

NOAC

**Local Authority Performance Indicators
Guidelines for Report on 2015 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 Minister for the Environment, Community 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 2015 performance. An update of the eReturns system that will be implemented in May 2015 means that it will not be possible for local authorities to input their indicator data until after the system goes live. Accordingly, the deadline for submission of the data electronically has been pushed back for the 2015 report to 30 June 2016. As this is very late in the year, local authorities are requested to compile their data now so that it is ready for inputting as soon as the new system is available.

The changes being made to the eReturns system mean that a co-ordinator will be essential to the inputting process and the LGMA have obtained the contact details of the relevant designated co-ordinator from each local authority. **While the assigned co-ordinator will have responsibility for sign-off on all of the indicator data being submitted on eReturns, 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.**

Following on from the experience of collecting the data for the 2014 report, NOAC has engaged in further consultation on many of the indicators and this has resulted in a number of changes to the set of indicators that you are being asked to report on in respect of 2015 activity. The guidance to several of the retained indicators has been expanded to cover aspects that were raised in queries from individual local authorities. To the greatest extent possible, where the exact same information has already been provided by local authorities to, and is available from, another source, the data will be taken from that alternative source so as to reduce the work entailed for local authorities in compiling the data for eReturns. However, in the case of the H1 indicator, you are requested to supply the data and when the Table has been compiled and compared with the Housing Statistics data supplied to and published by the Department of the Environment, Community and Local Government (D/ECLG), a decision will be taken as to which data to publish if there are variations between the two data sets.

If, arising from the changes to the 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 being considered by NOAC for future reporting relate to areas of local authority activity such as economic and community development, functions under the Water Framework Directive and EU funding.

Queries on methodology should be addressed to the NOAC Secretariat at info@noac.ie, queries regarding the management of the data collection process to returns@lgma.ie and queries on quality assurance, analysis and compilation of the draft report should be addressed to Michelle Robinson at mrobinson@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 following 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 2015 National Litter Pollution Monitoring System Report that should be ready for publication in mid-2016
- data on drinking water quality will be taken from the EPA and will be based on the 2014 monitoring results of private water supplies
- the PRTB supplies the number of registered tenancies
- the NWCPO supplies the 3-bin service data
- the Department of Jobs, Enterprise and Innovation will supply the data on jobs created with the assistance of LEOs
- the Road Management Office (RMO) will supply the PSCI ratings
- the D/ECLG will supply the data re the staffing position at end 2015 and the data from the PASS system as previously supplied to it by the local authorities.

In the case of these indicators, data will be obtained from the relevant suppliers and local authorities will not be required to submit data.

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 2015 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 eReturns 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 eReturns of Thursday 30th June 2016**.

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 2015 Performance Indicators Report will be presented with reference to the population of local authority areas as identified by Census 2011.

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 eReturns 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 the eReturns template 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 eReturns 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 2015 and previous years, query these.
- Include contextual notes for all data where necessary.
- Co-ordinator to write directly to the LGMA in relation to issues of particular concern.
- Check that data from all relevant amalgamated and abolished authorities has been included.
- 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/ECLG 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 2015, there are 31 local authority performance indicators, as follows:

- Housing (H1 to H6)
- Roads (R1 to R3)
- Water (W1)
- Waste/Environment (E1 to E3)
- Planning (P1 to P4)
- 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)

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 2014 Performance Indicator Report:

- The PSCI ratings indicator (R1) is grouped, the percentages relate to the total road network, the % of road mapped is to be supplied by the RMO for all road types and the % surveyed in 2015 is to be supplied for regional roads. There is also a new indicator (R2) relating to Road Maintenance and Road Improvement grants and works to be supplied by the RMO.
- The drinking water quality data (W1) to be supplied by the EPA relates to group water schemes only.
- The data sought in respect of pollution cases (E2) is grouped, includes waste cases, includes cases on hand at end year and relates to all cases closed in the year.
- The library visits indicator (L1) now also measures library issues in order to capture online activity.
- The Comhairle na nÓg indicator (Y1) relates to second level schools only.
- The PPN indicator (Y2) measures the no. of organisations included in the County Register at 31/12/2015 and the proportion of those organisations that opted to be part of the Social Inclusion College within the PPN.
- The website indicator (C3) includes a question on social media followers.
- The revenue account balance indicator (M1) includes a question on the % the 2015 cumulative balance represents of Total Income in 2015 from the Income and Expenditure Account Statement of the AFS.

