

NOAC


National Oversight
and Audit Commission

Local Authority Performance Indicator Report 2018



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NOAC (the National Oversight and Audit Commission) was established in July 2014 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. This report is based on data provided to the Local Government Management Agency by the 31 local authorities in response to a reporting guidelines document issued by NOAC.

Table of Contents

Executive Summary	4
Introduction	6
Key Messages from 2018 Report	8
Detailed Findings	11
Trend Analysis	29
Conclusions & Recommendations	42
Appendix 1 Quality Assurance Review of the Data	43
Appendix 2 Tables	47
Section 1: <i>Housing</i>	47
Section 2: <i>Roads</i>	53
Section 3: <i>Water</i>	66
Section 4: <i>Waste/Environment</i>	67
Section 5: <i>Planning</i>	71
Section 6: <i>Fire Services</i>	75
Section 7: <i>Library/Recreational</i>	79
Section 8: <i>Youth/Community</i>	81
Section 9: <i>Corporate</i>	83
Section 10: <i>Finance</i>	86
Section 11: <i>Economic Development</i>	93
Section 12: <i>2018 Social Housing Output Delivery</i>	96
Appendix 3 LGMA Commentary	99

Executive Summary

This is the fifth annual Performance Indicator Report published by NOAC in relation to its function of scrutinising local authority performance against relevant indicators. Selected indicators of local authority activity in relation to some aspects of their wide ranging functions are collated and published annually in order to provide objective information on their performance. This information is relevant to the local authorities themselves, both to track their own performance over time and to compare their performance with other local authorities of a similar profile and size. The report is also of importance to the various Government Departments that operate through the authorities and to the wider public that are affected by how well their local authority carries out its functions.

NOAC reviews the indicators each year and includes new indicators where appropriate. Since NOAC's first Performance Indicator report in 2014 it is apparent that local authorities have increasingly used them as a basis for benchmarking themselves against other similar authorities. It is evident that management teams and audit committees review performance under each indicator and use it to improve performance. This year's validation visits highlighted its use in the local authorities selected for review.

Detailed findings of this report are set out in section 3, however the improved performance of local authorities in respect of a number of areas is worthy of note. Overall, local authorities have shown improved performance in –

- > commercial rates and housing loans collection levels,
- > increase in houses availing of brown bin service,
- > increase in areas classified as litter free, and
- > improvement in certain revenue balances.

There are however, always areas for improvement. The report highlights that some local authorities need to improve the level of property inspections and address the ongoing challenges of adult homelessness.

A number of organisations are involved in the annual production of this report. NOAC acknowledges the LGMA's input to the evolution of the guidelines to local authorities and maintenance of the LGReturns system into which all the authorities entered the data.

NOAC also notes the additional work undertaken in this report by the Secretariat who this year managed the follow up on individual data items with local authorities.

NOAC is also grateful to staff of all the local authorities, Enterprise Ireland, the Environmental Protection Agency, the Residential Tenancies Board, the Road Management Office, the National Waste Collection Permit Office and Tobin Consulting Engineers as well as the Department of Housing, Planning and Local Government, Department of Transport, Tourism and Sport, Department of Communications, Climate Action and the Environment, the Department of Business, Enterprise and Innovation, the Department of Rural and Community Development and An Taisce: The National Trust for Ireland who provided or reviewed data included in this report.

For 2018, there are 37 local authority performance indicators:



Housing
(H1 to H6)



Fire Services
(F1 to F3)



Roads
(R1 to R3)



Library/Recreation
(L1 and L2)



Water
(W1)



Youth/Community
(Y1 and Y2)



Waste/Environment
(E1 to E4)



Corporate
(C1 to C5)



Planning
(P1 to P5)



Finance
(M1 to M2)



Economic Development
(J1 to J4)

Introduction

This is the fifth annual Performance Indicator Report published by NOAC in relation to its function of scrutinising local authority performance against relevant indicators. The NOAC Performance Indicator Reports follow on from the Service Indicator reports published by the Local Government Management Agency (LGMA) in respect of local authority activity in the years 2004 to 2013.

One of NOAC's key functions is to scrutinise the performance of any local government body against, or in comparison with, relevant indicators that the Commission consider are appropriate. This role commenced for NOAC in 2014. Ultimately the published data should facilitate local authorities to critically review their performance relative to other authorities serving a similar population size and type, and make improvements where the data indicates performance could improve. The indicator outcomes should also highlight best practice to be highlighted so that local authorities can learn from each other for the betterment of the services that they provide to their communities. It is apparent from the validation visits that NOAC undertook to a sample of local authorities in 2019, that performance indicators are now being embedded in the operation of local authorities and used to identify areas of potential service improvement. Indeed some local authorities produce additional indicators for their own members.

Each year NOAC reviews the set of indicators and liaises with the local authorities and other stakeholders on improvements or changes that could be incorporated into its report. Due to the nature of some of the indicators it is not possible to make all suggested changes or if changes are agreed they may require introduction over a phased period.

In this report NOAC has increased the number of indicators from 35 to 37 with the addition of a new waste / environment indicator regarding schools with green flags and a corporate indicator regarding the overall cost of ICT expenditure as a proportion of revenue expenditure.

In summary, the following indicators were amended/added since 2017 and these changes are reflected in this report:

- › Under indicator E2: % of environmental pollution complaints closed, local authorities are now required to report on the opening number of cases;
- › E4: % of schools that have been awarded green flag status is a new waste / environment indicator that establishes the percentage of schools that have been awarded green flag status;
- › Indicator H3: Average re-letting time and direct costs and H4: Housing maintenance direct costs are now calculated using direct costs;
- › Under indicator C4: Overall cost of ICT provision per WTE, the percentage attributed to the total LGMA general charge has increased to 56%;
- › C5: Overall cost of ICT as a proportion of revenue expenditure is a new corporate indicator that establishes the overall cost of ICT expenditure as a proportion of revenue expenditure.

For this report updated guidelines on how to record their performance indicators were sent to all local authorities. An Information Seminar was hosted by the LGMA on 15 February 2019 to provide further guidance on these changes. Following queries received by the LGMA and NOAC at this seminar further guidance issued to all local authorities on 19 and 27 March and 11 April 2019 in respect of housing, waste / environment and finance indicators.

NOAC is aware that changes to some indicators may result in year on year comparisons no longer being possible. Where this is the case these will be identified in the relevant area. NOAC instructed local authorities to provide restated figures based on new methodology for 2017 figures in respect of indicators H3, H4 and C4 in this report so comparisons could be made.

The key messages from the 2018 indicators are set out in Part 2 of this report with detailed findings and tables containing all of the data received included at Part 3 and in Appendix 2. The LGMA, which collected the data on NOAC's behalf, has provided commentary on the indicators in Appendix 3 of the report and will arrange publication of an infographic presentation of the overall data on its website at www.lgma.ie. In Part 4 of this report NOAC has prepared trend analysis for a sample set of indicators. Finally, NOAC's conclusions arising from the 2018 data and analysis of that data are in Part 5.

NOAC decided, while developing the 2014 Report, a validation process be put in place to carry out an assessment of the accuracy and reliability of a subset of the indicators and local authorities. This exercise has been carried out in respect of all of the performance indicator reports since then.

The members of the Performance Indicator Sub-Group (assisted where necessary by other NOAC members) carry out these visits. In addition to confirming the validity and robustness of the data provided by the local authorities, views are also obtained on the usefulness of the indicators and related issues. The members also take the opportunity to discuss with local authority officials any follow-up action taken by the authority in respect of the outcomes of the previous report. The performance indicator process generally is discussed with the relevant Chief Executives. A more detailed report on NOAC's quality assurance review of seven of the 2018 indicators and of its validation visits to six of the local authorities is at Appendix 1.

Key Messages from 2018 Report

In reviewing the Performance data for 2018, NOAC has identified a small number of items for particular mention as follows:

Debt Collection

The collection of debt is a challenging aspect of the work of local authorities. The longer a debt remains in arrears typically the more likely it is not to be collected. Payments collected by local authorities include commercial rates, rent & annuities and housing loans.

In 2018 the national average collection rates improved on last year's figures for commercial rates and housing loans. It remained the same for rent and annuities. Wexford had the largest increase from last year in the collection rate of commercial rates of 5.6%, Louth in the collection rate of rent and annuities of 7% and Kildare and Westmeath in housing loans of 8% each. NOAC welcomes these increases in performance however Kildare's overall housing loan collection rate of 51% requires further improvement as it is 24 percentage points below the national average figure of 75%.

As noted in this report a revaluation process is under way by the Valuations Office, which resulted in a change of rates owing by ratepayers in many Councils. In some cases the valuation has increased significantly, resulting in increased rates liability. Where the ratepayer is unhappy with the valuation applied they have the right to appeal the determination. However, a high proportion of appeals to-date have been successful, with consequential challenges in collection and reduction in income to the Local Authority. This impacts the ability of local authorities to budget effectively for the year and ensure effective service delivery. NOAC understands the 2019 Rates Act will assist in addressing this issue.

At this year's validation visits each local authority commented that debt collection is an ongoing concern. Louth advised that it created a debt collection unit which is paying dividends. It is evident from the results seen in indicator M2 that Louth, along with the majority of local authorities, have improved performance across all three categories of debt in 2018 compared to 2017. This improvement may also be attributable to the national uplift in the economy.

Libraries

In the past a library's primary function was seen as loaning out books to its members. With the advances in technology the services of libraries widened to include new media such as DVDs and the use of computers by its members. In more recent years libraries have made resources available online and introduced mobile applications to further enhance the ability of members to access services. Some local authorities have now introduced 'open libraries' with extended access hours for library service users. One measure in this report is the performance of local authorities in respect of the number of visits per head of population. It excludes the use of libraries for activities outside of library, cultural, learning or reading relevance such as resident association meetings. Overall, the average number of library visits per head of population was 3.58%, a slight increase on the 2017 average of 3.56%.

At this year's validation visits it is apparent that libraries are a vital part of community infrastructure enabling community engagement and social integration.

Libraries host various outreach programmes that are currently not reflected in the current indicators. NOAC will consider an amendment to the indicator which could better capture the activity.

The most up to date figures available from the Government confirm that there were 754,748 library members in 2016. Based on the census figures collected in the same year, 16% of the population were members of libraries. NOAC notes the report, *Our Public Libraries 2022*, is targeting 30% membership and will review performance against this ambitious target in future reports.

Revenue Expenditure Per capita

This indicator was introduced in 2016. Year on year changes in spending by each local authority reflect on the level of services provided to its residents. As the census data from 2016 was used in the 2018 calculation comparisons can be made since the introduction of this indicator. In 2017 the average expenditure per capita recorded was €897.89 which is an increase from €842.00 in 2016. In this year's report the figure recorded was €978.91.

