



NOAC

National Oversight
and Audit Commission



Local Authority Performance Indicators Guidelines for Report on 2021 Activity



NOAC (the National Oversight and Audit Commission) was established under the 2014 Local Government Reform Act to provide independent oversight of the local government sector.

The statutory functions assigned to NOAC include the scrutiny of the performance of local government bodies against relevant indicators (including indicators relating to customer service) that the Commission considers it appropriate to refer to.

Contents

Introduction	2
Instructions for Submitting Performance Indicator Data	3
Changes to Performance Indicators	6
- Section 1: Housing	8
- Section 2: Roads	12
- Section 3: Water	14
- Section 4: Waste/Environment	15
- Section 5: Planning	17
- Section 6: Fire Services	20
- Section 7: Library/Recreation	22
- Section 8: Youth/Community	24
- Section 9: Corporate	25
- Section 10: Finance	27
- Section 11: Economic Development	29
Appendix A	31

Introduction

The National Oversight and Audit Commission (NOAC) is the national independent oversight body for the local government sector in Ireland. It was established under the Local Government Reform Act 2014 to provide independent oversight of the local government sector (local authorities and associated bodies), including Regional Assemblies.

NOAC's statutory functions are wide ranging, covering all local authority activities. Specifically, the Commission is required to scrutinise performance of any local government body against relevant indicators.

This guidance applies to the gathering of data in respect of 2021 local authority performance. The deadline for submitting the data to the LG Returns system is **Friday 29th April 2022**. Co-ordinators should also arrange for the immediate running of all ICT and other systems reports containing data as at **31st December 2021** that will be needed for the return (e.g. followers on Twitter).

While the co-ordinator is responsible for input of all of the indicator data being submitted on LG Returns, NOAC and the Local Government Management Authority (LGMA) request that the data entered on the system be signed off at senior management level within the local authority. This signed submission should be generated and sent to NOAC (info@noac.ie) by the closing date for returns, 29th April 2022.

NOAC has reviewed a number of indicators and made some changes to the set of indicators requested in respect of 2021 activity. These changes are outlined from pages 9 to 10: *Changes to Performance Indicators*.

Two new test indicators will be introduced this year, *E7: Climate Change* and *J5: Economic Development Spend*. The data for these indicators will be collected and reviewed but not published as part of the NOAC Local Authority Performance Indicators Report 2021. This is to ensure the quality of the data and identify any potential issues with the indicators.

If, arising from the changes to the 2021 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.

Due to the impact of Covid-19 it is predicted that the performance in several areas will have been impacted by a range of issues such as (but not limited to):

- Government restrictions in local authority offices and in planning and private rental inspections;
- Sick leave in local authorities;
- The redistribution of staff to deal with Covid-19 related activities;
- Closed Libraries;
- Collection of commercial rates, rents and mortgages (reduced capital available where funds were redirected for Covid-19 related activities).

Where these issues arise, NOAC requests that the local authority comment as such in the accompanying comment box available on LG Returns, or contact NOAC by email (info@noac.ie) with a list of impacted performance indicators. This will allow NOAC to correctly reflect and advise in its report the national and local service and performance indicator impact of Covid-19.

In addition, due to the impact of COVID on the 2021 performance of local authorities, NOAC may take data from the Community Call data hub and other sources and include in its report in 2021.

All queries should be addressed to the NOAC Secretariat at info@noac.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 (D/T) Vehicle Registration Unit (VRU) supplies the motor taxation transactions data;
- Tobin Consulting Engineers submit data directly to the LGMA for the 2021 National Litter Pollution Monitoring System Report that should be ready for publication in mid-2021;
- data on drinking water quality will be taken from the Environmental Protection Agency (EPA) and will be based on the 2021 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 Local Enterprise Offices, mentoring participant numbers, and trading online vouchers;
- the Road Management Office (RMO) supplies the Pavement Surface Condition Index (PSCI) ratings, the road kilometres that received Road Maintenance and Road Improvement works and the amount expended on those works; RMO also provide data for Public Lighting;
- the National Waste Collection Permit Office (NWCPO) supplies the 3-bin service data;
- the Department of Housing, Local Government, and Heritage (D/HLGH) supplies data regarding the staffing position at end of 2021; dwellings inspections, compliance with standards regulations, and number deemed to be compliant; and additional housing stock data;
- An Taisce (The National Trust for Ireland) will provide details for the Waste / Environment Indicator, E4, percentage of schools that have been awarded/renewed green flag status;
- the Sustainable Energy Authority of Ireland (SEAI) will provide the data for the Waste / Environment Indicator E5, energy efficiency performance;
- the Local Government Management Agency (LGMA) will provide data for the indicator Environmental/Waste E7: Climate Change; and library active members per head of population;
- the Irish Public Bodies Insurances will provide data for M3 Public Liabilities Claims indicator;
- the Department of Environment, Climate and Communication (DECC) will direct Tobin Consulting Engineers to submit data directly to the LGMA in relation to E3: Percentage of local authority area within the 5 levels of litter pollution.

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

Local Authorities and Data Management

The data 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 2021 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 calculations were made, and thus, how results were arrived at. Local authorities should keep records of all data gathering for quality checking and validation purposes, 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 LG Returns 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. The guidelines applicable to some of the indicators also request the inclusion of text notes with specific information.

Due to the ongoing impact of Covid-19 it is predicted that the performance in several areas will have been impacted by a range of issues such as (but not limited to):

- Social Distancing in local authority offices and in planning and private rental inspections;
- Sick leave in local authorities;

- The redistribution of staff to deal with Covid-19 related activities;
- Closed Libraries;
- Collection of commercial rates, rents and mortgages (reduced capital available where funds were redirected for Covid-19 related activities).

Where these issues arise, NOAC requests that the local authority comment as such in the comment box available on LG Returns, or contact NOAC by email (info@noac.ie) with a list of impacted performance indicators. This will allow NOAC to correctly advise in its report the national and local service and performance indicator impact of Covid-19.

IMPORTANT NOTE:

If local authorities have a major issue to report with respect to any indicator data, then the data co-ordinator should write directly to the NOAC Secretariat drawing attention to this issue, in addition to including a text note with their submission. If the issue relates to problems uploading data, local authorities should contact NOAC. As much as possible, issues and queries around data should be resolved before the final deadline for submission to LG Returns of **Friday 29th April 2022**.

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 2021 Performance Indicators Report will be presented with reference to the population of local authority areas as identified by Census 2016.