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 1/1/2015 to 31/12/2015;** comprising:
 - B. The number of dwellings directly provided, i.e. constructed (B1) or purchased (B2), by the LA in 2015
 - C. The number of units provided under the Rental Accommodation Scheme in 2015
 - D. The number of units provided under the Housing Assistance Payment Scheme in 2015 if operated (or else indicate if the scheme is not yet being operated in the LA)
 - E. The number of units provided under the Social Housing Leasing Initiative (SHLI) (including unsold Affordable Scheme units and NAMA sourced properties and the Mortgage to Rent Scheme) in 2015

- F. **The overall total number of social housing dwellings in the LA at 31/12/2015;** comprising:
 - G. The total number of dwellings directly provided (constructed or purchased) by the LA
 - H. The total number of units provided under the Rental Accommodation Scheme (RAS)
 - I. The total number of units 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 units provided under the SHLI (including unsold Affordable Scheme units and NAMA sourced properties and the Mortgage to Rent Scheme)

Data at B + C + D + E should be equal to A and relates to activity during 2015.

Data at G + H + I + J should be equal to F and relates to the cumulative position at end 2015.

Explanatory Notes:

- Any difference between the data at F to J returned in respect of the 2014 report added to the 2015 data at A to E and the 2015 data at F to J should equate to units sold under the Tenant Purchase Scheme, units withdrawn by landlords from the RAS and HAP schemes or units under SHLI becoming owner occupied in 2015, as appropriate. If that is not the case, please provide an explanation.
- In the case of the figure at B, please also provide the breakdown between units purchased and units built during 2015. A unit is to be regarded as constructed when the snag list is completed and a unit 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 units that were sourced for the RAS and HAP in 2015 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, social housing units provided by Approved Housing Bodies should not be included.** Consequently, Payment and Availability Agreements with the AHBs and the first model in the Mortgage to Rent Scheme dealing with units acquired by AHBs are not 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 units that were used (outside of the SHLI) during 2015 to house waiting list applicants.
- Units 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 2015 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 31/12/2015.

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

- The number of dwelling units within their overall stock that were not tenanted on 31/12/2015.

Explanatory Notes:

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

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 dwelling to the date in 2015 when a new tenancy had commenced in the dwelling, averaged across all units re-let during 2015**
- B. The cost expended on getting the units re-tenanted in 2015 ready for re-letting, averaged across all units re-let in 2015**

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

- The number of units that were re-tenanted on any date in 2015 (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 units included above.
- Total expenditure on repairs necessary to enable re-letting of the units included above.

Explanatory Notes:

- Units are to be counted on the basis of the date of re-tenancing so, if a unit became vacant on 20 October 2014 and was re-tenanted on 23rd June 2015 and the first rent debit occurred on 1 July 2015, the unit is to be included and the number of weeks vacant would be 36.28 weeks.

- Any unit not re-tenanted in 2015 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 units included in the first part of the indicator, divided by the number of units involved.
- Where a unit re-let in 2015 was vacated in a previous year, any expenditure on the unit 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..

H4: Housing Maintenance Cost

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

- Expenditure during 2015 on the repair and maintenance of housing bought or built by the LA compiled on a continuous basis from 1 January 2015 to 31 December 2015, divided by the no. of directly provided units in the LA stock at 31/12/2015, 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 2015 to 31 December 2015, 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 eReturns 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. 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.
- Exclude maintenance expenditure on units being prepared for re-letting that is included in the data provided for the H3 indicator.

H5: Private rented sector inspections

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

- Total number of registered tenancies in the LA area**
- Number of inspections carried out**

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

- The number of inspections of private rented accommodation carried out in 2015.

Explanatory Notes:

- The total number of registered tenancies at the end of 2015 will be supplied directly to the LGMA by the Private Residential Tenancies Board.
- Include in the figure provided at B repeat inspections of the same dwelling.
- Where a number of individual units within a multi-unit building are inspected, then each unit inspected during the visit should be included at B.

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 2015.**

This information, that will be published, will be that supplied by authorities to PASS (the Pathway Accommodation & Support System) in respect of the position as at 31/12/2015.

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 2015 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 31/12/2015 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 at PSCI condition rating
- % of total Local Primary road kilometres that have ever received at PSCI condition rating
- % of total Local Secondary road kilometres that have ever received at PSCI condition rating
- % of total Local Tertiary road kilometres that have ever received at PSCI condition rating
- % of total Regional road kilometres that received at PSCI condition rating between 1/1/2015 and 31/12/2015
- At 31/12/2015 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 31/12/2015 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 31/12/2015 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 31/12/2015 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 eReturns system directly by the Road Management Office.
- For 2015 a total of 16 PSCI grouped rating percentages (out of the 21 percentage values requested for this indicator) will be shown in the report. As well as the grouping of the PSCI ratings, this indicator also differs from R1 in the 2014 report by expressing the (grouped) PSCI ratings as a % of total kilometres per road type rather than as a % of the kilometres rated on MapRoad.

