimal places, totalled for all dwellings included above.
- Total expenditure on repairs necessary to enable re-letting of the dwellings included above.

Explanatory Notes:

- Dwellings are to be counted on the basis of the date of re-tenanting so, if a dwelling became vacant on 20 October 2014 and was re-tenanted on 23 June 2016 and the first rent debit occurred on 1 July 2016, the dwelling is to be included and the number of weeks vacant would be 88.28 weeks.
- Any dwelling not re-tenanted in 2016 will be included in the indicator for the year in which the re-tenanting occurs.
- The average re-letting cost is the expenditure on repairs necessary to enable re-letting of the dwellings included in the first part of the indicator, divided by the number of dwellings involved.
- Where a dwelling re-let in 2016 was vacated in a previous year, any expenditure on the dwelling in prior years is also to be included (because omitting prior year expenditure would distort the average cost). If expenditure incurred in a prior year is not available, this should be stated and an explanation provided in a text note.
- Expenditure on re-letting repairs includes all costs – labour, equipment, materials, administration, etc.
- Do not include time and money spend preparing newly purchased dwellings for their first local authority tenancy in the calculation of these averages.
- Dwellings that have been vacant due to their inclusion in an estate-wide refurbishment project are excluded from the indicator, but individual units that were vacant due to standalone refurbishment work for whatever reason (including dereliction) are to be included.
- All dwellings re-let in 2016 are to be included in the indicator regardless of the duration of the vacancy period. This means that properties described as 'long-term voids' are to be included if re-let in 2016.

H4: Housing Maintenance Cost

The following **indicator** will be presented in the performance indicators report:

- A. Expenditure during 2016 on the repair and maintenance of housing bought or built by the LA compiled on a continuous basis from 1 January 2016 to 31 December 2016, divided by the no. of directly provided dwellings in the LA stock at 31/12/2016, i.e. data at indicator H1G.**

In order to compile this information, local authorities should submit the following data to the LGMA:

- Expenditure on repair and maintenance of LA stock compiled on a continuous basis from 1 January 2016 to 31 December 2016, including planned maintenance expenditure but excluding expenditure under approved major refurbishment schemes (i.e. approved Regeneration Scheme or residual expenditure under the Remedial Works Scheme).

Explanatory Notes:

- The LGReturns system will calculate the % from the data returned.
- Include expenditure qualified for grants, such as SEAI grants for energy efficient retro-fitting works or the Fabric Upgrade Programme, and expenditure on long term vacant properties, unless in either case it relates to expenditure under the approved Regeneration or Remedial Works Schemes.
- Expenditure on maintenance includes all costs – labour, equipment, materials, administration, etc. – some of which will be included in the central management charge.
- Include management fees paid on properties owned by the authority only where these cover maintenance items that would otherwise fall to the authority to bear. Exclude Local Property Tax and expenditure on accommodation provided under the Traveller Accommodation Programme.
- Include only those estate management costs that relate to works on repairing and maintaining the housing stock owned by the local authority. Do not include the cost of insuring the stock.
- Exclude maintenance expenditure on dwellings being prepared for re-letting that is included in the data provided for the H3 indicator.
- Where a local authority has an arrangement that involves an approved housing body taking on the maintenance of some or all of its dwellings with no recoupment of the maintenance costs by the local authority, identify the number of such dwellings in a note on LGReturns.

H5: Private rented sector inspections

The following **indicators** will be presented in the performance indicators report:

- A. Total number of registered tenancies in the LA area at end June 2016**
- B. Number of rented dwellings inspected in 2016**
- C. Percentage of inspected dwellings in 2016 that were found not to be compliant with the Standards Regulations**
- D. Number of non-compliant dwellings that became compliant during 2016**

In order to compile this information, local authorities should submit the following data to the LGMA:

- The number of rented dwellings that were the subject of at least one inspection for compliance with the Regulations applicable to private rented accommodation that was carried out in 2016
- The number of dwellings inspected in 2016 that were found not to be compliant with the Housing (Standards for Rented Houses) Regulations
- The number of dwellings, that had been found not to be compliant with the Standards Regulations at an inspection in 2016 or previously, that were determined by the Council to have become compliant during 2016.