Three local authorities carry out large scale functions on a national or shared service basis on behalf of other local authorities and this expenditure would be reflected in the overall expenditure per capita figure. We have therefore adjusted the per capita spend to remove these activities which can skew the result and impact on the capacity to compare to other local authorities. Limerick City and County operates the Housing Assistance Payment shared services centre. If this expenditure is omitted, Limerick's figure would reduce from €2,659.16 to €868.54 for 2018. Laois operates MyPay, the shared payroll service and omitting this expenditure would reduce its revenue expenditure per capita figure in 2018 from €787.60 to €773.11 if these costs, net of contributions received from the other local authorities, were omitted. Dublin operates the Dublin Region Homeless Executive and Fire Services for the three other Dublin local authorities. Its figure would reduce from €1,562.81 to €1,190.29 if these costs, net of contributions received from the other local authorities, were omitted.

Another factor that can lead to certain local authorities incurring expenditure not directly related to its area is non-residents using the services of a bordering authority.

Green Flag Status

A new Waste / Environment indicator was added in 2018 under the heading of E4: the percentage of schools that have been awarded green flag status.

Promoting long-term, whole-school action for the environment Green-Schools is a student-led programme with involvement from the wider community. The programme is operated and co-ordinated by the Environmental Education Unit of An Taisce (FEE member for Ireland).

In 2018 Roscommon recorded the highest percentage at 70% of schools and Westmeath the lowest at 37.8%.

Measuring these results in the coming years will indicate what progress is being made in this area. Educating the population from a young age should increase the likelihood of good environmental practice transferring into adulthood.

Building Control

The number of new buildings notified to local authorities in accordance with the Building Control Act increased by 14.35% in 2018 compared to the figure recorded for 2017.

Regrettably, 8 local authorities did not meet the minimum 12-15% requirement contained in the Code of Practice for Inspecting and Certifying Buildings and Works in relation to inspections of new buildings for which valid commencement notices have been received. In 2017 only 2 local authorities failed to meet the minimum inspections requirements. These inspections are vital to ensure buildings are being constructed in line with legislation. NOAC will monitor this area in future reports and expects the number of non-compliant local authorities to drop significantly.

Total Number of Whole Time Equivalent Staff

The total number of whole-time equivalent staff employed by the local authority sector at the end of 2018 was 28,307.84. This represents an increase of 3.39% or 927.62 staff since 2017. Although an overall increase has been noted, NOAC is aware of challenges facing local authorities. In particular the skills gaps due to staff moving to new employment or retiring and the difficulty in funding staff. It became apparent at this year's validation visits that the age profile in some authorities is a concern. NOAC noted local authorities implemented plans to upskill current and new staff and to ensure it maintains the required skills and resources through workforce planning.

Other Issues

A common concern raised by local authorities at this year's validation visits was the burden historical land loans place on finances. The lack of clarity regarding the future repayment of these liabilities is a cause of concern.

Detailed Findings



Housing (H1 to H6)

One of the key indicators that NOAC review every year is the social housing stock level in local authorities. This is housing stock that is owned by local authorities and is added to each year through local authority build and acquisition programmes. From a performance management perspective, the management of housing stock is a key function of local authorities for assessment. In that context, NOAC has developed an indicator which looks at the stock level in local authorities, the additions to that stock in the review year and of course any reduction in stock levels during that year as well. This gives an overall view of the movement and management of local authority housing stock and the activity of local authorities in that year, adding to the housing stock.

Local authorities therefore play a key role in implementing Rebuilding Ireland – in order to meet new and existing housing need. Notwithstanding this, it must be acknowledged that the local authorities' role in meeting housing need does not have to be only in providing accommodation support directly (building and buying). Local authorities play a key role in managing and steering the delivery of housing supports by other bodies, and play a crucial role in delivering housing supports through other delivery mechanisms such as the Housing Assistance Payment (HAP). As set out in Rebuilding Ireland, delivery of housing supports is now achieved through collaboration between local authorities, approved housing bodies (AHB's) and other entities using both traditional methods of delivery and also more innovative approaches to provision. In that context, while the housing stock of local authorities remains a key focus for NOAC, social housing delivery by other entities must also be acknowledged.

This also points to local authorities taking on a more strategic role in managing the delivery of social housing by other bodies and through a range of new delivery mechanisms. In summary, ways to deliver social housing support can be divided into a number of activity strands namely -

- › direct local authority activity in increasing their housing stock to provide for households in housing need (i.e. building and buying),
- › local authority activity in providing housing units through DHPLG funding streams, which do not form part of the authority's permanent stock, but which meet housing need (e.g. HAP and RAS), and
- › the involvement of local authorities in the provision of housing by AHB's which meet the needs of households on local authority waiting lists by adding to the permanent and leased social housing stock of those AHB's.

From NOAC's perspective, while local authority involvement in the provision of housing support by AHB's is important in respect of the overall objective of meeting housing need, from an oversight and audit perspective, the direct activities of the local authority, particularly in increasing permanent housing stock, is of key consideration. Table 1 shows the dwellings provided by both local authorities and AHB's under the various social housing schemes funded by the DHPLG. Tables 2 and 3, which follow, break down the build and acquisition delivery in 2018 by local authorities and AHB's. The full table broken down by individual local authority functional area is set out in Appendix 2 Section 12.

Table 1 – Total Social Housing Output 2018

Total New Build	Total Acquisition	LA Voids	Leasing	RAS	HAP	Overall Totals
4,251	2,610	560	1,001	755	17,926	27,103

Source: Department of Housing, Planning and Local Government

Note: Provision is also made through the Social Protection Vote for the supplementation of the cost of renting accommodation by certain households.

Table 2 – Total Social Housing Build Output 2018 by local authority and AHB

LA New Build	AHB New Build	Part V – New Build (LA & AHB)	Total New Build
2,022	1,388	841	4,251

Table 3 – Total Social Housing Acquisition Output 2018 by local authority and AHB

LA Acquisition	AHB Acquisition	Total Acquisition
1,533	1,077	2,610

The housing needs of some 27,000 households were therefore met in 2018 through a variety of delivery mechanisms and by a number of entities including local authorities and AHB's. Focusing on local authority delivery, in so far as it adds to local authority permanent stock, a total of 3,555 additional social housing stock units were provided in 2018, as recorded by DHPLG. Of this number, 2,022 were built by local authorities with the balance of 1,533 units purchased by local authorities on the open market. This was in addition to 841 Part V units of which 492 relate directly to local authorities.

As can be seen by a comparison of DHPLG output figures for local authorities to figures recorded by local authorities for additions to stock in 2018, there is a variation of 82 units in respect of 21 authorities¹. There are a number of valid reasons for these differences including units managed and maintained by AHBs which NOAC do not include in its figures and mortgage to rent units the Department do not include that make up the majority of the difference.

Table H1E shows in 2018 local authorities had 134,880 dwellings in their ownership at the year end.

Nationally this shows an increase in local authority housing stock when new units added to stock, and demolitions and sales of dwellings (reduction in stock numbers) are taken into account.

H1B shows nationally local authorities added 3,965 units to owned stock, whether constructed or acquired, an increase of 1,433 on the 2017 figure of 2,532. The biggest year on year increase recorded compared to last year was by South Dublin which added 360 units to stock in 2018 compared to 47 in 2017. Overall Dublin City added the highest number of properties to stock in 2018 at 600 units and Roscommon the lowest at 18 units.

Five local authorities, Cork City, Cork County, Dún Laoghaire Rathdown, Galway County and Roscommon showed a net decrease in stock numbers at end 2018. Local authorities recorded the sale of 519 units of stock in 2018, an increase on the 348 units sold in 2017. 6 local authorities demolished dwellings in 2018; a total of 180 dwellings were demolished in 2018 compared to 197 in 2017.

1 Carlow, Cavan, Clare, Cork, Donegal, Dún Laoghaire-Rathdown, Fingal, Galway, Kerry, Kildare, Laois, Longford, Louth, Mayo, Roscommon, Sligo, Westmeath and Wexford County Councils, Limerick and Waterford City and County Councils, and Cork City Council's.

The remaining 27 all recorded an increase in year-end stock figures with the biggest proportional increase in net stock numbers recorded by Fingal (6.59%) and the lowest increase in net stock number recorded by Sligo (0.05%).

With the ever increasing demand for suitable social housing accommodation to meet housing need, the management of vacant properties within local authorities has never been more important. Minimising housing vacancies is a key action in the Government's housing strategy Rebuilding Ireland and local authorities have benefitted from a concerted programme, and targeted funding, from the Department of Housing, Planning & Local Government, to achieve that outcome.

In that context NOAC, year on year, looks at the number of dwellings in a local authority's overall stock that were not tenanted as of 31 December. The overall percentage of local authority stock that was vacant at the end of 2018 was just 2.77%.

As can be seen in the data in Table H2 the lowest vacancy rate was in South Dublin at 0.75%. The highest level of vacancy was in Kerry at 5.02%. 5 local authorities had a vacancy rate higher than 4%. The total number of vacant dwellings at end 2018 was 3,733.

NOAC has previously noted that a key action in the Government's Rebuilding Ireland - Action Plan for Housing and Homelessness is to achieve the refurbishment and re-letting of vacant social housing units with minimal delay in line with best asset management practices. This is stated to involve adopting a national re-letting performance standard across all local authorities, a preventative maintenance approach to housing stock management, greater focus on the roles and responsibilities of tenants and funding mechanisms structured to incentivise swift turnaround, consistent standards and be pro-active.

For this report NOAC, in consultation with the CCMA Housing and Building Committee, issued new guidance to local authorities in how to calculate costs relating to indicators H3 (Average re-letting time and cost) and H4 (Housing maintenance cost). Only direct costs are now used to calculate these figures so charges relating to overheads, central management charges, administration and technical salaries are to be excluded. In order to compare data in this report to last year, NOAC instructed local authorities to provide restated 2017 figures along with its 2018 figures.

The national average re-letting time from the date the tenant vacated the dwelling to the date of the first rent debit in 2018 was 27.75 weeks and the average re-letting cost was €18,590.28.

Table 4 – Average re-letting times and costs of urban authorities

Key: Change since 2017 ↓ decrease in re-letting time/costs ↑ increase in re-letting time/costs					
Local Authority	Unit Re-letting Time		Unit Re-letting Cost		No. of Units re-tenanted
Cork City	49 weeks	↓	€9,295.32	↓	105
Dublin City	16.79 weeks	↓	€25,083.85	↓	810
Dún Laoghaire-Rathdown	12.39 weeks	↓	€18,862.32	↑	127
Fingal	26.78 weeks	↑	€17,069.39	↓	69
Galway City	44 weeks	↓	€14,692.04	↑	51
South Dublin	17.44 weeks	↑	€16,359.46	↓	133

Table H3 shows the average re-letting time varies nationally from 8.06 weeks in Westmeath to 71.39 weeks in Cavan. Longford recorded the largest increase in the average re-letting time from 11.87 weeks in 2017 to 70.64 weeks in 2018. Longford commented a number of long-term vacant properties came back into stock.