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 LG Returns system in order to provide consistency and 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 LG Returns 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

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 LG Returns 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 2021 and previous years, query these;
- Include contextual notes for data where necessary;
- Data co-ordinator to write directly to the NOAC Secretariat in relation to issues of particular concern. If the issue relates to uploading data, queries should be sent to the LGMA;
- 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 DHLGH 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, NOAC 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 2021, there are 44 local authority performance indicators, as follows:



HOUSING
(H1 TO H6)



ROADS
(R1 TO R3)



WATER
(W1 AND W2)



**WASTE/
ENVIRONMENT**
(E1 TO E7)



**ECONOMIC
DEVELOPMENT**
(J1 TO J5)



FINANCE
(M1 TO M4)



PLANNING
(P1 TO P5)



CORPORATE
(C1 TO C5)



**YOUTH/
COMMUNITY**
(Y1 AND Y2)



**LIBRARY/
RECREATION**
(L1 AND L2)



FIRE SERVICE
(F1 TO F3)

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.

Changes to Performance Indicators

The following indicators have been amended since the 2020 Performance Indicator Report:

H1F: Number of local authority owned dwellings planned for demolition under a D/HLGH approved scheme

In previous years, H1F collected the following data:

No. of LA owned dwellings planned for demolition under a D/HLGH approved scheme.

NOAC are adding a target date for clarity (**31/12/2021**).

The revised indicator will now be:

No. of LA owned dwellings planned for demolition under a D/HLGH approved scheme **at 31/12/2021**.

H5: Rental Inspections

In previous years H5: Private Rented Sector Inspections has been reported under part B as:

B. No. of rented dwellings inspected in 2021

Previously, only the first inspection was counted. For example, in cases where a property was inspected, and failed; then was brought up to standard and re-inspected. This was recorded as one, not two inspections.

NOAC have added H5E below to collect and show the number of inspections including re-inspections.

The new indicator will be:

E. The number of inspections (including re-inspections) undertaken by local authorities in 2021.

M1H: Revenue expenditure per capita in 2021 excluding significant out of county / shared service expenditure

M1H records the expenditure per capita when out of county and shared service expenditure is omitted for the service providers of Housing Assistance Payment (HAP) (Limerick), MyPay (Laois), Dublin Regional Homelessness Expenditure and Dublin Fire Services (Dublin City).

The explanatory note for M1H last year advised “In this regard only Dublin, Laois and Limerick should have a different figure from M1G.”

The explanatory note has changed to: “In this regard only Dublin, Laois and Limerick should report a value other than zero”.

M3: Public Liability Claims

The text has been amended from “Per capita total cost of settled claims for the years 2018, 2019 and 2020.” To “Per capita total cost of settled claims for 2021.”

2020 was the only year historic data needed to be collected in order to form a trend. From 2021 forward, only data from a single year will be collected under this heading.

M4: Overheads

A list of overheads is provided. Any additional overheads that need to be added can be included and a comment should be added explaining this.

New Indicators which will be test indicators for 2021.

Two test indicators have been added. The data for these two indicators will be collected and reviewed but not published as part of the NOAC Local Authority Performance Indicators Report 2021. This will be carried out to ensure accuracy of the data and to identify any issues with the indicator prior to including it in the report.

Environmental/Waste E7: Climate Change

- Does the LA have a designated Full-time Equivalent (FTE) climate action officer?
- Does the LA have a climate action team?

This data will be collected directly from the LGMA

Economic Development J5: Economic Development Spend

- The spend on local economic development (per head of population) made annually by each local authority. A full list of inclusions and exclusions is provided below.



Housing (H1 to H6)

H1: Social Housing Stock

Local authorities are asked to submit the data at A to F below to LG Returns.

- A. Number of dwellings in the ownership of the LA at 01/01/2021;**
- B. Number of dwellings added to the LA owned stock during 2021 (whether constructed or acquired);**
- C. Number of LA owned dwellings sold in 2021;**
- D. Number of LA owned dwellings demolished in 2021;**
- E. Number of dwellings in the ownership of the LA at 31/12/2021;**
- F. Number of LA owned dwellings planned for demolition under a D/HLGH approved scheme at 31/12/2021.**

NOTES:

When all of the data has been compiled and validated, NOAC will decide the format of the presentation of the housing stock information in the 2021 Performance Indicators Report. As part of the validation process, local authorities should be in a position to reconcile the figures provided to LG Returns with their stock master file in response to any queries referred by NOAC.

EXPLANATORY NOTES:

A. No. of dwellings in the ownership of the LA at 01/01/2021

The figure at A is the total number of dwellings owned by the LA on the 01/01/2021 per the authority's stock master file of permanent dwelling units.

N.B. Where a variance arises between the LA's 31/12/2020 H1E figure published in NOAC's 2020 report and H1A 01/01/2021 a detailed explanation for the variance should be provided in the comments.

The following should be excluded from H1 A:

- Demountables;
- Halting bays;
- Traveller specific accommodation;
- Family HUBs;
- Stock managed and maintained by Approved Housing Bodies (Approved Housing Bodies);
- Leased units, and
- Dwellings used for non-housing purposes including, community use, crèche, estate management, administration, etc.
- Houses reserved for emergency accommodation are not excluded as they are available for tenancing albeit on a temporary basis.

B. No. of dwellings added to the local authority owned stock during 2021 (whether constructed or acquired)

A dwelling is counted as 'built' or 'constructed' when the keys are handed over to the local authority and the ESB meter has been connected. A dwelling is counted as 'purchased' or 'acquired' on the date the **closing** of the contract to purchase is signed.

If any of the dwellings added to the local authority stock during 2021 were funded from the local authority's own resources or Local Property Tax, include them in the number at B and add a note identifying the number.

N.B. Where a variance arises between a local authority's H1B figure for 2021 and those published by the D/HLGH under the headings local authority New Build / Part V Build excluding Lease / local authority acquisition a detailed reconciliation should be provided to the NOAC Secretariat on excel via email in addition to the data submitted on LG Returns.

Include units already in stock that were being used for non-housing purposes that were returned to use for housing purposes during the year.

The following should be excluded from H1 B:

- Demountables;
- Halting bays;
- Traveller specific accommodation;
- Family HUBs;
- Stock managed and maintained by AHBs;

- Leased units, and
- Dwellings used for non-housing purposes including, community use, crèche, estate management, administration, etc. (houses reserved for emergency accommodation are not excluded as they are available for tenanting albeit on a temporary basis).

If the figure for B does not agree with year-end figures submitted to the D/HLGH under the headings of New Build, Part V excluding lease and Acquisition provide a reconciliation for the variance.

C. Number of LA owned dwellings sold in 2021

The figure at C should equal the total of Incremental and Tenant Purchase Scheme units at Question 18.c in Schedule 3 of your authority's Statistical Quarterly Return for Quarter 4 2021 to the D/HLGH, plus any other dwellings otherwise sold in 2021. Also include stock used for housing purposes that was removed due to a change of use in the year.