Explanatory Notes:

- The total number of registered tenancies at the end of June 2016 will be supplied directly to the LGMA by the Residential Tenancies Board.
- Contrary to the guidelines for 2014 and 2015, do not include in the inspections figure repeat inspections of the same dwelling.
- Where a number of individual dwellings within a multi-unit building are inspected, then each dwelling inspected during the visit should be included in the inspections figure.

- The figure for dwellings that were found in 2016 not to be compliant with the Standards Regulations should include all dwellings found to be in breach of any requirement whatsoever of the Regulations.
- Include in the figure of dwellings determined to have become compliant during 2016 only those dwellings where the Council's determination was based on a follow-up inspection, a communication with the tenant or satisfactory evidence supplied by the landlord during the period 1 January to 31 December 2016.

H6: Long-term Homeless Adults

The following **indicator** will be presented in the performance indicators report:

- A. Number of adult individuals in emergency accommodation that are long-term (i.e. 6 months or more within the previous year) homeless as a % of the total number of homeless adult individuals in emergency accommodation at the end of 2016.**

In order to compile this information, local authorities should submit the following data to the LGMA:

- The number of adult individuals classified as homeless and in emergency accommodation on the night of 31 December 2016 as recorded on the PASS system.
- The number out of those individuals who, on 31/12/2016, had been in emergency accommodation for 6 months continuously, or for 6 months cumulatively within the previous 12 months.

Roads (R1 to R3)

Data for all indicators in respect of roads will be provided by the RMO or DTTaS as appropriate

R1: Ratings in Pavement Surface Condition Index (PSCI)

The following **indicator** will be presented in the performance indicators report:

- A. The % of (a) Regional, (b) Local Primary, (c) Local Secondary, and (d) Local Tertiary roads that have ever received a PSCI condition rating,**
- B. The % of total regional roads that received a PSCI condition rating during 2016 and**
- C. The % of total (a) Regional, (b) Local Primary, (c) Local Secondary and (d) Local Tertiary road kilometres represented by the numbers of kilometres at 31/12/2016 rated in each of the following 4 groupings of the 10 PSCI rating categories; 1-4, 5-6, 7-8 and 9-10 for each road type.**

In order to compile this information, the RMO will extract the following data from Map Road and submit to the LGMA:

- % of total Regional road kilometres that have ever received a PSCI condition rating
- % of total Local Primary road kilometres that have ever received a PSCI condition rating
- % of total Local Secondary road kilometres that have ever received a PSCI condition rating
- % of total Local Tertiary road kilometres that have ever received a PSCI condition rating
- % of total Regional road kilometres that received a PSCI condition rating between 1/1/2016 and 31/12/2016
- At 31/12/2016 the number of Regional road kilometres having a PSCI rating of (a) 1-4, (b) 5-6, (c) 7-8 and (d) 9-10 expressed as a % of total Regional road kilometres in the local authority area
- At 31/12/2016 the number of Local Primary road kilometres having a PSCI rating of (a) 1-4, (b) 5-6, (c) 7-8 and (d) 9-10 expressed as a % of total Local Primary road kilometres in the local authority area
- At 31/12/2016 the number of Local Secondary road kilometres having a PSCI rating of (a) 1-4, (b) 5-6, (c) 7-8 and (d) 9-10 expressed as a % of total Local Secondary road kilometres in the local authority area
- At 31/12/2016 the number of Local Tertiary road kilometres having a PSCI rating of (a) 1-4, (b) 5-6, (c) 7-8 and (d) 9-10 expressed as a % of total Local Tertiary road kilometres in the local authority area

Explanatory Notes:

- The data will be taken from the MapRoad system and provided to the LGReturns system directly by the Road Management Office.
- The data supplied for part B of the indicator should be calculated on the basis that the kilometres from which the % is derived have counted once only any stretch of road that was surveyed more than once in 2016, e.g. if a 6.5k stretch out of a regional road network of 70k was surveyed before and after receiving strengthening treatment in 2016, count only 6.5k in calculating the % of regional roads surveyed and not 13k.