R2: Regional road grants works

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

- A. Kilometres of regional road strengthened during 2015 using Road Improvement (RI) grants and the RI grant amount and**
- B. Kilometres of regional road resealed during 2015 using Road Maintenance (RM) grants and the RM grant amount.**

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

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 are dealt with online (i.e. transaction is processed and the tax disc is issued).**

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 eReturns of the total number of all motor tax type transactions (however conducted) involving a payment in the period 1/1/2015 to 31/12/2015 and the no. 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 2014.

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

Waste/Environment (E1 to E5)

E1: No./% of Households with access to a 3 bin service

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

- A. **The number of households, based on the 2011 Census, who are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2015**
- B. **The % of households within the LA area (also as per the 2011 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 2015, the number of pollution cases closed from 1/12/2015 to 31/12/2015 and the total no. of cases on hands at 31/12/2015.**

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 1/1/2015 to 31/12/2015
- 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 2015 (regardless of when the case commenced).
- Total number of pollution cases of all types not finalised at 31/12/2015

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.
- The figures to be provided are the total pollution case numbers and a breakdown into the different types of pollution is **not** required for the 2015 report.

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 2014 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 2015 National Litter Pollution Monitoring System Report that should be ready for publication in mid-2016.

Planning (P1 to P4)

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 1/1/2015 to 31/12/2015 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 2015 that were the subject of at least one inspection undertaken by the local authority under section 11 of the Building Control Act 1990.

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 2015**
- 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 LA'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 1/1/2015 to 31/12/2015 that were investigated**
- B. Total number of cases that were closed during 2015**
- 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 31/12/2015.**

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 2015. Multiple complaints relating to the same planning issue count as 1 case.
- The figure at B includes all cases closed during 2015 regardless of what year the case was opened and whatever the reason for closing the case.
- F is the number of cases still on hands at the end of 2015.
- 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.
- 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.
- 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 an appeal by the local authority of an unsuccessful prosecution was not yet determined by 31/12/2015, 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 2015 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.
- 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 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per the 2011 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)

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 2015, 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.

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 divided by the population of the LA area per the 2011 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).

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 2015, an explanation is to be provided.

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 1/1/2015 to 31/12/2015, 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 1/1/2015 to 31/12/2015
- **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 1/1/2015 to 31/12/2015
- **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 1/1/2015 to 31/12/2015, 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 2011 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 1/1/2015 to 31/12/2015 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.
- 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 1/1/2015 to 31/12/2015 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.

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 2011 Census.**

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).

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 2015, an explanation is to be provided.

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 31/12/2015
- **Number** of second level schools in the LA area from which representatives attended the local *Comhairle na nÓg* AGM held in 2015.

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 31/12/2015 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 31/12/2015
- Total number of registered organisations that opted to join the Social Inclusion Electoral College when registering for the PPN in 2015.

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 2015**

This figure will be obtained from the figures provided by authorities to D/ECLG in the local government quarterly staffing returns for end December 2015.

C2: Working Days lost to Sickness

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

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

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

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

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 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 2015 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 2015.**
- B. Total number of followers at end 2015 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 1/1/2015 to 31/12/2015 obtained from a page tagging on-site web analytics service or equivalent.
- The total number of social media users who, at 31/12/2015, 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 1/1/2015 to 31/12/2015, 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* and ZPC* 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.

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

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 31/12/2011 in the Revenue Account from the Income and Expenditure Account Statement of the Annual Financial Statement (AFS)
- B. The cumulative surplus/deficit balance at 31/12/2012
- C. The cumulative surplus/deficit balance at 31/12/2013
- D. The cumulative surplus/deficit balance at 31/12/2014*
- E. The cumulative surplus/deficit balance at 31/12/2015**
- F. **The cumulative surplus or deficit at 31/12/2015 as a percentage of Total Income in 2015 from the Income and Expenditure Account Statement of the AFS****

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 31/12/2015 in the Revenue Account from the Income and Expenditure Account Statement of the AFS**
- The 2015 Total Income figure from the Income and Expenditure Account Statement of the AFS**, from which the % will be derived.

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 2011
- B. The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans for 2012
- C. The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans for 2013
- D. The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans for 2014*
- E. The individual % figures for each of (a) Rates, (b) Rent & Annuities and (c) Housing Loans for 2015**

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 2015

*** The data for the years prior to 2015 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 end of June.**

Explanatory Notes:

- Data relating to the prior years will be carried over from the 2014 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 2011 to 2014 data. If there is any error, then this should be corrected by way of a text note.
- The 2015 Appendix 7 AFS figure in respect of the Rates part of the M2 indicator will be calculated differently from previous years in that the proportion collected will be based on the % of a total for collection amount that has been reduced by specific doubtful arrears. This is likely to result in a higher % outturn figure than the previous methodology and will be referred to in the published data.

Economic Development (J1)

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 1/1/2015 to 31/12/2015**

This figure will be obtained directly from the Department of Jobs, Enterprise and Innovation based on the information provided to it by the Local Enterprise Offices.