D. Number of LA owned dwellings demolished in 2021

The figure at D should equal the total of 'Demolished' units in projects under a Remedial Works or Regeneration Programme in the final column of Schedule 1 of the Q4 2021 Statistical Return, plus any other dwellings demolished outside of those schemes in 2021. It should also include any units lost by their incorporation into another dwelling, e.g. if two separate units are merged into a single dwelling, the reduction of 1 dwelling should be included in the figure at D.

E. Number of dwellings in the ownership of the LA at 31/12/2021

The figures at A and B less the figures at C and D should equal the figure at E.

The following should be excluded from H1 E:

- Demountables;
- Halting bays;
- Traveller specific accommodation;
- Family HUBs;
- Stock managed and maintained by AHBs;
- Leased units, and
- Dwellings used for non-housing purposes including, community use, crèche, estate management, administration, etc. (houses reserved for emergency accommodation are not excluded as they are available for tenanting albeit on a temporary basis).

F. Number of LA owned dwellings planned for demolition under a D/HLGH approved scheme at 31/12/2021

The figure at F is the number of dwellings that are unoccupied for the reason that their demolition is an integral part of an estate-wide planned regeneration, refurbishment or reconstruction scheme for which approval in principle has been received from the D/HLGH.

H2: Housing Vacancies

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

- The percentage of the total number of LA owned dwellings that were vacant on 31/12/2021.

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 31/12/2021.

EXPLANATORY NOTES:

The LG Returns system will calculate the percentage from the data returned.

Include all untenanted dwellings, 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.

The following should be excluded from H2:

- Demountables;
- Halting bays;
- Traveller specific accommodation;
- Family HUBs;
- Stock managed and maintained by AHBs;
- Leased units, and
- Dwellings used for non-housing purposes including, community use, crèche, estate management, administration, etc. (houses reserved for emergency accommodation are not excluded as they are available for tenanting albeit on a temporary basis) per H1 A and E and units earmarked for demolition per H1F.

H3: Average Re-letting Time and Direct Costs

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 2021 when the dwelling is re-tenanted, averaged across all dwellings re-let during 2021.**
- B. The cost expended on getting the dwellings re-tenanted in 2021, averaged across all dwellings re-let in 2021.**

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 2021 (but excluding those that had been vacant due to an estate-wide refurbishment scheme);
- The number of weeks from the date of vacation to the date the dwelling is re-tenanted;
- Total expenditure on works necessary to enable re-letting of the dwellings using direct cost calculations (see explanatory notes).

EXPLANATORY NOTES:

- Date of vacation is the date the keys are handed back.
- Date of re-tenanting is the date the keys have been issued to the tenant.
- Any dwelling not re-tenanted in 2021 will be included in the indicator for the year in which the re-tenanting occurs.
- Expenditure on re-letting includes direct labour, contracted works, plant and machinery and materials costs.
- The following costs are not included: overheads, CMC, administration and technical salaries.
- The average re-letting cost is the expenditure necessary to enable re-letting of the dwellings, divided by the number of dwellings involved.
- Where a dwelling re-let in 2021 was vacated in a previous year, all re-letting expenditure since the previous date of vacation should be included, regardless of the year in which said expenditure was incurred.

If expenditure incurred is not available, this should be stated and an explanation provided in a text note.

- Newly purchased dwellings for their first tenancy should be excluded in the calculation of these averages.
- Dwellings that have been vacant due to their inclusion in an estate-wide refurbishment project, with no cost impact on the tenant, are excluded from the indicator. Individual units that were vacant due to standalone refurbishment work for whatever reason (including dereliction) are to be included.

All dwellings re-let in 2021 are to be included in the indicator regardless of the duration of the vacancy period.

Re-lets include dwellings allocated to households previously accommodated in another social housing dwelling. However, transfer of title or succession tenancies (e.g. where a tenant dies and the tenancy is transferred to a person who had been residing with the deceased tenant or any other instance where one of more of the previous occupants continue in occupation) are not to be included.

H4: Housing Maintenance Direct Costs

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

- A. Expenditure during 2021 on the maintenance of LA housing compiled from 1 January 2021 to 31 December 2021, divided by the number of dwellings in the LA stock at 31/12/2021, i.e. the H1E less H1F indicator figure.**

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

- Expenditure on maintenance of LA stock compiled from 1 January 2021 to 31 December 2021, including planned maintenance and expenditure that qualified for grants, such as Sustainable Energy Authority of Ireland (SEAI) grants for energy efficient retro-fitting works but excluding expenditure on vacant properties and expenditure under approved major refurbishment schemes (i.e. approved Regeneration or under the Remedial Works Schemes).

EXPLANATORY NOTES:

- The LG Returns system will calculate the percentage from the data returned.
- Expenditure on maintenance includes direct labour, contracted works, plant and machinery, and materials costs.
- The following costs are not included: Overhead; Central Management Charge; Administration and technical salaries; Management fees; Local Property Tax; Expenditure on accommodation provided under the Traveller Accommodation Programme; Estate management costs; The cost of insuring the stock; and The cost of disability adaptations to stock.
- Exclude expenditure on dwellings being prepared for re-letting as 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:

- A. Total number of registered tenancies in the LA area at the end June 2021;**
- B. Number of rented dwellings inspected in 2021;**
- C. Percentage of inspected dwellings in 2021 not compliant with Standards Regulations;**
- D. Number of dwellings deemed compliant in 2021 (including those originally deemed non-compliant);**
- E. The number of inspections (including re-inspections) undertaken by the local authority in 2021.**

H5A, The total number of registered tenancies at the end of June 2021 will be supplied directly to the LGMA by the Residential Tenancies Board.

H5B, C, D and E will be supplied by the DHLGH.

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 percentage of the total number of homeless adult individuals in emergency accommodation at the end of 2021.**

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 2021 as recorded on the Pathway Accommodation and Support System (PASS) system.
- The number out of those individuals who, on 31/12/2021, 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 Road Management Office (RMO) or Department of Transport (DT) as appropriate.

R1: Pavement Surface Condition Index (PSCI) Ratings

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

- A. The percentage of (a) Regional, (b) Local Primary and (c) Local Secondary roads that received a PSCI condition rating in the 24 month period prior to 31/12/2021 and the percentage of (d) Local Tertiary roads that received a PSCI condition rating in the 60 month period prior to 31/12/2021;
- B. The percentage of total (a) Regional, (b) Local Primary, (c) Local Secondary and (d) Local Tertiary road kilometres represented by the numbers of kilometres at 31/12/2021 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:

- Percentage of total Regional road kilometres that received a PSCI condition rating between 1/1/2020 and 31/12/2021.
- Percentage of total Local Primary road kilometres that received a PSCI condition rating between 1/1/2020 and 31/12/2021.
- Percentage of total Local Secondary road kilometres that received a PSCI condition rating between 1/1/2020 and 31/12/2021.
- Percentage of total Local Tertiary road kilometres that received a PSCI condition rating between 1/1/2016 and 31/12/2021.
- At 31/12/2021 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 percentage of total Regional road kilometres in the local authority area.