R2: Regional road grants works

The following **indicator** will be presented in the performance indicators report:

- A. Kilometres of regional road strengthened during 2016 using Road Improvement (RI) grants and the RI grant amount relating to that work,**
- B. Kilometres of regional road resealed during 2016 using Road Maintenance (RM) grants and the RM grant amount relating to that work,**
- C. Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened during 2016 using Road Improvement (RI) grants and the RI grant amount relating to that work,**
- D. Kilometres of local road resealed during 2016 using Road Maintenance (RM) grants and the RM grant amount relating to that work.**

These figures will be provided to the LGReturns system directly by the RMO*.

* However, as Dublin City, South Dublin, Fingal and Dun Laoghaire-Rathdown Councils do not receive funding under the main grant programmes from the Department of Transport, Tourism and Sport, they are requested to report instead on the following works funded through their own resources:

- Kilometres of regional road strengthened during 2016 and the amount spent on that work,
- Kilometres of regional road resealed during 2016 and the amount spent on that work,
- Kilometres of local road (i.e. total of all local road types) strengthened during 2016 and the amount spent on such works, and
- Kilometres of local road resealed during 2016 and the amount spent on such work, if any.

R3: % of motor tax transactions conducted online

The following **indicator** will be presented in the performance indicators report:

- A. The percentage of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued) in 2016.**

In order to compile this information, data will be obtained directly from the Department of Transport, Tourism and Sport's Vehicle Registration Unit for upload to LGReturns of the total number of all motor tax type transactions (however conducted) involving a payment in the period 1/1/2016 to 31/12/2016 and the number of such transactions conducted online.

Water (W1)

W1: % Drinking water in private schemes in compliance with statutory requirements

The indicator that will be presented in the performance indicators report is the data supplied to the EPA in respect of the monitoring of the quality of private drinking water supplies during 2016.

In order to compile this information, data will be obtained directly from the EPA.

Waste/Environment (E1 to E5)

E1: No./% of Households availing of a 3 bin service

The following **indicators** will be presented in the performance indicators report:

- A. The number of households, based on the 2016 Census, who are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2016
- B. The % of households within the local authority (also as per the 2016 Census) that the number at A represents.

In order to compile this information, data will be obtained directly from the National Waste Collection Permit Office.

E2: % of environmental pollution complaints closed

The following **indicators** will be presented in the performance indicators report:

- A. The total no. of pollution cases in respect of which a complaint was made during 2016, the number of pollution cases closed from 1/12/2016 to 31/12/2016 and the total no. of cases on hands at 31/12/2016.

In order to compile this information, local authorities should submit the following data to the LGMA:

- Total number of pollution cases of all types (e.g. litter/air/noise/water/waste pollution) in respect of which a complaint was made through any medium and whether instigated by the public or by the LA itself from 1/1/2016 to 31/12/2016
- Total number of pollution cases of all types on which either a decision was taken that no investigation was warranted or an investigation was finalised (whether through prosecution or otherwise) during 2016 (regardless of when the case commenced).
- Total number of pollution cases of all types that arose in 2016 that were not finalised at 31/12/2016

Explanatory Notes:

- The data is to be based on the number of cases rather than the number of complaints made in respect of the same incidence of pollution. For example; 3 complaints from 3 different members of the public about a single incident of pollution constitutes and is to be counted as one case whereas 2 complaints about **separate** pollution incidents occurring at the same location can be counted as 2 cases where both incidents are dealt with by the local authority.
- The figures to be provided are the total pollution case numbers and a breakdown into the different types of pollution is **not** required.

E3: % of LA area within the 5 levels of litter pollution

The following **indicator** will be presented in the performance indicators report:

- A. **The % of the area within the LA that when surveyed in 2016 was 1) unpolluted or litter free, 2) slightly polluted, 3) moderately polluted, 4) significantly polluted, or 5) grossly polluted.**

The data will be submitted by Tobin Consulting Engineers directly to the LGMA from the data for the 2016 National Litter Pollution Monitoring System Report that should be ready for publication in mid-2017.