A comparison of average re-letting times for the six main urban authorities of Cork, Dublin, and Galway Cities, Dún Laoghaire-Rathdown, Fingal and South Dublin County Councils shows variations in both re-letting times and costs and are set out in table 4. The longest average re-letting time across these six authorities was recorded by Cork City at 49 weeks and the shortest at 12.39 weeks by Dún Laoghaire-Rathdown.

The average re-letting cost increased for 16 local authorities. Table 4 shows 3 of the 6 large urban authorities are included in this figure. In respect of these local authorities the lowest average re-letting cost was recorded by Cork City at €9,295.32 which was a substantial drop on its restated 2017 figure of €27,489.35.

Expenditure on repair and maintenance of local authority houses is set out in table H4. The cost per unit recorded across the 31 local authorities ranged from €404.62 in Sligo to €2,450.44 in Dublin City. Louth recorded the largest decrease going from the 2017 restated figure of €1,282.65 to €655.93 in 2018. Wicklow recorded the largest increase going from the 2017 restated figure of €854.05 to €1,235.93 in 2018.

Private Rented Sector Inspections

Table H5 shows that the inspection rate of registered tenancies continues to be low at 7.39%, although this is an increase on the 4.96% recorded in 2017. The number of inspected dwellings that are found not to be compliant with the Standards Regulations continues to be high at 82.99% or 19,771 dwellings. Three local authorities, Cavan, Wexford and Wicklow had failure rates of less than 50% of inspected dwellings not compliant with the standards regulations. Local authorities have advised that the number of non-compliant dwellings that became compliant in 2018 was 5,466, a significant increase on 2017 figure of 3,329.

Long-term Homeless Adults

Table H6 shows the number of homeless adults in emergency accommodation at the year-end has risen since 2017 to 6,083 persons. This is an unwelcome statistic which continues a trend of increase in long-term homeless adults since NOAC began reporting on local authority performance indicators in 2014. The long-term nature of the homelessness also increased in 2018, both absolutely and as a percentage of the number at year-end, with 3,746 of these individuals having been continuously or cumulatively in emergency accommodation for at least half of the year. Last year's report noted a substantial increase in the number of long term homeless adults in some rural counties such as Wexford and Louth County Council. NOAC is pleased to see a decrease in 2018 of 13.73 and 7.46 percentage points respectively for these two local authorities. However, NOAC notes large percentage increases in the case of 6 rural local authorities. It should be noted the absolute figures for these percentage increases peak at 37 additional individuals recorded by Kerry County Council. Leitrim County Council was the only local authority to record no adults in emergency accommodation at the end of the year.

Table 5 looks at the long term homeless adults in the city authorities in particular. These authorities would traditionally have counted the largest proportion of homeless adults and household; in particular the 4 authorities in the Dublin region on behalf of whom Dublin City Council make a joint return. All local authorities have shown an increase on 2017 figures in the number of adults classed as homeless and in emergency accommodation as recorded on the Pathway Accommodation & Support System (PASS) on 31.12.2018 and in the number of homeless adults in emergency accommodation for longer than 6 months.

Table 5 – Long-term Homeless Adults

Local Authority	Adults classed as homeless & in emergency accommodation 31.12.18		Adults on 31.12.18 who had been in emergency accommodation +6 months	
Cork City	335	↑	122	↑
Dublin City	4,018	↑	2,746	↑
Galway City	343	↑	240	↑
Limerick City & County	268	↑	132	↑
Waterford City & County	111	↑	68	↑



Roads (R1 to R3)

NOAC publishes the Pavement Surface Condition Index (PSCI) data, which is compiled under the guidance of the Department of Transport, Tourism and Sport, as outlined in the section dealing with data verification and validation. The data in Tables R1 to R2 relate solely to regional and local roads and does not include national routes for which responsibility is shared with Transport Infrastructure Ireland. The published PSCI ratings in Tables R1 show the proportion of roads that fall within the grouped condition categories of

- > 1-4 (some to severe structural distress),
- > 5-6 (surface defects, localised distress),
- > 7-8 (surface defects) and
- > 9-10 (no defects or less than 10% defective).

As with last year's report the 6² large urban authorities have a proportionally small amount of regional and local roads network, NOAC has focused its examination of the data on the other 25 authorities.

Regional Roads

Regional roads are the arteries that connect many parts of the country.

21 authorities surveyed 100% of their regional roads in the 24 month period to end 2018, a significant increase on the prior year. In 2017 Meath had the lowest proportion of regional roads surveyed at 22% and has increased this to 100% for the period to end 2018, which is welcome.

Longford and Leitrim County Council had 2% of regional roads that fell into the poorest PSCI rating 1-4, with Offaly County Council having the highest proportion of regional roads in this category at 16%. A PSCI rating in category 1 – 4 is worrying as these are the most heavily trafficked roads outside of the National Routes. As can be seen from table 6, a number of counties have more than 10% of its regional roads in this category. In last year's report four local authorities had roads in this category compared to five in 2018. Poor quality roads can be a cause of concern to communities and impact economic development.

Table 6 below sets out the authorities with the highest proportion of their regional roads in the poorest rating category (excluding the 6 large urban authorities).

Table 6 – Regional Roads PSC Rating 1-4 (Structural Defects)

Offaly	16%
Wexford	13%
Cork County	10%
Limerick City and County	10%
Wicklow	10%

In respect of PSCI rating 9–10 (no defects or less than 10% defective) Wicklow County Council had the lowest percentage of regionals roads in this category (24%) and Roscommon County Council, as with last year's report, had the highest percentage of its regional roads given this rating (58%).

Table 7 below shows those authorities (excluding the 6 large urban authorities) with the highest proportion of their regional roads having few or no defects. NOAC welcomes these results.

Table 7 – Regional Roads PSCI Rating 9-10 (Little or no Defects)

Roscommon	58%
Leitrim	52%
Meath	47%
Sligo	47%

NOAC recognises that cross authority comparisons of performance indicators can represent a challenge, having regard to the variation in characteristics, geographic, topographic and socio-economic factors, population distribution, resource availability and local service prioritisation. However, identifying comparators may be appropriate in the case of specific indicators, with a view to sharing learning and best practice amongst local authorities.

2 Cork City, Dublin City, Galway City, Dún Laoghaire-Rathdown, Fingal and South Dublin County Councils.

An example of such a comparison is set out in Table 8, which indicates the variation in the quality of the road network in five of the smaller authorities.

The proportion of regional road with structural defects varies in these counties from 2% in Leitrim to 9% in Sligo. The proportion of regional roads with few defects varies from 30% in Carlow to 58% in Roscommon.

Table 8 – Proportion of Regional Roads in Categories 1-4 and 9-10 Comparison between selected authorities

Local Authority	Category 1-4 (Structural Distress)	Category 9-10 (Few or no Defects)
Carlow County	4%	30%
Leitrim	2%	52%
Longford	2%	46%
Roscommon	6%	58%
Sligo	9%	47%

Local Primary Roads

As with regional roads, local primary roads also represent a very important part of the local road network. The guidance from the Department of Transport, Tourism and Sport requires that local primary roads be surveyed every two years. The proportion of such roads surveyed to date exceeds 90% for 16 authorities (excluding the 6 large urban authorities). In the case of 3 authorities, Carlow and Laois County Councils and Limerick City and County Council, less than 50% of local primary road kilometres were surveyed and received a PSCI rating in the 24 months to the year-end 2018.

NOAC is anxious that all roads are surveyed to ensure the accuracy and completeness of the information published.

In terms of the road condition for local primary roads, Wexford County's network had the highest percentage (34%) classified as structurally distressed which is a cause for concern. Excluding the 6 large urban authorities Kildare had the highest percentage (38%) of its roads in the best condition with no defects.

Expenditure

Table 9 below summarises expenditure under the various road maintenance headings and the full details can be found at Table R2 in Appendix 2. Nationally increases on 2017 have been noted on both the kilometres repaired and the total expenditure.

Motor Tax

All local authorities showed an increase in the percentage of motor tax transactions which were dealt with online. The largest increase was by Donegal at 4.56%, going from 50.13% of motor tax transactions completed on line in 2017 to 54.69% in 2018. The lowest year on year increase recorded was by Dublin City at 0.97% however as with last year's report it has the highest overall percentage of motor tax transactions completed on line at 85.63%. Roscommon has the lowest percentage of motor tax transactions completed on line at 54.68% although this has increased by over 3% from 2017.

Table 9 – Improvement and Maintenance Expenditure 2018

Kilometres of regional road strengthened during 2018	416.10
The amount expended on regional roads strengthening work during 2018	€70,114,838
Kilometres of regional road resealed during 2018	398.30
The amount expended on regional road resealing work during 2018	€12,911,939
Kilometres of local road strengthened during 2018	2,215.80
The amount expended on local road strengthening work during 2018	€162,459,828
Kilometres of local road resealed during 2018	1,966.20
The amount expended on local road resealing work during 2018	€37,118,868



Water (W1)

Table W1 is the 2018 compliance rate with the requirements of the Drinking Water Regulations. This includes group (public and private) water schemes and small private supplies to which the regulations are applicable. In total, these schemes³ serve about 7% of the population.

The data was provided by the Environmental Protection Agency (EPA) from water testing results supplied by the local authorities. The compliance rate is calculated as the number of tests that complied with all microbiological, chemical and indicator parameter values as a percentage of the total number of tests carried out on these supplies.

The 2018 results show 8 local authorities improved their compliance rates with the remaining 20 having poorer results compared to 2017. Only one local authority, Cork City, had 100% compliance on the samples tested.

Waterford had the lowest compliance rate of 92.55%.

In total 65,379 samples were tested in 2018 and overall average compliance rate for the local authorities of 97.06% achieved.

It should be noted that the above performance figures relate only to the actual inspections carried out and do not reflect registered supplies that were not inspected or unregistered supplies. NOAC is considering amending this indicator to include details of the number of registered schemes inspected by each local authority as a percentage of total schemes.

³ Group (public and private) water schemes and small private supplies



Waste/Environment (E1 to E4)

Since 1 July 2016, the Household Food Waste and Bio-Waste Regulations has required all agglomerations greater than 500 households to have access to brown bin collection service. In 2018, 43.91% of households (based on the 2016 Census) were situated in an area covered by a 3 bin service, which was a small increase on the equivalent outturn for 2017 of 39.43%. The proportion of household's availing of the service declined in four authorities including Leitrim which has showed a decline since 2016 going from 65.66% to 62.72%. The highest uptake was in Waterford City and County at 84.89% and Donegal County Council continue to have the lowest uptake at 2.81% or 1,636 households. A further 7 local authorities, Cavan, Kilkenny, Mayo, Monaghan, Offaly, Roscommon and Westmeath recorded brown bin uptake figures below 20%. The authorities showing the biggest changes in service usage during the year were Waterford City and Council, with an additional 11,423 households accessing a brown bin service. South Dublin had 4,474 fewer households accessing a brown bin service however this was mainly due to a correction in prior year figures. Proportionally Longford County had the largest decrease in 2018.