- At 31/12/2021 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 percentage of total Local Primary road kilometres in the local authority area.
- At 31/12/2021 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 percentage of total Local Secondary road kilometres in the local authority area.
- At 31/12/2021 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 percentage of total Local Tertiary road kilometres in the local authority area.

EXPLANATORY NOTES:

- The data will be taken from the Map Road system and provided to the LG Returns system directly by the RMO.
- The data supplied for part A of the indicator should be calculated on the basis that the kilometres from which the percentage is derived have counted once only any stretch of road that was surveyed more than once in the two year (five year for Tertiary roads) period to end 2021, e.g. if a 6.5k stretch out of a regional road network of 70k was surveyed before and after receiving strengthening treatment in 2021, count only 6.5k in calculating the percentage of regional roads surveyed and not 13k.
- The data will also be supplied by the RMO as a percentage of the 'Minimum Survey Requirement' for each local authority, as set out in the DT Pavement Survey Standard for Regional and Local Roads (2018).

R2: Road Works

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

- A. Kilometres of regional road strengthened* during 2021, the amount expended on that work and the average unit cost of such works in Euro per square metre (€/m²).**
- B. Kilometres of regional road resealed* during 2021, the amount expended on that work and the average unit cost of such works in Euro per square metre (€/m²).**
- C. Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened during 2021, the amount expended on that work and the average unit cost of such works in Euro per square metre (€/m²).**
- D. Kilometres of local road resealed during 2021, the amount expended on that work and the average unit cost of such works in Euro per square metre (€/m²).**

These figures will be provided to the LG Returns system directly by the RMO and will relate to all strengthening and resealing works regardless of the funding source.

* Strengthened is the application of a structural overlay that strengthens the existing pavement and adds to its residual structural life, or an inlay in which damaged layers of the pavement are removed and replaced to improve the functional performance and, potentially, the structural performance. For the purpose of these performance indicators, it also includes road reconstruction.

* Resealing refers to the use of thin surfacing (e.g. surface dressing) that rejuvenates the pavement surface, increases skid resistance, macro-texture and seal cracks.

R3: Percentage 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 2021.**

In order to compile this information, data will be obtained directly from the DT's Vehicle Registration Unit for upload to LG Returns of the total number of all motor tax type transactions (however conducted) involving a payment in the period 1/1/2021 to 31/12/2021 and the number of such transactions conducted online.



Water (W1 and W2)

W1: Percentage of 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 by the EPA in respect of the monitoring of the quality of private drinking water supplies during 2021.

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

W2: Percentage of registered schemes monitored

The following data should be provided in LG Returns:

- How many local authority registered schemes were monitored in 2021.
- Provide the total number of registered schemes in 2021.

EXPLANATORY NOTES

Both figures should agree with those held by the EPA.

LG Returns will calculate a percentage from the above two figures.



Waste/Environment (E1 to E7)

E1: Number/percentage 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, which are situated in an area covered by a licensed operator providing a 3-bin service at 31/12/2021.
- B. The percentage of households within the local authority that the number at A represents (based on agglomerations > 500).

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

E2: Number of environmental pollution complaints closed

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

- A. The total number of pollution cases in respect of which a complaint was made during 2021, the number of pollution cases closed from 1/01/2021 to 31/12/2021, and the total number of cases on hand at 31/12/2021.

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

- A. The opening number of cases carried forward from the year end 2020.
- B. 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 initiated by the public or by the local authority itself from 1/1/2021 to 31/12/2021.
- C. Total number of pollution cases of all types investigated on which either a decision was taken that no investigation was warranted or an investigation was finalised (whether through prosecution or otherwise) during 2021 (regardless of when the case commenced).

- D. Total number of pollution cases of all types that arose in 2021 that were not finalised at 31/12/2021.

EXPLANATORY NOTES:

- A. 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.
- B. The figures to be provided are the total pollution case numbers. A breakdown into the different types of pollution is not required.
- C. The opening case figure plus new cases should equal the total number of cases closed plus cases carried forward to 2022.

E3: Percentage of local authority area within the 5 levels of litter pollution

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

- A. The percentage of the area within the local authority that when surveyed in 2021 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 2021 National Litter Pollution Monitoring System Report that should be ready for publication in mid- 2022.

E4: Percentage of schools that currently hold and have renewed their green flag status.

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

- A. The percentage of schools that have been awarded/renewed green flag status in the two years to 31 December 2021.**

In order to compile this information, data will be obtained directly from An Taisce: The National Trust for Ireland.

Please note the following data is obtained from An Taisce:

1. Those schools which attained a Green Flag for the first time in 2021;
2. Those schools which renewed their Green Flag in 2021;
3. Those schools which held a Green Flag from 2020 and therefore do not require renewal until 2022.

E5: Energy efficiency performance

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

- A. The cumulative percentage of energy savings achieved by 31/12/2021 relative to baseline year (2009)**

In order to compile this information, data will be obtained directly from the SEAI as part of local authority's annual M&R return to SEAI.

For the 2020 report, the SEAI advised NOAC that due to the profound impact of Covid-19 on energy performance, they would be completing a study on these impacts. This study meant that the SEAI was unable to provide NOAC with monitoring or registration results for 2020. NOAC expects that the issues will be resolved for the 2021 Performance Indicator report.

E6: Public Lighting

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

- A. Total billable wattage of the public lighting system,**
- B. Average billable wattage of the public lighting system,**
- C. Percentage of the total system that LED lights represent.**

In order to compile this information, data for all local authorities will be obtained directly from the RMO.

- Number of LED lights in the public lighting system;
- Number of SOX-SON lights in the public lighting system.

E7: Climate Change

TEST INDICATOR

The data for this indicator will be collected and reviewed but not published as part of the NOAC Local Authority Performance Indicators Report 2021.

- Does the local authority have a designated FTE climate action officer?
- Does the local authority have a climate action team?

The data for this indicator will be collected directly from the LGMA.



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 1/1/2021 to 31/12/2021 by a builder or developer to 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 2021 that were the subject of at least one on-site inspection during 2021 undertaken by the local authority under section 11 of the Building Control Act 1990.

NOTES:

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. If a commencement notice or an inspection covers multiple new buildings, the number included in both parts of the indicator should be the multiple number.