Planning (P1 to P5)

P1: New Buildings Inspected

The following **indicator** will be presented in the performance indicators report:

A. Buildings Inspected as a percentage of new buildings notified to the local authority

In order to compile this information, local authorities should submit the following data to the LGMA:

- **Total number** of new buildings notified to the local authority i.e. buildings where a valid Commencement Notice was served in the period 1/1/2016 to 31/12/2016 by a builder or developer on the local authority, in accordance with section 6(2)(k) of the Building Control Act 1990 and Part II of the Building Control Regulations 1997 (S.I. No. 496 of 1997) as amended by the Building Control (Amendment) Regulations 2004 (S.I. No. 85 of 2004) and the Building Control (Amendment) Regulations 2009 (S.I. No. 351 of 2009).
- **Number** of new buildings notified to the local authority in 2016 that were the subject of at least one on-site inspection during 2016 undertaken by the local authority under section 11 of the Building Control Act 1990.

Note: In both sets of data for this indicator, return only Commencement Notices and inspections figures for new buildings and exclude Notices and inspections related to material alteration/changes of use and extensions to existing buildings.

P2: No./% of Planning decisions confirmed by *An Bord Pleanála*

The following **indicators** will be presented in the performance indicators report:

- A. Number of LA planning decisions which were the subject of an appeal to *An Bord Pleanála* that were determined by the Board on any date in 2016**
- B. % of the determinations at A which confirmed (either with or without variation) the decision made by the LA**

Note: The number of appealed decisions and the number of determinations confirming the local authority's decision are to be provided in aggregate and not broken down by development type.

P3: % of Planning Enforcement cases closed as resolved

The following **indicators** will be presented in the performance indicators report:

- A. Total number of planning cases referred to or initiated by the local authority in the period 1/1/2016 to 31/12/2016 that were investigated**
- B. Total number of cases that were closed during 2016**
- C. % of the cases at B that were dismissed under section 152(2), Planning and Development Act 2000 or were closed because statute barred or an exempted development**
- D. % of the cases at B that were resolved to the LA's satisfaction through negotiations**
- E. % of the cases at B that were closed due to enforcement proceedings (i.e. remedied in response to a warning letter issued under section 152 of the Act or to an enforcement notice issued under section 154 of the Act or where a prosecution was brought under section 157 or an injunction was sought under section 160 of the Act)**

F. Total number of planning cases being investigated as at 31/12/2016.

Explanatory Notes:

- The nos. of cases in each of the categories B to F are to be provided from which the percentages at C to E will be derived. The number of cases in categories C, D, and E (from which the %s will be derived) should when totalled equal the number at B.
- The total number of planning cases at A and F refers to cases where written complaints were reported to the local authority from external sources, as well as any cases that were identified internally within the local authority during 2016. Multiple complaints relating to the same planning issue count as 1 case.
- The figure at A relates to cases referred or initiated in 2016 only.
- The figure at B (as sub-divided into C, D and E) relates to all cases closed during 2016, regardless of what year the case was opened and whatever the reason out of those listed below for categories C, D and E for closing the case. If none of the listed reasons apply, the case should not be included in the figure at B.
- The figure at F relates to all cases on hands at 31/12/2016, regardless of when opened.
- The figure at C relates to cases that the local authority closed because on investigation it deemed the issue too trivial or too minor to pursue or the case was not capable of being pursued because it was statute barred or on investigation the local authority concluded that it was an exempt development or that there was insufficient information to pursue the case further.
- The figure at D relates to cases that the local authority closed because on investigation remedial action to resolve the issue was taken by the subject of the complaint and the matter never got to the stage of the local authority having to issue a warning letter or an enforcement notice. This includes cases where the subject of the complaint, who was not issued a warning letter or enforcement notice, submitted a retention application. If the matter was resolved subsequent to the issue of a section 152 warning letter, it should be included in the number at E and not here.
- The figure at E relates to cases closed subsequent to any type of enforcement action having been taken, from the issue of a warning letter up to and including prosecution or injunction proceedings. If a prosecution is unsuccessful and the case is closed, it should be included in the number at E. If a retention permission is granted subsequent to the issue of a warning letter/enforcement notice in 2016, the case should be included at E. If an appeal by the local authority of an unsuccessful prosecution was not yet determined by 31/12/2016, the case should not be included at E and should be included in the number at F.
- Similarly, a case appealed by the subject of a successful prosecution brought by the authority that was not determined by end 2016 should be included in the number at F and not at E as it is not yet resolved.
- If a case referred by the public and not either dismissed, resolved through negotiations or the subject of enforcement proceedings was subsequently withdrawn by the complainant and the local authority accepted the withdrawal, then that case should **not** be included in the number at B or at A.
- Cases 'withdrawn' by the local authority because of resolution through negotiation are to be included at D.
- Cases 'withdrawn' because of action taken to the authority's satisfaction on foot of a warning letter or enforcement notice are to be included at E.

