



## **NOAC Performance Indicator Report 2021 finds varied results in Local Authorities**

### **Report 50 Performance Indicator Report 2021 - 4 November 2022:**

This annual report, by the National Oversight and Audit Commission (NOAC) the independent body with oversight of local government, has examined the performance of the State's 31 local authorities in 2021, across forty two separate indicators covering eleven areas.

NOAC considers that with access to such an extensive body of data and performance-based information, local authorities themselves can use the results to streamline their processes where necessary, monitor various areas of performance more accurately, and understand their results on a deeper, more individual level to enable a process of continuous improvement.

Michael McCarthy, Chair of NOAC said that "in this the eighth annual report the performance indicators are chosen and categorised to reflect local government core functions; housing, roads, water, waste/environment, planning, fire services, library/recreation, youth/community, corporate, finance and economic development." However, he noted that they do not reflect the full and wide range of services delivered by city and county councils throughout the State

NOAC found overall that in 2021 local authorities have shown improved performance in the following areas:

- Private rented inspection levels have increased,
- The percentage number of Planning Enforcement cases resolved, and the total number of planning enforcement cases closed, were found to be at an all-time high,
- Motor tax transactions conducted online have continued to increase,
- Certified and self-certified sick leave rates decreased,
- Housing loan collection levels increased,
- Revenue account deficits continue to decrease, and,
- While the number of local roads, strengthened, resurfaced and resealed has improved in most areas, it is in line with predictable increased costs.

While NOAC acknowledges improvements in service delivery, it also must fulfil its statutory obligation to highlight areas where it deems that performance has deteriorated or disimproved over the past year. The Commission accepts that in certain instances COVID-19 restrictions may have contributed to these results.

Some issues worthy of mention in 2021 include:

- Re-letting time and associated costs have again increased. Although COVID-19 has impacted here, NOAC notes that there has been a steady rise in re-letting costs since recording of these indicators began in 2014.
- Due to closures and restrictions imposed by public health measures, libraries experienced a significant drop in the number of in person visits in 2020 with a further decline in 2021.

However, usage of library services has transformed with significant increase in the borrowing/downloading of digital materials throughout the pandemic period.

- NOAC notes the increase in the number of long term homeless adults. However, it is also clear that there is a consistent throughput of people into homes through Housing Assistance Payment (HAP), Rental Accommodation Scheme (RAS), social housing and other models.

NOAC would like to thank local authority staff, the LGMA, and all organisations who provided or reviewed data for NOAC's Local Authority Performance Indicator Report 2021.

**-ENDS-**

The full report can be downloaded from the NOAC website [www.noac.ie](http://www.noac.ie)

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### **About the NOAC**

NOAC (the National Oversight and Audit Commission) was established under the Local Government Reform Act 2014 to provide independent scrutiny of local government performance in fulfilling national, regional and local mandates. One of its functions is to scrutinise performance of local government bodies against relevant indicators and this is the eighth annual performance indicator report published by NOAC in relation to that function.

Since its establishment, NOAC has examined a range of areas of local authority activity, resulting in the publication of 50 reports to date. For further information on NOAC, including all reports published to date, see [www.noac.ie](http://www.noac.ie) .