P2: Number/percentage of planning decisions confirmed by An Bord Pleanála

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

- A. Number of local authority planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in 2021;
- B. Percentage of the determinations at A which confirmed (either with or without variation of the plan) the decision made by the local authority.

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.

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

- P2B: Number of An Bord Pleanála determinations confirming the local authority's decision (either with or without variation).

P3: Percentage 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 1/1/2021 to 31/12/2021 that were investigated;
- B. Total number of investigated cases that were closed during 2021;

- C. Percentage of the cases at B that were dismissed as trivial, minor, or without foundation or were closed because statute barred or an exempted development;**
- D. Percentage of the cases at B that were resolved to the local authority's satisfaction through negotiations;**
- E. Percentage 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 31/12/2021.**

EXPLANATORY NOTES:

- The number 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 percentages 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 2021. Multiple complaints relating to the same planning issue count as 1 case.
- The figure at A relates to cases referred or initiated in 2021 only, but include also any case previously formally closed that the authority decided to re-open during 2021. Do not count routine spot checks of planning permissions granted as cases instigated by the authority unless an enforcement issue comes to light.
- The figure at B (as sub-divided into C, D and E) relates to all cases closed during 2021, 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 31/12/2021, 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 a planning matter, was without foundation, or was vexatious, or 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 issuing 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 2021, the case should be included at E. If an appeal by the local authority of an unsuccessful prosecution was not yet determined by 31/12/2021, the case should not be included at E and should be included in the number at F. If a case was closed because it was discovered, subsequent to an enforcement action, that it was without foundation, include it at C instead of E.
- Similarly, a case appealed by the subject of a successful prosecution brought by the authority that was not determined by end of 2021 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.
- Do not include any Part V/Withering Levy/ Planning Contribution cases that may be recorded on the same ICT system in the figures for this indicator.

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 2021 Annual Financial Statement (AFS) Programme D data divided by the population of the local authority 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:
 1. D01 - Forward Planning,
 2. D02 - Development Management,
 3. D03 - Enforcement (inclusive of the relevant Programme D proportion of the central management charge) for 2021.

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 local authority provides for this indicator do not relate to 2021, 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 percentage of applications for fire safety certificates received in 2021 that were decided (granted or refused) within two months of their receipt.**
- B. The percentage of applications for fire safety certificates received in 2021 that were decided (granted or refused) within an extended period agreed with the applicant.**

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

- The total number of applications for fire safety certificates received in 2021 that were not withdrawn by the applicant.
- The number of applications for fire safety certificates received in 2021 that were decided (granted or refused) within two months of the date of receipt of the application.
- The number of applications for fire safety certificates received in 2021 that were decided (granted or refused) within an agreed extended time period.

EXPLANATORY NOTES:

- The percentages will be calculated by the LG Returns system from the inputted figures.
- The figures supplied should relate to fire safety certificates only. Do not include Revised Fire Safety Certificates, Regularisation Certificates, or Seven Day Notices.
- The date of receipt of the fire safety certificate application is the date on which the original application was received.
- The data supplied should relate to applications for fire safety certificates received in 2021 and should include any applications received during 2021 that were dealt with up to the date of completing the return. An application received in 2020 that was dealt with during 2021 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 2021 divided by the population of the local authority 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 2021.

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 local authority provides for this indicator do not relate to 2021, an explanation is to be provided.
- Dublin City, Mayo County, 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 1/1/2021 to 31/12/2021, divided by the number of fires/other emergencies concerned, with the data coming from the Computer Aided Mobilisation Project (CAMP) system where available.
- In the case of the retained part time fire service, the time of the call-out is to be taken as the time that the alert 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. percentage of cases in respect of fire in which first attendance at the scene is within 10 minutes;**
- B. percentage of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes;**
- C. percentage of cases in respect of fire in which first attendance at the scene is after 20 minutes;**
- D. percentage of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes;**
- E. percentage 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. percentage 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 1/1/2021 to 31/12/2021;
- 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 1/1/2021 to 31/12/2021;
- 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 1/1/2021 to 31/12/2021, 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 Computer Aided Mobilisation Project (CAMP) system where available.
- In the case of the retained fire service, the time of the call-out is to be taken as the time that the alert 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, Issues and Registered Members

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

- A. Number of visits to libraries per head of population for the local authority area per the 2016 Census;
- B. Number of items issued to library borrowers in the year;
- C. Library active members per head of population;
- D. Number of registered members of the library in the year.

For L1C, the data for this indicator will be obtained centrally from the national library management system. The indicator will measure:

- Anyone who checked out or renewed or returned at least one physical item (including laptops, tablets, etc.);
- Anyone who used a digital resource that authenticates the patron ID against the Library Management System (LMS) (for example the BorrowBox platform for lending eBooks and Audiobooks);
- Anyone who used library Wi-Fi or public Internet access where a login is required.

For L1A and L1B, local authorities should submit the following data to the LGMA:

- No. of visits to its libraries from 1/1/2021 to 31/12/2021 per automatic counters if used. 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 number of items (books, DVDs, audio, e-books, e-magazines, e-audio, ProQuest, etc.) borrowed by library users in the period from 1/1/2021 to 31/12/2021, 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. The ProQuest statistic to be counted is the total of 'Cit/Abstract' plus 'Any FT Format' for the authority. The Zinio statistic to be counted is the sum of the 'Checkouts' figures. For Mango Languages, count the 'Total Course Uses'. For E-Books and E-Audio Books count the 'Loans' but not the Reserves/Renewals. If a breakdown of statistics per local authority is available for Universal Class in respect of 2021, count the total of 'Videos Watched' plus 'Lessons Viewed'.

- 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.
- In relation to physical items borrowed from the library, do not include reserves or renewals. If it is not possible to exclude the renewals from the items borrowed, please add a text note to that effect.

L2: Cost per capita of operating a Library Service and per capita expenditure on collections

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

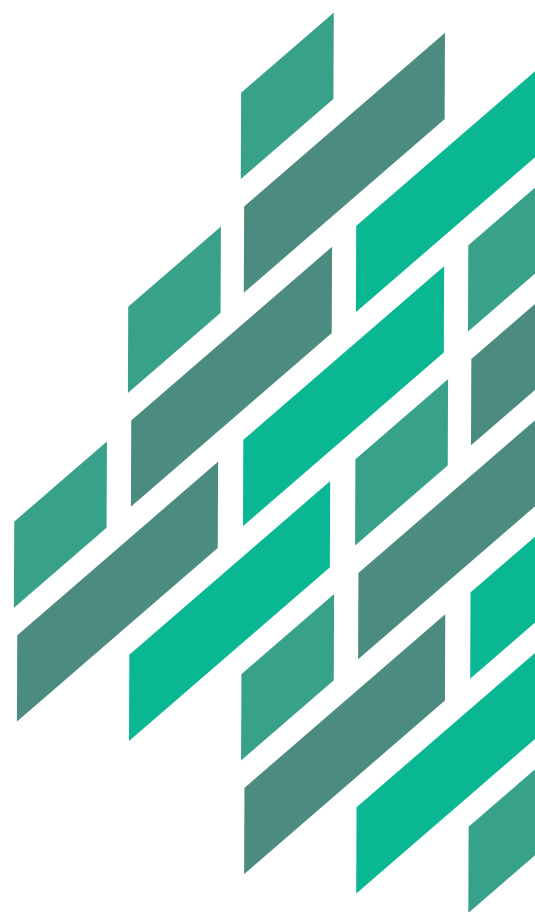
- The Annual Financial Statement (AFS) Programme F data for 2021 divided by the population of the local authority area per the 2016 Census.**
- The annual per capita expenditure on collections over the period 1/01/2021 to 31/12/2021.**