Note: If a conclusion is made straightaway that there is insufficient information to process a case or that the development is not unauthorised, the case should not be included in any of the figures; it is only if such a conclusion is made following a level of investigation that the case should be included in the figures at A, B and C.

P4: Cost per Capita of the Planning Service

The following **indicator** will be presented in the performance indicators report:

- A. **The 2016 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per the 2016 Census.**

In order to compile this information, local authorities should submit the following data to the LGMA:

- AFS Programme D data consisting of D01 - Forward Planning, D02 - Development Management, D03 - Enforcement (inclusive of the relevant Programme D proportion of the central management charge) for 2016.

Explanatory Notes:

- The gross expenditure figures are to be provided **without any** deduction in respect of Programme D income. If the Programme D figures that the LA provides for this indicator do not relate to 2016, an explanation is to be provided.
- As expenditure on forward planning is not evenly incurred, any costs related to forward planning should be added to the Programme D AFS figures on an apportioned basis over the forward planning cycle.

P5: Applications for Fire Safety Certificates

The following **indicator** will be presented in the performance indicators report:

- A. **The average no. of weeks taken to deal with applications for fire safety certificates received in 2016.**

In order to compile this information, local authorities should submit the following data to the LGMA:

- The number of fire safety certificates issued in respect of applications received in 2016.
- The number of weeks from the date on which a complete and valid application was received by the local authority to the date on which a fire safety certificate issued to the applicant, with any partial week decimalised to two decimal places, totalled for all fire safety certificates issued in respect of applications received in 2016.

Note: If the certificate has issued in 2017 in respect of an application made in 2016, it should be included, but a certificate issued in 2016 in respect of an application made in 2015 should not be included.

Fire Service (F1 to F3)

F1: Cost per Capita of the Fire Service

The following **indicator** will be presented in the performance indicators report:

- A. **The Annual Financial Statement (AFS) Programme E expenditure data for 2016 divided by the population of the LA area per the 2016 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports.**

In order to compile this information, local authorities should submit the following data to the LGMA:

- AFS Programme E expenditure data consisting of E11 - Operation of Fire Service and E12 - Fire Prevention (inclusive of the relevant Programme E proportion of the central management charge) for 2016.

Explanatory Notes:

- The gross expenditure figures are to be provided **without any** deduction in respect of Programme E income (whether charges or contributions from other local authorities).
- If the Programme E figures that the LA provides for this indicator do not relate to 2016, an explanation is to be provided.
- Dublin City, Mayo County and Limerick City and County Councils are to include a note with the Programme E data identifying the amount included with the expenditure figure supplied that arises from their role as a contracting authority for a regional call centre.
- Exclude costs associated with the provision of an emergency ambulance service on behalf of the HSE.

F2: Service Mobilisation

The following **indicators** will be presented in the performance indicators report:

- A. **Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of fire**
- B. **Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of fire**
- C. **Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of all other (non-fire) emergency incidents**
- D. **Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other (non-fire) emergency incidents**

Explanatory Notes:

- The 4 indicators are to be calculated on the basis of the number of minutes (with seconds decimalised to 2 places) between the time of the call-out to the time that the responders leave the fire station in respect of all call-outs from 1/1/2016 to 31/12/2016, divided by the no. of fires/other emergencies concerned, with the data coming from the CAMP system where available.
- In the case of the retained (PT) fire brigades, the time of the call-out is to be taken as the time that the alerter is activated.

- 'Other emergency incident' includes road traffic incidents, hazardous material incidents, and special services, etc.