Data for this indicator comes directly from the National Waste Collection Permit Office (NWCPO). NOAC has been advised that the system used by NWCPO is a live system and local authorities can update figures submitted on an ongoing basis. Where adjustments were made after submission of figures to NOAC, these changes will not be captured in this report.

The local authority function is to ensure that food waste in the agglomerations to which the Regulations apply is either home composted, brought to an authorised facility for treatment or collected by an authorised waste collector.

Pollution Cases

The total number of pollution cases in respect of which a complaint was made in 2018 was 79,095 across all the local authorities. This is an increase of 18.96% on 2017 with Louth recording the largest proportional increase of 57.12% and Mayo recording the greatest proportional decrease of 22.86%. The cases relate to all pollution types, including air, noise, water, litter and waste. Kilkenny had the largest proportional increase (361.28%) from 2017 to 2018 in cases closed which it attributed to a clean-up of data and improved monitoring system. A total of 7,202 or 9.11%, of the 79,095 pollution cases that arose in 2018 were still on hand at the end of the year i.e. they carry over into 2019.

Litter Pollution

The litter pollution monitoring figures are set out in Table E3. South Dublin is now included in the 2018 figures.

In respect of areas classed as unpolluted or litter free NOAC is pleased to see Donegal recorded the highest increase of 59 percentage points. Leitrim recorded the largest decrease of 24 percentage points. However, Leitrim recorded the highest percentage of area classified as slightly polluted at 90%. Nationally the median figure recorded for areas classed as slightly polluted was 63%, a decrease on the 2017 figure of 70%.

Eleven local authorities recorded no areas as being significantly polluted.

Twenty-six local authorities recorded no area as grossly polluted. However for the remaining five that recorded areas in this category the proportional area of the county was low ranging from 1 to 4%.

NOAC is pleased to see the overall improvement in the levels of litter recorded in this year's report.

Green Flag Status

A new Waste / Environment indicator was added in 2018 under the heading of E4: the percentage of schools that have been awarded green flag status.

Promoting long-term, whole-school action for the environment Green-Schools is a student-led programme with involvement from the wider community. The programme is operated and co-ordinated by the Environmental Education Unit of An Taisce (FEE member for Ireland).

The percentage shown in the tables are calculated on schools that attained a Green Flag for the first time in 2018, those that renewed a Green Flag in 2018 and those that held a Green Flag from 2017 and therefor does not require renewal until 2019. It does not include schools that received a green flag prior to 2017 and have yet to renew it.

All local authorities have schools that participate in the programme. Roscommon recorded the highest percentage in 2018 of 70% and Westmeath the lowest of 37.78%.



Planning (P1 to P5)

Building Control Inspections

The total number of new buildings notified to local authorities in 2018 was 19,808, an increase on the 17,321 in 2017. This continues the increasing trend from 2016. Longford recorded the largest proportional increase in the number of buildings inspected going from 2.13% in 2017 to 48.62% in 2018. Dublin City recorded the highest overall percentage of buildings inspected at 69.7% although this is a decrease on its 2017 figure of 82.87%. 8 local authorities did not meet the minimum 12-15% inspection requirement contained in the September 2016 Code of Practice for Inspecting and Certifying Buildings and Works. This result is undesirable and NOAC expect an improvement in next year's report. Nationally 23.47% of notified new buildings were inspected in 2018, a decrease on the 25.58% recorded in 2017.

An Bord Pleanála Appeals

The number of planning appeals to An Bord Pleanála was 1,813 in 2018, an increase of 27.4% on 2017. An Bord Pleanála confirmed, with or without variation, the decisions of Laois's planners in all 7 of the decision appealed to the Bord. Meath had the lowest decision confirmation rates at 54.35%.

Planning Enforcement

Local authorities investigated 6,637 planning enforcement cases in 2018 that were either referred to them by the public or initiated by the authorities themselves. This represents an increase of just over 1% on the 2017 figure. Nationally the number of cases that were resolved to the local authorities satisfaction increased by just over 3% compared to 2017. However the number of cases that were dismissed under section 152(2) or statute barred or exempted development reduced significantly from 3,401 cases in 2017 to 2,478 in 2018.

Cost per Capita

The average per capita cost of the planning service in 2018, shown in Table P4, was €29.24 which was only slightly higher than the previous year. The cost per individual authority ranged from Cavan's €17.15 to Longford's €43.94. Both of these local authorities also reported the highest and lowest cost per capita in 2017 and in both cases the 2018 figures represent an increase over 2017.

Fire Safety Certificate Applications

There were 2,902 applications for fire safety certificates received in 2018 by local authorities that were not subsequently withdrawn by the applicant. This represents a slight decrease on 2017 when 2,973 was recorded. As with last year Leitrim received the lowest number of applications at 31, albeit an increase on 2017 figure of 20 and Dublin City received the highest number of applications at 385, a decrease on 2017 when it recorded 401.

100% of applications for fire safety certificates received were decided within 2 months in Cork County and Westmeath. Cavan again recorded the lowest percentage in this category with just 9.3%. Where an extended period was agreed with the applicant Cavan's percentage of decisions reached 86.05%.



Fire Services (F1 to F3)

Cost per Capita

The per capita cost figures are based on the populations provided with a first response by each fire authority. These population figures have been calculated from the 2016 Census Small Area Population Statistics, published by the Central Statistics Office on 20 July 2017.

The cost per capita of providing the fire service was higher in 2018 than the previous year in 27 local authorities, including Cork City Council, which again had the highest per capita cost at €94.08.

The three authorities with the lowest costs per capita were Kildare (€30.49), Meath (€31.56) and Westmeath (€33.99). Comparing these figures to last year, Kildare cost per capita remains the same, Meath has decreased by 14.20% and Westmeath has increased by 8.39%. The largest increase in cost per capita was recorded by Wexford which increased by 28.87% going from €33.40 in 2017 to €43.04 in 2018.

As noted in last year's report, these figures can have slight anomalies due to costs being attributed to one authority but the population being counted under a different authority that provides a particular service. Also Dublin City, Mayo County and Limerick City and County Councils incur costs in relation to providing regional control centres which would not be replicated in every authority.

Cork City Council is the only local authority that operates a full-time fire service. Five other local authorities (Dublin City Council, Galway County Council, Limerick City and County Council, Louth County Council and Waterford City and County Council) operate both full-time and part-time fire services. 21 other local authorities operate part-time fire services. The cost per capita of fire services is therefore derived from the combined expenditure on fire services nationally divided by the population served by fire services nationally. The national average per capita cost of providing the fire service in 2018 was €61.63 which represents an increase on the 2017 per capita cost of €57.74.

Mobilisation Times

4 of the 6 services with full-time brigades improved their average mobilisation times for fires and for other non-fire emergencies in 2018. In respect of the part-time brigades 10 improved mobilisation times for fire emergencies and 15 for non-fire emergencies. NOAC is aware that average mobilisation times can be skewed by various factors such as the time of day, traffic and the quality of information received.

The following is also of note:

- > Waterford had the quickest response time for full time services of 1 minute 12 seconds and Sligo at 3 minutes 42 seconds for part time services in responding to fire related emergencies;
- > Galway County had the slowest response time for full time services of 2 minutes 19 seconds and Kerry, Kildare and Longford at 6 minutes 19 seconds for part time services in responding to fire related emergencies;
- > Limerick had the quickest response time for full time services of 1 minute 19 seconds and Sligo at 3 minutes 39 seconds for part time service in responding to non-fire related emergencies; and
- > Galway County had the slowest response time for full time services of 2 minutes 17 seconds and Westmeath at 7 minutes for part time service in responding to non-fire related emergencies.

Based on the data in Table F3 the following is notable:

- > 10 authorities have increased the number of fires in which the first fire tender reached the scene in less than 10 minutes;
- > 12 authorities increased the number of other emergency incidents being attended within 10 minutes; and
- > In the case of 18 authorities, the number of fires where first fire tender attendance took longer than 20 minutes increased. However the increases were relatively small with the largest percentage increase in Kilkenny going from 9.68% in 2017 to 16.44% in 2018. Roscommon had the highest overall percentage in this category of 27.33%.
- > Cavan recorded the highest percentage, 31.09%, of other emergency incidents where it took first fire tender more than 20 minutes to reach the incident. Cork City recorded the lowest percentage in this category at 1.02%.



Library Service (L1 and L2)

As part of this year's validation visits NOAC examined the library indicators. Some corrections were noted and comments received by the local authorities that NOAC will consider for future reports. A common issue discussed by local authorities was the exclusion of non-library related activities from the indicators and are of the opinion that libraries have developed from its traditional role of lending books to becoming social centres for communities. NOAC will consider if it is appropriate to record these in future reports.

As well as the number of visits to libraries per head of population in 2018, Table L1 shows the number of items borrowed during the year to better illustrate the extent of the usage of services offered by libraries. In addition to books, magazines, CDs and DVDs issued to borrowers, the figures include items accessed online through services such as ProQuest, Mango Languages, E-Books, E-Audio Books, etc. and magazine reports downloaded to an app or read on a web browser.

Overall, the average number of library visits per head of population was 3.58, a slight increase on the 2017 average of 3.56. Cork City Council's visitor numbers were the highest for all authorities at 6.01 and Louth County Council was again the lowest at 2.01 per head of population. Mayo and Sligo showed the highest percentage increase in the number of visits to its libraries per head of population. Despite the increase in visits, Mayo's number of items issued in the year to borrowers only increased by 0.29%. Sligo recorded an increase of 23% on 2017 figures of actual visits to libraries as 2018 was the first time since 2015 that it has been able to maintain a full library service due to financial restrictions. Louth recorded the largest increase from 2017 of 50.45% in respect of the number of items issued. It credits this increase to its new library app that makes access to online resources considerably easier.

Sligo recorded the second highest increase of 34.04%. Offaly recorded a significant drop in the number of items issued from 2017 to 2018 of 30.97%. On enquiry it confirmed its 2017 figures had included renewals due to ICT limitations. However this had been rectified for 2018.

The overall per capita cost of operating the library service increased in 2018 to €33.98 per capita from €31.00 per capita in 2017. Cork City spent the most per head on its library service at €62.07 and Galway County combined with Galway City recorded the lowest cost per capita figure of €20.18. This represents a very significant variance between the highest and lowest per capita spend.