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 2021.
- The annual expenditure on new stock acquired by the library in the year. LG Returns will calculate a per capita amount.

EXPLANATORY NOTES RELATING TO L2A:

- 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 local authority provides for this indicator do not relate to 2021, 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 and Y2)

Y1: Participation in Comhairle na nÓg scheme

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

A. Percentage of 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 local authority area at 31/12/2021.
- Number of second level schools in the local authority area from which representatives attended the local Comhairle na nÓg AGM held in 2021.

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 31/12/2021 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 31/12/2021.
- Total number of those organisations that registered for the first time in 2021.
- 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 Whole-Time Equivalent (WTEs)

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

A. The whole-time equivalent (WTE) staffing number as at 31 December 2021.

This figure will be obtained from the figures provided by authorities to DHLGH in the local government quarterly staffing returns for end December 2021.

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 2021.

B. Percentage of paid working days lost to sickness absence through self-certified leave in 2021.

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 2021;
- Total number of working days lost to sickness absence through self-certified leave in 2021;
- Number of unpaid working days lost to sickness absence included within the total of medically certified sick leave days in 2021;
- Number of unpaid working days lost to sickness absence included within the total of self-certified sick leave days in 2021.

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 Local Government Management Services Board (LGMSB) in July 2006 (and unchanged in the Attendance Management Guideline Document issued in November 2011). The records used should relate to those staff counted in the local authority's WTE total in the quarterly staffing returns for end December 2021 (i.e. the staff included in the C1 indicator).
- When downloading the sick leave data from your records, please remember to manually add in the sick days taken by any staff included in your WTE total for 2021 that subsequently retired and were removed from the record system.
- The two unpaid sick leave 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 2021 Sick Leave Statistics Template for the Department of Public Expenditure and Reform.
- If any staff are on long-term sick leave (i.e. a continuous period of more than 4 weeks), include a text note of the number of staff on long-term sick leave.

C3: Local Authority website and social media usage

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

A. The per capita total page views of the local authority's websites in 2021;

B. The per capita total number of followers at end 2021 of the local authority'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 1/1/2021 to 31/12/2021 obtained from a page tagging on-site web analytics service or equivalent;
- The total number of social media users who, at 31/12/2021, were following the local authority on any social media sites (e.g. Facebook, Twitter, LinkedIn, Pinterest, Tumblr, Instagram). If the local authority does not have any social media presence, this fact should be stated. In the case of Facebook, only count 'fans' or 'friends' and not 'likes';
- The number of social media accounts operated by the local authority (this data will not be included in the Table but will be used to provide context).

EXPLANATORY NOTES:

Please obtain the number of Twitter followers at 31/12/2021 before 31 March 2022.

Each local authority should confirm by way of a comment if there was a change to its cookie policies and what date this came into effect as this will impact on the tracking figures for the local authorities.

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 1/1/2021 to 31/12/2021, divided by the WTE number supplied under the C1 indicator.**

In order to compile this information, local authorities should use the below heading codes for the Financial Management System and submit the following data:

The total under the headings at the relevant code supplied below:

- All revenue expenditure on Account Elements.
 - 67500 Non-capital equipment purchase – computers;

- 69250 Repairs and maintenance – computer equipment; and
- 7500 Computer software and maintenance fees.

- All expenditure (under IT Department control) in job codes ZIA*, ZPC* and ZCA* on Account Elements.
 - 76000 Communication expenses; and
 - 79900 Consultancy/professional fees and expenses.
- 56% 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 Department 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 LG Returns system.

EXPLANATORY NOTES:

Include the costs associated with any traffic management system. Exclude supervisory control and data acquisition (SCADA) associated costs.

C5: Overall cost of ICT as a proportion of Revenue expenditure

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

- A. All ICT expenditure calculated in C4 as a proportion of Revenue expenditure.**

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

- Total Revenue expenditure from 1/1/2021 to 31/12/2021 before transfers to or from reserves. The LG Returns system will calculate a percentage based on the figure for ICT expenditure submitted under C4.



Finance (M1 to M4)

M1: Five-year summary of Revenue Account balance

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

- A. The cumulative surplus/deficit balance at 31/12/2017 in the Revenue Account from the Income and Expenditure Account Statement of the Annual Financial Statement (AFS);
- B. The cumulative surplus/deficit balance at 31/12/2018;
- C. The cumulative surplus/deficit balance at 31/12/2019;
- D. The cumulative surplus/deficit balance at 31/12/2020;
- E. The cumulative surplus/deficit balance at 31/12/2021*;
- F. The cumulative surplus or deficit at 31/12/2021 as a percentage of Total Income in 2021 from the Income and Expenditure Account Statement of the AFS*;
- G. Revenue expenditure per capita in 2021;
- H. Revenue expenditure per capita in 2021 excluding significant out of county / shared service expenditure.

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 31/12/2021 in the Revenue Account from the Income and Expenditure Account Statement of the AFS*;
- The 2021 Total Income figure from the Income and Expenditure Account Statement of the AFS*, from which the percentage will be derived;
- The 2021 Total Expenditure figure on the Income and Expenditure Account Statement (i.e. excluding transfers) of the AFS* from which the per capita expenditure will be derived;

- Indicator M1H records the expenditure per capita when out of county / shared service expenditure is omitted for the service providers of HAP, MyPay, DRHE and Dublin Fire Service;
- In this regard only Dublin, Laois and Limerick should have a figure other than zero for M1H.

M2: Five-year percentage summary of collection levels for major revenue sources

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

- A. The individual percentage figures for each of (a) Rates, (b) Rent and Annuities and (c) Housing Loans in the final column of Appendix 7 of the Annual Financial Statement (AFS) for 2017;
- B. The individual percentage figures for each of (a) Rates, (b) Rent and Annuities and (c) Housing Loans for 2018;
- C. The individual percentage figures for each of (a) Rates, (b) Rent and Annuities and (c) Housing Loans for 2019;
- D. The individual percentage figures for each of (a) Rates, (b) Rent and Annuities and (c) Housing Loans for 2020;
- E. The individual percentage figures for each of (a) Rates, (b) Rent and Annuities and (c) Housing Loans for 2021*.