F3: Percentage Attendance Times at Scenes

The following **indicators** will be presented in the performance indicators report:

- A. % of cases in respect of fire in which first attendance at the scene is within 10 minutes**
- B. % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes**
- C. % of cases in respect of fire in which first attendance at the scene is after 20 minutes**
- D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes**
- E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes**
- F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes**

In order to compile this information, local authorities should submit the following data to the LGMA:

- **Total number** of call-outs in respect of fires from 1/1/2016 to 31/12/2016
- **Number** of these fire cases where first fire tender attendance at the scene is within 10 minutes
- **Number** of these fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes
- **Number** of these fire cases in which first fire tender attendance at the scene is after 20 minutes
- **Total number** of call-outs in respect of all other emergency incidents (i.e. not including fire) from 1/1/2016 to 31/12/2016
- **Number** of these non-fire cases in which first fire tender attendance at the scene is within 10 minutes
- **Number** of these non-fire cases in which first fire tender attendance at the scene is after 10 minutes but within 20 minutes
- **Number** of these non-fire cases in which first fire tender attendance at the scene is after 20 minutes

Explanatory Notes:

- In order to determine which of the 3 categories of response time applies to each incident that occurred from 1/1/2016 to 31/12/2016, the number of minutes (with seconds decimalised to 2 places) between the time of the call-out to the time that the first tender arrives at the scene should be taken from the CAMP system where available.
- In the case of the retained (PT) fire brigades, the time of the call-out is to be taken as the time that the alerter is activated.
- 'Other emergency incident' includes road traffic incidents, hazardous material incidents, and special services, etc.

Library/Recreation Services (L1 and L2)

L1: Library Visits and Issues

The following **indicators** will be presented in the performance indicators report:

- A. Number of visits to libraries per head of population for the LA area per the 2016 Census.**
- B. Number of items issued to library borrowers in the year.**

In order to compile this information, local authorities should submit the following data to the LGMA:

- No. of visits to its libraries from 1/1/2016 to 31/12/2016 per automatic counters if used and for any libraries in which there is no electronic count of visits, the number of visits in the 6 day period from the first Monday in October to the following Saturday inclusive (manually counted) multiplied by 50 for the yearly total. If the library for which there is no electronic count of visits is open for less than 50 weeks a year, the multiplier used should be the number of actual weeks open. If there is a manual count available for the full year, that figure should be utilised rather than extrapolated from the count for one week in October.
- Where there is a mixture of libraries with and without automatic counters the automatic count figures should be combined with the manual count calculated figures to give an overall total for the authority.
- Total no. of items (books, dvds, audio, ebooks, e-magazines, e-audio, ProQuest, etc.) borrowed by library users in the period from 1/1/2016 to 31/12/2016, whether the items were borrowed through physical attendance at a library building/mobile unit or were borrowed online.

Explanatory Notes:

- Data in respect of this indicator should be collected in all libraries (regardless of the amount of weekly opening hours).
- All library visits for library related purposes should be counted in the first part of the indicator.
- Where library spaces are used for activities that do not have a library, cultural, learning or reading relevance, e.g. meeting of a local residents' association, those visits are to be excluded.
- The indicator is trying to capture the extent of the usage of the services offered by the library so the essential principle is to include any items made available to users for which the local authority has figures. This means:
 - Include magazine reports downloaded to an app or read on a web browser as items issued.
 - In relation to ProQuest and similar facilities, if a count is available of the individual articles actually opened up during the login session, include each article as an item issued.
 - If the system does not keep a record of the individual articles actually downloaded or opened, just count the login as one issue.
 - Similarly, if a search can mean entering a search term and hitting a search button but not necessarily opening up any of the returned results, then just count the login as one issue and do not count the searches.
 - Include the number of sessions within the Library Press Display as library issues.

L2: Cost of operating a Library Service

The following **indicator** will be presented in the performance indicators report:

- A. **The Annual Financial Statement (AFS) Programme F data divided by the population of the LA area per the 2016 Census for 2016.**

In order to compile this information, local authorities should submit the following data to the LGMA:

- AFS Programme F data consisting of F02 - Operation of Library and Archival Service (inclusive of the relevant proportion of the central management charge for Programme F) for 2016.