Youth/Community (Y1 and Y2)

Comhairle na nÓg

Table Y1 shows that 4 authorities achieved 100% involvement in the local youth council scheme in 2018, which is a decrease from 5 authorities in 2017. An attendance rate of less than 50% arose only in Cork County and Dublin City which is an improvement on last year. Dublin City recorded the lowest attendance rate at 28.21%, which is a decrease on the 37.97% it recorded in 2017. Kilkenny noted the largest decrease in the attendance rate from 2017, dropping 25 percentage points to 50% with Carlow recording the largest increase in the attendance rate of 18 percentage points, up to 100%.

The total number of secondary schools in the country was 3 higher in 2018, at 720. The number of schools represented at the Comhairle na nÓg AGM decreased to 485 from 495 in 2017. Mayo showed the largest reduction in the number of schools represented at the Comhairle na nÓg AGM dropping from 25 in 2017 to 16 in 2018.

Public Participation Network

The number of organisations on the County Register for the Public Participation Network (PPN) at the end of 2018 was 15,043 representing an increase on 2017 of 12.86%. 2,151 of these registered for the first time in 2018 and 2,692 of the organisations opted to be part of the Social Inclusion College within the Network.

In last year's report Limerick City and County confirmed it encountered challenges that resulted in its inability to return PPN figures. Unfortunately this was not addressed in 2018 and so no figures have been returned.

Therefore NOAC is unable to comment on this performance measure for a second year. NOAC is anxious that this matter is addressed for 2019.



Corporate (C1 to C5)

Whole Time Equivalents

As indicated in Table C1, total whole-time equivalent staff employed by the local authority sector at the end of 2018 was 28,307.84. This represents an increase of 3.39% or 927.62 staff since 2017. However four local authorities, Cavan, Leitrim, Louth and Roscommon bucked this trend by showing a reduction, albeit small, in staff numbers.

Sick Leave

The national average medically certified paid sick leave rate for the sector in 2018 was the same as 2017 at 3.78%. The national average self-certified paid sick leave national average rate was 0.35%.

South Dublin had the highest certified sick leave rate of 5.23% and Wicklow had the lowest rate of 2.51%. This represents an increase in South Dublin's 2017 rate of 3.98% which is also the highest increase across all local authorities. In 2018, 20 authorities exceeded their 3.5% public sector sick leave target. The following 11 authorities met the 3.5% public sector target: Clare, Fingal, Leitrim, Longford, Mayo, Meath, Monaghan, Offaly, Sligo, Westmeath and Wicklow. The percentage of self-certified sick leave remained low with the highest recorded as 0.55% in Louth.

Website and Social Media

As indicated in Table C3, total page views of local authority websites in 2018 amounted to 77.21m, which amounts to an average of 16.21 page views per head of population. Last year's report noted total page views of 69.68m and an average of 14.63 views per head.

Total social media users at end 2018 were 2.38m which, if unique users, would equate to 49.96% of the population. This is an increase on the 2017 rate of 35.78%. Louth County recorded the largest percentage (366.62%) increase of followers of its social media accounts and Dublin City recorded the highest actual increase of 170,743 followers.

ICT Expenditure

Table C4 shows the cost of ICT provision in 2018 per whole-time equivalent staff member of the council. For this report the percentage of total LGMA general charge included has increased from 50% to 56%. This arose following detailed analysis and a submission from the sector and better represents the actual proportion of spend attributable to ICT. For comparative purposes NOAC instructed local authorities to restate 2017 figures using this new percentage. The lowest cost in 2018 was recorded by Dublin City at €2,006.77 per whole-time equivalent staff member and the highest was Carlow at €4,514.26.

The national average cost of ICT in local authorities in 2018 was €2,894.57 an increase on the €2,807.96 recorded in 2017 based on the restated amounts.

C5 is a new indicator in this year's report and calculates total ICT expenditure as a percentage of Revenue expenditure. The national average recorded was 1.75% with Wicklow having the highest at 2.7% and Limerick the lowest at 0.72%.



Finance (M1 and M2)

Table M1 shows a summary of the Revenue Account balances for the years 2014 to 2018. In the majority of cases figures relating to 2018 are provisional, as the audited figures from the Local Government Audit Service were not yet available when the performance indicator data was supplied.

13 authorities had a deficit on the Revenue Account at the year-end 2018. All 13 have reduced the deficit amount from 2017.

Viewing the cumulative deficits and surpluses as a percentage of total income in 2018 shows that all but 4 of the deficits represent less than 5% of the total income of the respective council. The four authorities above 5% are the same as in last year's report, Donegal, Offaly, Sligo and Waterford City and County Council's. Sligo showed the biggest reduction on 2017 going from 33.77% to 30.21%.

The final column in Table M1 shows the Revenue Expenditure in 2018 per head of population within the local authority. As with last year's report the lowest was Meath at €599.40 and the highest was Limerick City and County at €2,659.16. Limerick City and County operates the Housing Assistance Payment shared services centre which saw an increase in expenditure of €196,621,840 in 2017 to €348,990,998 in 2018. If this expenditure is omitted, Limerick's figure would reduce from €2,659.16 to €868.54 for 2018. Two other local authorities operate shared services, Laois and Dublin. Laois operates MyPay, the shared payroll service and omitting this expenditure would reduce its revenue expenditure per capita figure in 2018 from €787.60 to €773.11 if these costs, net of contributions received from the other local authorities, were omitted. Dublin operates the Dublin Region Homeless Executive and Fire Services for the three other Dublin local authorities. Its figure would reduce from €1,562.81 to €1,190.29 if these costs, net of contributions received from the other local authorities, were omitted.

Local authority revenue collection rates in Tables M2(a) to M2(c) are based on the amount collected relative to the amount levied for the

year. Pre-existing arrears are added to this figure. The following items are then deducted:

- > Write offs and waivers;
- > In the case of rates, vacant property adjustments and specific doubtful arrears to include accounts in examinership/ receivership/liquidation where no communication has been received; and
- > Vacancy applications pending and not yet decided at year end.

Table M2 (A) shows the percentage of commercial rates collected by local authorities from 2014 to 2018. Fingal had the highest collection performance at 95.8% of commercial rates collected and Donegal and Laois had the lowest collection performance at 76% collected. Wexford had the greatest improvement in collection rate from 82.4% in 2017 to 88% in 2018 and Carlow had the largest decrease in collection rates going from 90% in 2017 to 86% in 2018.

Table M2 (B) shows the percentage of rent and annuities collected by local authorities from 2014 to 2018. South Dublin had the lowest rate at 75% and Westmeath the highest at 97%. NOAC are pleased to see that Louth has improved its performance from 69% in 2017 to 76% in 2018 following successive years of declining performance from 2015. This increase also represented the largest increase in performance by any local authority in 2018.

As noted in last year's report Fingal's revenue collection skills were again utilised to good effect in its 2018 housing loans yield (Table M2c) of 101.70%⁴. Kildare County Council remain the poorest performer in this area however, it should be noted it increased its collection levels from 2017 of 43% to 51% in 2018. With this increase, no local authority is under 50% in 2018 however, 13 local authorities' collection rates are below 70% and work is needed here for improvement. NOAC is aware that loans currently going through the legal process can skew the overall percentage for each local authority.

⁴ Housing loan yields can exceed 100% when loan arrears collected in that year are included with loan repayment amounts due in that year.



Economic Development (J1 to J4)

Job Creation

The total number of jobs created nationally in 2018 with the assistance of the Local Enterprise Offices (LEOs) was 3,656 which is an increase of 12.44% on the number of jobs created with LEO assistance in 2017. Each part-time job is counted as half of a full-time job. 17 authorities managed to increase the number of jobs created in the county with LEO assistance, with the remaining 13 authorities showing a decrease from the previous year in the number of jobs created. Galway City Councils figures are recorded under Galway County Councils statistics.

Galway City Council and Galway and Laois County Councils all confirmed there was no designated Tourism Officer in place in the council in 2018. However Laois confirmed it employs a member of staff with responsibility for tourism along with other duties and Galway County confirmed it is in the process of recruiting a Tourism Officer. Louth confirmed it shares a Tourism Officer with Meath.

NOAC notes the LGMA published a report "Tourism is Everyone's Business" that discussed local authority's roles in the development of tourism.

Trading Online Vouchers

The total number of trading applications approved by LEOs decreased from 1,189 in 2017 to 1,107 in 2018. The number of vouchers that were actually drawn down also decreased from 546 in 2017 to 521 in 2018.

Mentoring Receipts

There were a total of 9,625 participants in the mentoring programme in 2018 which was an increase of 14.68% from 2017.

Tables J2 and J3 show the take-up of the Trading Online Voucher (TOV) scheme and the number of recipients of mentoring organised by the LEOs.

Tourism Strategy

In last year's report Galway City and Galway County Councils confirmed they were collaboratively working on a tourism strategy and this was in place for 2018. Carlow County Council is currently working in partnership with Carlow Tourism in developing a strategy. Laois advised its strategy was developed under the Laois Tourism Board on which the authority is represented. The remaining authorities confirmed tourism strategies are in place.

Trend Analysis

This is NOAC's fifth performance indicator report. The five years of data collected over this period now provides an ideal time to review the trends the data shows and discuss the changes noted. Trend analysis can be valuable as an early warning indicator of potential problems. It can also show where improvements have been made year on year.

Since the first Performance Indicators report in 2014 there has been developments in the local government sector. The role out of the Department of Housing, Planning and Local Government's Putting People First action plan has led to significant changes in the sector. In 2013 Irish Water was created through the Water Services Act. This new utility has taken ownership of the water and wastewater services that previously were provided by local authorities.

As set out in the introduction of this report changes to some indicators may result in difficulties making year on year comparisons. Where this is the case NOAC will provide additional commentary in its analysis.

In this report NOAC have selected the following indicators for analysis:

1. **H1E** – Number of dwellings in the ownership of local authorities at the year end.
2. **H2** - Percentage of the total number of local authority owned dwellings that were vacant at year end.
3. **H3 A** - Time taken from the date of vacation of a dwelling to the date in year when a new tenancy had commenced in the dwelling, averaged across all dwellings re-let.
4. **H6** - 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 year.
5. **R1 B** - Ratings in Pavement Surface Condition Index for regional and local primary roads.
6. **E1 B** - Percentage of households availing of 3 bin service.
7. **E2 A** - Total number of pollution cases in respect of which a complaint was made and the number of cases closed.
8. **P1 A** - Buildings Inspected as a percentage of new buildings notified to the local authority.
9. Total number of WTEs (C1 A) and the percentage of working days lost to certified (C2 A) / self-certified leave (C2 B).
10. **C4** – Overall cost of ICT provision per WTE
11. **M1** - Revenue account Balance.
12. **M2** - Percentage Commercial Rates Collected in year.
13. Cost per capita of Planning Service (P4) and Libraries (L2).