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

- The individual percentage figures for each of (a) Rates, (b) Rent and Annuities and (c) Housing Loans in the final column of Appendix 7 of the AFS* for 2021.

* The figures in the unaudited AFS are to be used where the audit by the Local Government Audit Service has not taken place by 24 April 2022.

EXPLANATORY NOTES:

- Data relating to the prior years will be carried over from the 2020 Performance Indicators Report so unless there is an error with the prior year data that requires amendment, there is no need to resend the 2017 to 2020 data. If there is any error, then this should be corrected by way of a text note.
- The 2021 Total Income figure includes Rates, LPT and Pension Related Deduction Income as identified on the Income and Expenditure Account in the 2021 AFS.
- The 2021 Total Expenditure figure (excluding transfers) is the sub-total in the first shaded column of the Income and Expenditure Account Statement.

M3: Public Liability Claims

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

A. Per capita total cost of settled claims for 2021.

In order to compile this information, the following data will be obtained directly from Irish Public Bodies Insurances, as well as from the LGMA, via LG Returns, for claims less than the insured excess and for self-insured local authorities:

- Number of notified claims for 2021;
- Number of settled claims for 2021;
- Total cost of settled claims for 2021.

For claims less than the insured excess and for self-insured local authorities should be entered by local authorities in the data fields provided.

M4: Overheads

The following indicator will be presented in the performance indicators report.

- A. Overall central management charge as a percentage of total expenditure on revenue account;**
- B. Total payroll costs as a percentage of revenue expenditure.**

Data for this indicator will be obtained from the Local Authority AFS and FMS and submitted to the LGMA.

For M4: A, data is contained in a local authority FMS and is defined in the Annual Budget and includes the following overheads:

- Corporate Affairs;
- Corporate Buildings;
- Finance Function;
- Human Resource Function;
- IT Services Function;
- Pension and Lump Sum.

Please include the full overhead costs and add a comment listing any overheads not included on the NOAC guidelines list.

For M4: B, data is contained in Appendix 1 of the Annual Financial Statement (AFS) and includes Salaries and Wages and Pensions.



Economic Development (J1 to J5)

J1: Number of jobs created

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

- A. **The number of jobs created with assistance from the Local Enterprise Office during the period 1/1/2021 to 31/12/2021 per 100,000 of population.**

J2: Trading Online Vouchers

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

- A. **The number of trading online voucher applications approved by the Local Enterprise Office in 2021 per 100,000 of population.**
- B. **The number of those trading online vouchers that were drawn down in 2021 per 100,000 of population.**

J3: Number of mentoring recipients

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

- A. **The number of participants who received mentoring during the period 1/1/2021 to 31/12/2021 per 100,000 of population.**
 - The number of jobs created with assistance from the Local Enterprise Office during the period 1/1/2021 to 31/12/2021;
 - The number of trading online voucher applications approved by the Local Enterprise Office in 2021;
 - The number of those trading online vouchers that were drawn down in 2021;
 - The number of participants who received mentoring during the period 1/1/2021 to 31/12/2021.

Figures for these indicators will be obtained directly from Enterprise Ireland based on the information provided to them by the Local Enterprise Offices.

In relation to J2, the number of trading online vouchers drawn down in 2021 figure supplied by Enterprise Ireland may include vouchers approved in earlier years and not just those that were approved in 2021. In any such cases it will be necessary for the local authority to amend the figure supplied by Enterprise Ireland so as to count only those that were issued in 2021 in the figure for vouchers drawn down in 2021.

N.B. If any authority is unable to provide the requested information, a text note should be added to LG Returns indicating that the figure at J2B includes vouchers issued in prior years.

J4: Tourism

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

- A. **Does the local authority have a current tourism strategy?**
- B. **Does the local authority have a designated Tourism Officer?**

J5: Economic Development Spend

TEST INDICATOR

The data for this indicator will be collected and reviewed but not published as part of the NOAC Local Authority Performance Indicators Report 2021:

The spend on local economic development (per head of population) made annually by each local authority.

This new indicator shows the revenue spend (per head of population) on local economic development. Local authorities will provide the overall spend and the LG Returns system will calculate the spend per head of population.

Please include expenses under the following headings:

D0101 – D0199	Forward Planning
D0401 – D0499	Industrial and Commercial
D0501 – D0599	Tourism Dev and Promo
D0601 – D0699	Community and Enterprise *Excluded D0602 and D0603
D0901 – D0999	Economic Development Promotion
E0501 – E0599	Litter Management
E0601 – E0699	Street Cleaning
F0301 – F0399	Outdoor Leisure
F0502 – F0599	Other Bodies and Museum
G0201 – G0299	Operation and Maintenance of Piers and Harbours
H0701 -H0799	Operation Markets and Casual Trading H07
C0401 – C0499	Public Conveniences C04

Please exclude the following expenses:

- Environmental Awareness
- Car Parking
- Leisure Facilities
- Social Inclusion / RAPID

Please refer to Appendix A at the end of this document to review the detailed list of inclusions and exclusions.

Appendix A

- Composition of Local Authority Local Economic Development Spend

Planning D01, D02, D04, D05, D06, D09

Forward Planning D0101 – D0199

- D0101 Statutory Plans and Policy

Include salaries, legal fees, travel, consultants, equipment, and expenses associated with the provision of statutory and local plans. Also, include costs associated with any policy documents in relation to the future planning needs of the local authority area.

- D0199 Service Support Costs

Include costs allocated from CMC

Development Management D0201 – D0299* not all would be included

- D0201 Planning Control

Include salary, equipment, legal, travel and consultant costs etc. relating to pre-planning, planning control and the post planning process. The cost of any work to ensure planning permission conditions have been complied with before this becomes an enforcement issue should be included within this sub service such as development contribution collection.

- D0299 Service Support Costs

Include overhead costs allocated from CMC.

Industrial & Commercial D0401 – D0499

- D0401 Industrial Sites Operation

Include salary, wage, materials, and other costs associated with the maintenance, management and operation of industrial sites. Also include costs associated with the financing of the provision of industrial sites, where not recoupable through the Capital Account

- D0403 Management of and Contributions to Other Commercial Facs

Include costs associated with business units/incubation units which are operated or contributed to by Local Authorities.

- D0404 General Development Promotion Work

Include any other costs relating to general promotion of industrial/commercial facilities.