Explanatory Notes:

- The gross expenditure figures are to be provided **without any** deduction in respect of Programme F income (whether charges/fines or contributions from other authorities).
- If the Programme F figures that the LA provides for this indicator do not relate to 2016, an explanation is to be provided.
- If transfers to capital (e.g. for purposes of a library building loan) are included in F02 of the Programme F data for the AFS, then they should be included in the figure returned.

Youth/Community (Y1 to Y2)

Y1: Participation in *Comhairle na nÓg* scheme

The following **indicator** will be presented in the performance indicators report:

- A. Percentage of local schools involved in the local Youth Council/*Comhairle na nÓg* scheme**

In order to compile this information, local authorities should submit the following data to the LGMA:

- **Total number** of second level schools in the LA area at 31/12/2016
- **Number** of second level schools in the LA area from which representatives attended the local *Comhairle na nÓg* AGM held in 2016.

Y2: Groups associated with the Public Participation Network (PPN)

The following **indicator** will be presented in the performance indicators report:

- A. The number of organisations included in the County Register at 31/12/2016 and the proportion of those organisations that opted to be part of the Social Inclusion College within the PPN**

In order to compile this information, local authorities should submit the following data to the LGMA:

- Total number of organisations included in the County Register (maintained in accordance with section 128 of the Local Government Act 2001) for the local authority area as at 31/12/2016.
- Total number of those organisations that registered for the first time in 2016
- Number of organisations that opted to join the Social Inclusion Electoral College on whatever date they registered for the PPN.

Corporate (C1 to C4)

C1: Total Number of WTEs

The following **indicator** will be presented in the performance indicators report:

- A. The wholetime equivalent staffing number as at 31 December 2016**

This figure will be obtained from the figures provided by authorities to D/HPCLG in the local government quarterly staffing returns for end December 2016.

C2: Working Days lost to Sickness

The following **indicators** will be presented in the performance indicators report:

- A. Percentage of paid working days lost to sickness absence through medically certified leave in 2016**
- B. Percentage of paid working days lost to sickness absence through self-certified leave in 2016**

In order to compile this information, local authorities should submit the following data to the LGMA:

- **Total Number** of working days lost to sickness absence through medically certified leave in 2016
- **Total Number** of working days lost to sickness absence through self-certified leave in 2016
- **Number** of unpaid working days lost to sickness absence included within the total of medically certified sick leave days in 2016
- **Number** of unpaid working days lost to sickness absence included within the total of self-certified sick leave days in 2016

Explanatory Notes:

- The percentages will be calculated from the C1 indicator data. Sick leave absence should be calculated using the standard 'Organisational Lost Time Rate' methodology issued by the LGMSB in July 2006 (and unchanged in the Attendance Management Guideline Document issued in November 2011).
- The final two figures that you are asked to provide represent the unpaid certified and self-certified sick leave days that are **included within** the first two figures you provided that are giving overall total certified and self-certified sick leave days.
- The first two figures that are giving overall total certified and self-certified sick leave days should be consistent with the figures supplied by the local authority in columns B and C of the 2016 Sick Leave Statistics Template for the Department of Public Expenditure and Reform.

C3: LA website and social media usage

The following **indicators** will be presented in the performance indicators report:

- A. Total page views of the local authority's website in 2016.**
- B. Total number of followers at end 2016 of the LA's social media accounts (if any).**

In order to compile this information, local authorities should submit the following data to the LGMA:

- The cumulative total page views of all websites operated by the local authority for the period from 1/1/2016 to 31/12/2016 obtained from a page tagging on-site web analytics service or equivalent.
- The total number of social media users who, at 31/12/2016, were following the local authority on any social media sites (e.g. Facebook, Twitter, LinkedIn, Pinterest, Google Plus+, Tumblr, Instagram). If the LA does not have any social media presence, this fact should be stated.