H1 E – Number of dwellings in the ownership of local authorities at the year end

One of the key indicators that NOAC review every year is the social housing stock level in local authorities. This is housing stock that is owned by local authorities and is added to each year through local authority build and acquisition programmes. From a performance management perspective, the management of housing stock is a key function of local authorities for assessment.

	2014	2015	2016	2017	2018
H1 E – Number of dwellings in the ownership of local authorities at the year end.	129,511	129,860	n/a	133,394	134,880

The table above shows the year-end figures from 2014 to 2018. No figures were published for this indicator in 2016.

The above trend illustrates housing stock across all local authorities has increased year on year. This relates to directly provided dwellings, whether constructed or acquired by local authorities.

Along with directly providing housing, local authorities also play an important role in delivering housing supports through other mechanisms. These include the following:

- > The Housing Assistance Payment (HAP) is a form of social housing support for people who have a long-term housing need. Under the HAP scheme tenants can take up full-time employment and keep their housing support. The scheme is administered by the local authorities, who pay landlords directly;
- > RAS is a social housing support introduced to cater for the accommodation needs of persons who are in receipt of long-term rent supplement. Under RAS, local authorities draw up contracts with landlords to provide housing for an agreed term for people with a long-term housing need. The local authority pays the rent directly to the landlord on behalf of the tenant;
- > Approved Housing Bodies (AHBs) (also called housing associations or voluntary housing associations) are independent, not-for-profit organisations. They provide affordable rented housing for people who cannot afford to pay private sector rents or buy their own homes; or for particular groups, such as older people or homeless people. Local authorities enter into lease agreements with AHBs for a defined period of time.

H2 - Percentage of the total number of local authority owned dwellings that were vacant at year-end

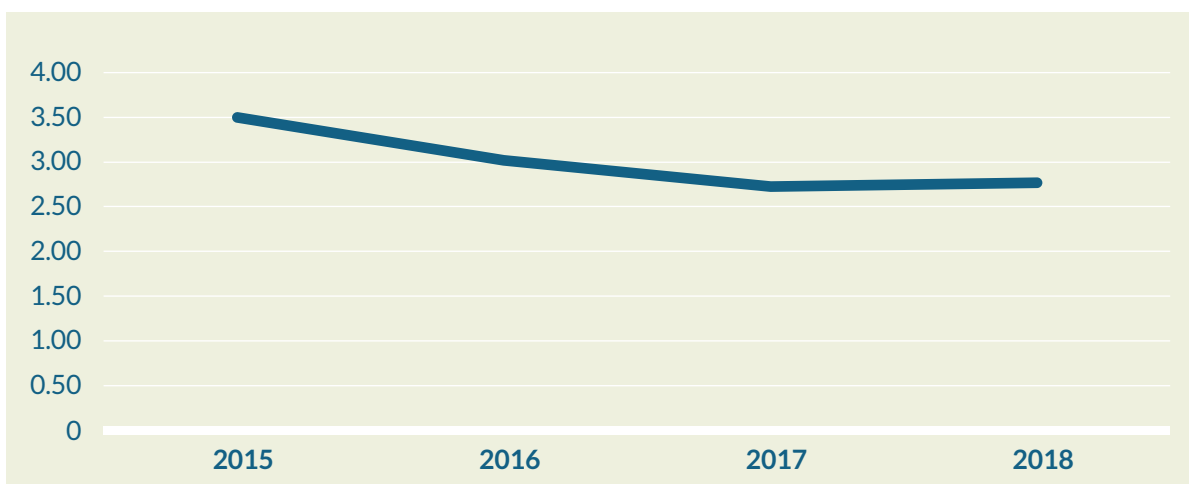
From 2015 to 2017 the national average percentage of local authority dwellings that were vacant at the year-end decreased and a slight increase was recorded in 2018. The percentage vacant at the year-end was 3.5% in 2015, 3.02% in 2016, 2.73% in 2017 and 2.77% in 2018. The figure was not published in NOAC's 2014 report.

NOAC published a report in 2017 called "A Review of the Management and Maintenance of Local Authority Housing". This report commented on measures to maximise occupancy as noted by local authorities. This measures fell under five headings:

- > Contractor relationship;
- > New management systems and structures;
- > Identifying new tenants at an early stage;
- > Prioritising high demand housing;
- > Choice-based lettings.

It is clear that local authorities are actively engaging in measures to reduce the proportion of vacant dwellings compared to overall stock each year. It should be noted that this indicator is based on each local authority position on the last day of each year.

	2014	2015	2016	2017	2018
Percentage of the total number of local authority owned dwellings that were vacant at year end	n/a	3.50	3.02	2.73	2.77

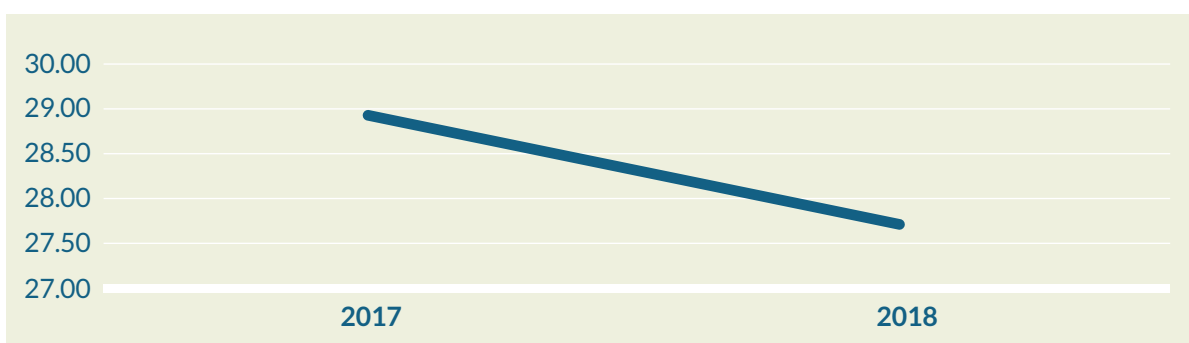


H3 A - Time taken from the date of vacation of a dwelling to the date in year when a new tenancy had commenced in the dwelling, averaged across all dwellings re-let

From 2014 to 2016 NOAC recorded the median figure across the 31 local authorities. In 2017 it changed to the national average figure. As the two figures are not comparable for the purposes of this analysis 2017 and 2018 figures are being compared. The time taken to re-let a dwelling decreased from 28.99 weeks in 2017 to 27.75 weeks in 2018.

The reduction in the national average re letting time in 2017 was likely a result of the return of an increasing number of long term voids to occupation in 2016 arising from the Department of Housing, Planning and Local Government's Vacant Properties (Voids) Programmes as referred to in NOAC's report "A Review of the Management and Maintenance of Local Authority Housing" that published in 2017.

	2014	2015	2016	2017	2018
Time taken from the date of vacation of a dwelling to the date in year when a new tenancy had commenced in the dwelling, averaged across all dwellings re-let	24.28	22.56	20.90	28.99	27.75



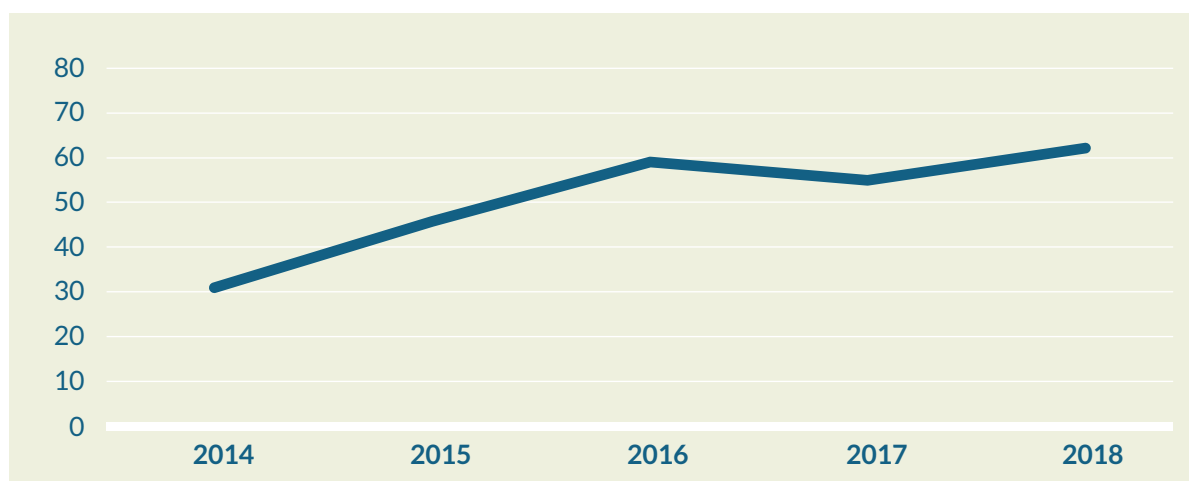
H6 - Number of adult individuals in emergency accommodation that are long-term (i.e. 6 months or more within the previous year) homeless as a percentage of the total number of homeless adult individuals in emergency accommodation at the end of year

The number of adults classed as long term homeless as a percentage of total homeless adult individuals was 30.34% in 2014, 45.27% in 2015, 58.46% in 2017, 54.38% in 2017 and 61.58% in 2018.

In 2014 1,623 adults were classed as long term homeless compared to the 3,746 recorded in 2018. The statistics show that overall long-term adult homelessness rates have increased since

2014. The Department of Housing, Planning and Local Government’s Rebuilding Ireland strategy covers areas such as supply and state supports aimed at tackling the issue. Individual local authorities are attempting to increase numbers of social housing stock available. However significant improvement is required in tackling this issue.

	2014	2015	2016	2017	2018
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 year	30.34	45.27	58.46	54.38	61.58



R1 B - Ratings in Pavement Surface Condition Index for regional and local primary roads

Roads are fundamental to the economic and social activity of the country. A large proportion of each local authorities residents use them on a daily basis. Since NOAC's 2015 report the Pavement Surface Condition Index group roads into the following four categories:

1 – 4 (Some to severe structural distress).

5 – 6 (Surface defects, localised distress).

7 – 8 (Surface defects).