Development grants of a commercial nature – such as Economic and Social Fund Grants - given as improvements to, or as start-up grants to businesses should be included in this sub-service.

- D0499 Service Support Costs

Include overhead costs allocated from CMC.

Tourism Development and Promotion D0501 – D0599

- D0501 Tourism Promotion

Include salary and associated contribution costs to tourism promotion.

- D0502 Tourist Facilities Operations

Include costs associated with the operation, management, and maintenance of tourist facilities, such as tourist caravan parks.

- D0599 Service Support Costs

Include overhead costs as allocated from CMC.

Community and Enterprise D0601 – D0699 *Excluded D0602 and D0603

- D0601 General Community and Enterprise Expenses

Include salaries of the Community and Enterprise Section and Director of Community and Enterprise and any associated office expenses. Other costs to include are those associated with Community fora, Comhairle na nÓg, Joint Policing Commission, community CCTV, non-recoupable County/City Development Board costs.

- D0699 Service Support Costs

Include overhead costs allocated from CMC.

Economic Development Promotion D0901 – D0999

- D0901 Urban and Village Renewal

Include all grants payable under the Urban and Village Renewal Scheme and technical and administrative salaries.

- D0902 EU Projects

Include costs in relation to EU projects such as BERI, NASC etc. Sub sub-services can be created at local authorities own discretion to group together costs of a similar nature such as salaries, travel, etc. for local reporting purposes.

- D0903 Town Twinning

Include all costs associated with local authorities twinning with other jurisdictions.

- D0904 European Office

This sub service is mainly associated with the larger Authorities where a general European office is in place in order to facilitate items of a European Union nature.

- D0905 Economic Development and Promotion

Include salaries and costs and other costs associated with the economic development and promotion of the local authorities' administrative area. Include costs such as: contributions to Tidy Towns, Floral Pride, Pride of Place, Broadband costs, costs in relation to promotion of the County/City and costs associated with the PEACE and ICBAN programmes. Other costs to include in this sub service include contributions to regional bodies such as Southern and Eastern Regional Assembly, BMW, ARC etc.

- D0999 Service Support Costs

Include all costs as allocated from Central Management Charges.

Litter Management E0501 – E0599

- E0501 Litter Warden Service

Include all wages and travel associated with the operation of the Litter Warden Service and general litter enforcement costs, such as costs in relation to fly littering.

- E0502 Litter Control Initiatives

Include national spring clean, contributions to clean-up bodies and other litter initiatives associated with litter control.

- E0599 Service Support Costs

Include all salary and associated costs with this service and costs allocated from Central Management Charges.

Street Cleaning E0601 – E0699

- E0601 Operation of Street Cleaning Service

Include wages, maintenance of equipment, hire of plant, road sweeping contracts, and all other costs associated with the cleaning and sweeping of streets and roads. Expenditure in relation to street sweeping/cleaning should not be charged to the roads services but should be charged directly to this sub-service.

- E0602 Provision and Improvement of Litter Bins

Include costs associated with the provision of street litter bins including wages and any associated maintenance costs.

- E0699 Service Support Costs

Include office salaries relating to the provision of litter management and costs allocated from CMC.

Outdoor Leisure F0301 – F0399

- F0301 Parks, Pitches and Open Spaces

Include all direct wages, materials, contracts and costs associated with Parks, Pitches, Open Spaces, golf clubs/courses, and pitch and putt courses. Include grass cutting wages, materials and other associated costs. This would also include any grass areas maintained by the Local Authority, the provision of equipment for such operation and planting and maintenance of roadside trees and operation of mobile warden service. Costs associated with renting ground for funfairs and circus events should be included in this sub-service. Include costs in relation to the provision of parks, pitches and open spaces including financing/loan charges funded through the I&E account. Costs associated with maintaining park buildings (period houses, castles, etc.) that are deemed to be an integral part of a park should be included within this sub-service.

- F0302 Playgrounds

Include caretaking, maintenance contracts, insurance and costs relating to the operation, maintenance and provision of playgrounds.

- F0303 Beaches

Include costs associated with maintenance and improvement of beaches including the provision of parking areas for such facilities.

- F0399 Service Support Costs

Include salaries and administrative costs for individuals working on this service and costs allocated from CMC.

Contribution To Other Bodies and Museum F0502 – F0599

- F0502 Contribution to Other Bodies Arts Programme

Include payment of Arts Grants and other associated costs in respect of the Arts Programme.

- F0503 Museums Operations

Include costs and wages and direct salaries associated with the maintenance, operation and provision of Museums.

- F0504 Heritage/Interpretive Facilities Operations

Include costs in relation to the operation and operation, maintenance and provision of Heritage and Interpretive facilities and any other costs in relation to maintenance and contribution to facilities of national and historic interest.

- F0505 Festivals and Concerts

Include costs associated with the holding of festivals and concerts including, wages, supervision, cleaning, etc.

- F0599 Service Support Costs

Include costs allocated from CMC.

Operation and Maintenance of Piers and Harbours G0201 – G0299

- G0201 Operation of Piers

Include wages and material costs associated with the operation and maintenance of piers and costs associated with the provision of piers including all financing costs funded from the I&E Account.

- G0203 Operation Harbours

Include wages and material costs associated with the operation and maintenance of harbours and costs associated with the provision of harbours including all financing costs funded from the I&E Account.

- G0299 Service Support Costs

Include salary and office expenses associated with this service and costs as allocated from Central Management Charges.

Operation Markets and Casual Trading H0701 –H0799

- H0701 Operation of Markets

Include costs associated with maintaining and operating market areas including supervision, cleaning, etc.

- H0702 Casual Trading Areas

Include costs associated with operating, maintaining and providing casual trading areas including supervision, cleaning etc.

- H0799 Service Support Costs

Include salary and office expenses associated with this service and costs allocated from CMC.

Public Conveniences C0401 – C0499

- C0401 Public Conveniences

Include wages and material costs relating to the operation, maintenance and provision of public conveniences, including any general maintenance/ contracts undertaken by local authorities in the provision of public conveniences.

- C0499 Service Support Costs

Include the salaries and associated costs of individuals working on matters relating to public conveniences and costs as allocated from CMC.

Exclusions

- Environmental Awareness: There are existing indicators relating to the impact of environmental awareness.
- Car Parking: Whilst there may be car parking promotions to support retail and commercial leisure and car parking helps attract visitors, the primary purpose relates to mobility. The income and expenditure related to car parking adds to the complexity of this indicator.
- Leisure Facilities: While it is accepted that leisure facilities may provide tourists with alternative activities in specific destinations, they are generally funded by local authorities to support the wellbeing of residents. That stated, parks and outdoor amenities have been included.
- Social Inclusion / RAPID: This is an important component of sustainable development, but is measured by other indicators.



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