C4: Overall cost of ICT provision per WTE

The following **indicator** will be presented in the performance indicators report:

- A. All ICT expenditure in the period from 1/1/2016 to 31/12/2016, divided by the WTE no. supplied under the C1 indicator.**

In order to compile this information, the Heads of Information Services group has agreed that local authorities should submit the following data to the LGMA:

The total of:

- All revenue expenditure on Account Elements
 - 67500 Non-capital equipment purchase – computers,
 - 69250 Repairs & maintenance – computer equipment and
 - 7500 Computer software and maintenance fees,
- All expenditure (under IT Dept. Control) in job codes ZIA*, ZPC* and ZCA* on Account Elements
 - 76000 Communication expenses and
 - 79900 Consultancy/professional fees and expenses
- 50% of the total LGMA General Charge
- All additional expenditure with the LGMA on Account Element 75100 LGCSB
- 20% of the value of IT assets in the Fixed Asset Register (newer than 5 years old)
- All expenditure (under IT Dept. control) in job code ZIA* and ZPC* on Account Elements
 - 60040 Payroll and
 - 60100 PRSI.

NB: The total is not to be divided by the value of the C1 indicator as this will be done automatically by the LGReturns system.

Explanatory Notes:

Include the costs associated with any traffic management system.

Exclude SCADA associated costs.

Finance (M1 and M2)

M1: 5 Year summary of Revenue Account balance

The following **indicator** will be presented in the performance indicators report:

- A. The cumulative surplus/deficit balance at 31/12/2012 in the Revenue Account from the Income and Expenditure Account Statement of the Annual Financial Statement (AFS)
- B. The cumulative surplus/deficit balance at 31/12/2013
- C. The cumulative surplus/deficit balance at 31/12/2014
- D. The cumulative surplus/deficit balance at 31/12/2015
- E. The cumulative surplus/deficit balance at 31/12/2016*
- F. The cumulative surplus or deficit at 31/12/2016 as a percentage of Total Income in 2016 from the Income and Expenditure Account Statement of the AFS***
- G. Revenue expenditure per capita in 2016**

In order to compile this information, local authorities should submit the following data to the LGMA:

- The cumulative surplus/deficit balance (denoting which) net of transfers to or from reserves at 31/12/2016 in the Revenue Account from the Income and Expenditure Account Statement of the AFS*
- The 2016 Total Income figure from the Income and Expenditure Account Statement of the AFS*, from which the % will be derived.
- The 2016 Total Expenditure figure on the Income & Expenditure Account Statement (i.e. excluding transfers) of the AFS*.

M2: 5 Year summary of % collection levels for major revenue sources

The following **indicator** will be presented in the performance indicators report:

- A. The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans in the final column of Appendix 7 of the Annual Financial Statement (AFS) for 2012
- B. The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans for 2013
- C. The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans for 2014
- D. The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans for 2015
- E. The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans for 2016*

In order to compile this information, local authorities should submit the following data to the LGMA:

- The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans in the final column of Appendix 7 of the AFS* for 2016

The data for the years prior to 2016 should include the figures relating to any abolished town and borough councils within the local authority area.

* The figures in the unaudited AFS are to be used where the audit by the Local Government Audit Service has not taken place by the 17th of April.

Explanatory Notes:

- Data relating to the prior years will be carried over from the 2015 Performance Indicators Report so unless there is an error with the prior year data that requires amendment, or any abolished town or borough councils have been omitted from the figures, there is no need to resend the 2012 to 2015 data. If there is any error, then this should be corrected by way of a text note.
- The 2016 **Total Income** figure includes Rates, LPT and Pension Related Deduction Income as identified on the Income and Expenditure Account in the 2016 AFS.
- The 2016 **Total Expenditure** figure (excluding transfers) is the sub-total in the first shaded column of the Income & Expenditure Account Statement.

Economic Development (J1 to J3)

J1: No. of jobs created

The following **indicator** will be presented in the performance indicators report:

- A. The no. of jobs created with assistance from the Local Enterprise Office during the period 1/1/2016 to 31/12/2016**

J2: Trading Online Vouchers

The following **indicators** will be presented in the performance indicators report:

- A. The no. of trading online voucher applications approved by the Local Enterprise Office in 2016**
- B. The no. of those trading online vouchers that were drawn down in 2016**

J3: No. of mentoring recipients

The following **indicator** will be presented in the performance indicators report:

- A. The no. of participants who received mentoring during the period 1 January 2016 to 31 December 2016**

These figures will be obtained directly from Enterprise Ireland based on the information provided to them by the Local Enterprise Offices.