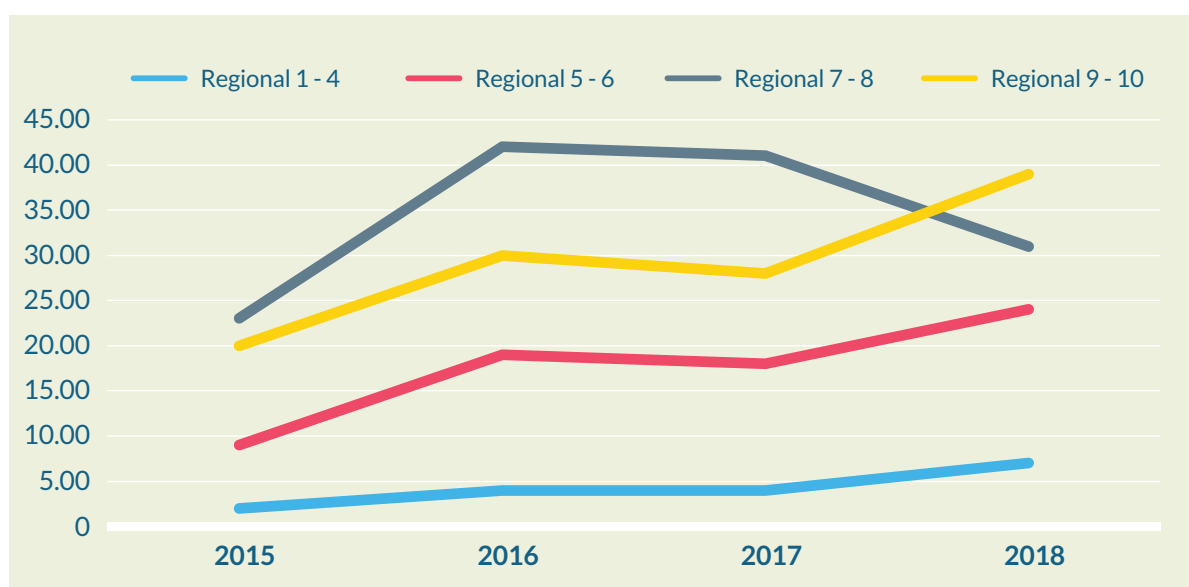
9 - 10 (No defects or less than 10%).

The 6 large urban local authorities have a proportionally small amount of regional and local roads.

Regional roads connect small towns to each other and to the national road network.

For the purposes of this analysis years 2015 to 2018 will be examined and relates only to roads that received a PSCI rating.

	2015	2016	2017	2018
Percentage Total Regional Road Kilometres with a PSCI Rating of 1-4 at year end	2.00	4.00	4.00	7.00
Percentage Total Regional Road Kilometres with a PSCI Rating of 5-6 at year end	9.00	19.00	18.00	24.00
Percentage Total Regional Road Kilometres with a PSCI Rating of 7-8 at year end	23.00	42.00	41.00	31.00
Percentage Total Regional Road Kilometres with a PSCI Rating of 9-10 at year end	20.00	30.00	28.00	39.00



The data shows that from 2015 to 2018 the national median percentage of regional road kilometres increase across all four categories. Those in the poorest category, 1 – 4, increased by 5 percentage points, however, those in the top two categories increased by 8 and 19 percentage points respectively.

Local primary roads are wider than 4 meters and are classed as a public road, other than a national or regional road.

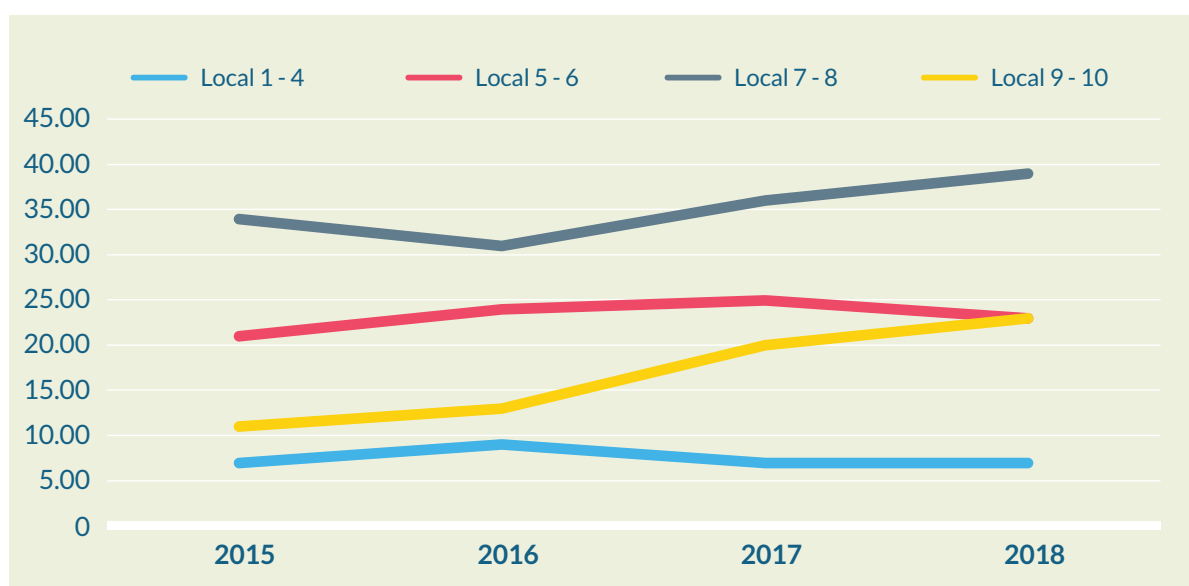
The biggest increase in local primary road results from 2015 to 2018 was in the highest category of roads, 9 – 10, recording an increase of 12 percentage points.

The increases recorded in roads falling under the top two categories for regional and local primary roads illustrate the improved standard of the road network.

Ideally the percentage of roads in the poorest condition would not increase each year and eventually the percentage of roads in this category would drop to zero. However NOAC is pleased that the increase in the poorest category is lower than the increase in the higher category for regional roads and the biggest increase in local primary road results was in the highest category.

This trend shows the condition of regional and local primary roads have improved over the last 5 years.

	2015	2016	2017	2018
Percentage Total Local Primary Road Kilometres with a PSCI Rating of 1-4 at year end	7.00	9.00	7.00	7
Percentage Total Local Secondary Road Kilometres with a PSCI Rating of 5-6 at year end	21.00	24.00	25.00	23
Percentage Total Local Primary Road Kilometres with a PSCI Rating of 7-8 at year end	34.00	31.00	36.00	39
Percentage Total Local Primary Road Kilometres with a PSCI Rating of 9-10 at year end	11.00	13.00	20.00	23



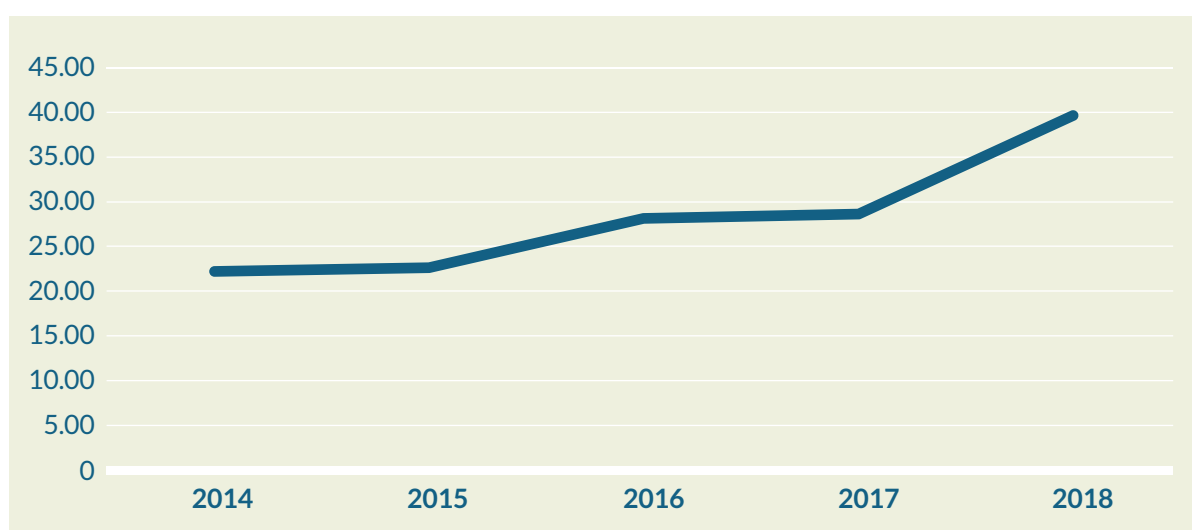
E1 B - Percentage of households availing of 3 bin service

Since 2014 the national median percentage of households situated in an area covered by 3 bin service has increased. 22.09% in 2014, 22.50% in 2015, 27.96% in 2016, 28.46% in 2017 and 39.44% in 2018.

Since 1 July 2016, the Household Food Waste and Bio-Waste Regulations has required all agglomerations greater than 500 households to have access to a brown bin collection service.

The trend illustrates improvements have been made nationally since the first Performance Indicators report in 2014. The data contains a number of local authorities where each year their performance is significantly below the national median figure recorded. NOAC would specifically like to see improvements from these local authorities in future reports.

	2014	2015	2016	2017	2018
Percentage of households availing of 3 bin service	22.09	22.50	27.96	28.46	39.44

**E2 A - Total number of pollution cases in respect of which a complaint was made and the number of cases closed**

This indicator records the number of pollution complaints made and closed in the year. For the purposes of this analysis years 2015 to 2018 will be examined as the data collected in 2014 was subsequently changed from 2015 onwards.

The national average number of complaints recorded has increased year on year from 1,780 in 2015 to 2,051 in 2016 to 2,145 in 2017 and 2,551 in 2018.

	2014	2015	2016	2017	2018
Average number of pollution cases in respect of which a complaint was made	n/a	1,780	2,051	2,145	2,551

The national average number of cases closed has also increased year on year from 1,736 in 2015 to 1,955 in 2016 to 2,070 in 2017 and 2,544 in 2018

	2014	2015	2016	2017	2018
Average number of pollution cases closed	n/a	1,736	1,955	2,070	2,544

P1 A - Buildings Inspected as a percentage of new buildings notified to the local authority

The Code of Practice for Inspecting and Certifying Buildings and Works (The Code) in relation to inspections of new buildings for which valid commencement notices have been received sets a minimum requirement of 12 – 15%.

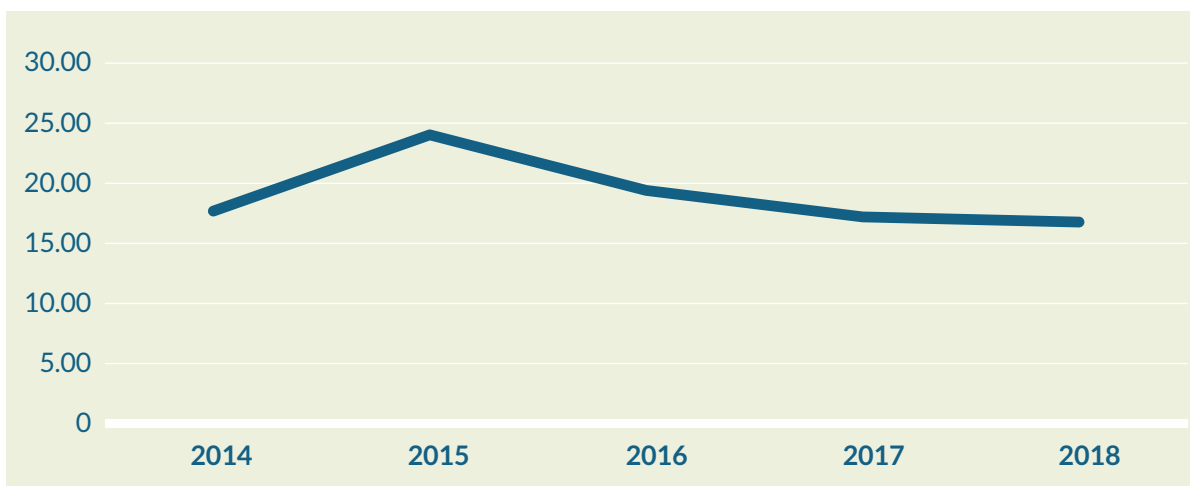
Since 2015 the median national figure has decreased from 24% in 2015, 19.42% in 2016, 17.20% in 2017 and 16.75% in 2018.

As building projects have increased since the end of the recession the trend illustrated above indicates less inspections have been carried out. NOAC sought explanations from local authorities where significant drops were noted.

A common reason given by local authorities that recorded a decrease in the percentage of inspections was due to the increase in notices and insufficient staff to maintain the level of inspections.

These inspections are vital to ensure buildings are being constructed in line with legislation. NOAC would like to see all local authorities achieving the minimum requirements set out in The Code in subsequent reports.

	2014	2015	2016	2017	2018
Buildings Inspected as a percentage of new buildings notified to the local authority	17.71	24.00	19.42	17.20	16.75



Total number of WTEs (C1 A) and the percentage of working days lost to certified (C2 A) / self-certified leave (C2 B)

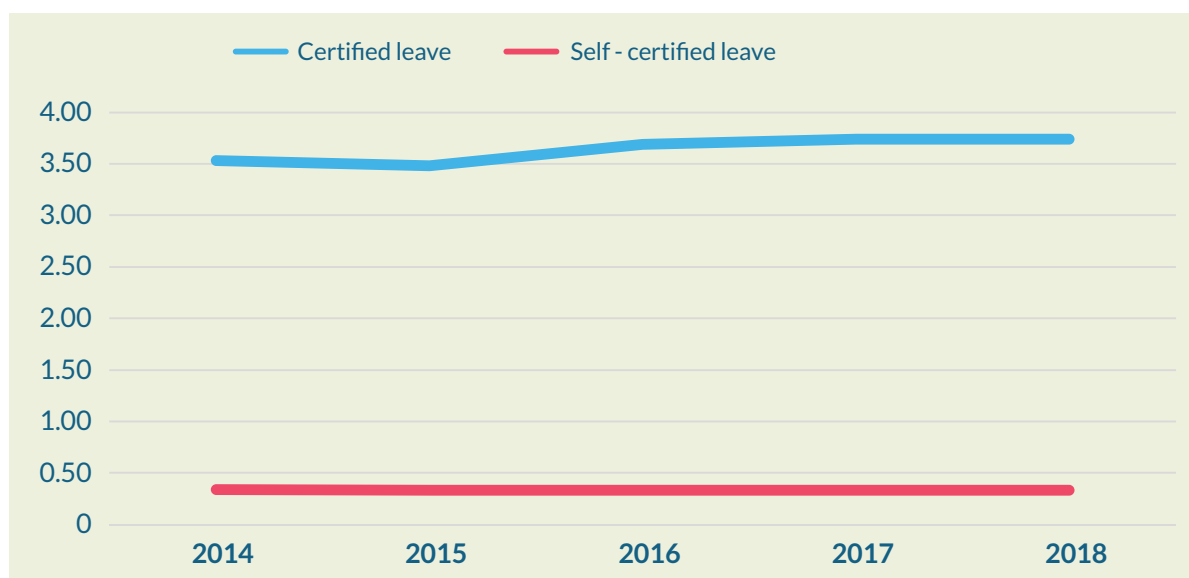
The WTE number is the figure recorded in the quarterly staffing returns for the end of December in each year.

Since 2015 staffing levels in local authorities have increased, the percentage of working days lost to certified leave slightly increased and the percentage of working days lost to self-certified leave remained broadly the same.

The median percentage for certified sick leave has shown an overall increase from what was recorded in 2014 to 2018, with a slight drop from 2014 to 2015 and then increasing through to 2018.

For each of the last five years the figures show the majority of local authorities exceeded the 3.5% public sector target. Ideally this trend would decrease over time however the rate of increase is small and NOAC is pleased it relates to certified sick leave instead of self-certified leave. Self-certified leave has remained broadly the same over the last five years at 0.33%.

	2014	2015	2016	2017	2018
Total number of WTEs	26,806.86	26,569.36	26,858.45	27,380.22	28,307.84
Percentage of working days lost to certified leave	3.53	3.48	3.69	3.74	3.74
Percentage of working days lost to self-certified leave	0.34	0.33	0.33	0.33	0.33



C4 – Overall cost of ICT provision per WTE

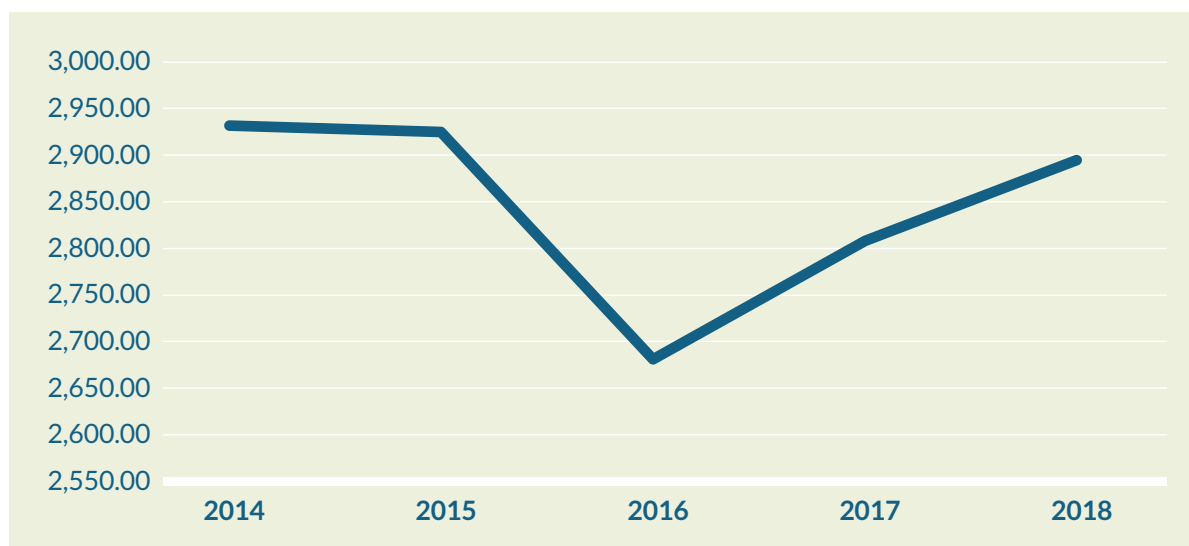
This indicator calculates the cost of providing ICT services proportionally to the number of WTEs. The national average cost decreased from €2,932 in 2014 to €2,925 in 2015 to €2,680.80 in 2016 and increased to €2,807.96 in 2017 and €2,894.57 in 2018.

For this report the percentage of total LGMA general charge included has increased from 50% to 56%. This arose following detailed analysis and a submission from the sector and better represents the actual proportion of spend attributable to ICT. For comparative purposes NOAC instructed local authorities to restate 2017 figures using this new percentage.

This change will account for a small increase in the figures recorded from 2017 onwards.

Hardware used in the provision of ICT services generally has a short useable life and recurring software costs can fluctuate when upgrades are factored in. With more reliance placed on the ICT infrastructure of local authorities it is not unusual to see an increase over time in this indicator. This coupled with the slow rate of increase of WTEs recorded under indicator C1 explains the trend noted in this analysis.

	2014	2015	2016	2017	2018
Overall cost of ICT provision per WTE	2,932.00	2,925.00	2,680.80	2,807.96	2,894.57



M1 - Revenue account Balance

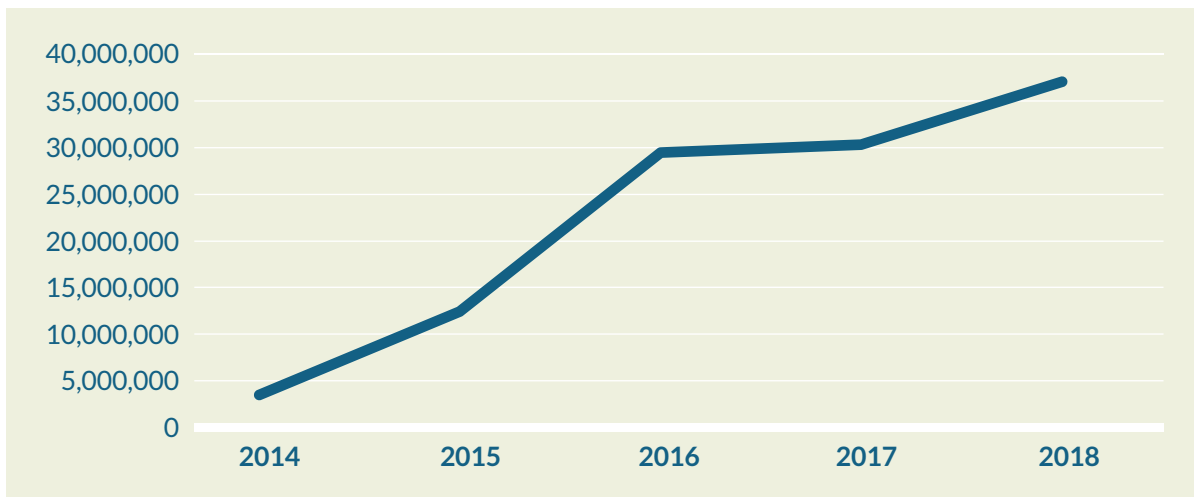
The national revenue account balance across the 31 local authorities has increased since 2014 from €3.4m to €37m in 2018.

The detailed results of each local authorities revenue balance from 2014 to 2018 can be found in Section 10 of Appendix 2 in this report. Although the national trend shows a positive picture there are a number of local authorities that have recorded deficit balances since 2014 and the national figure is increased by a small number of local authorities with large surplus balances.

Of the 16 local authorities who recorded a deficit balance in 2014, 12 remained in a deficit position in 2018. However, NOAC is pleased that the majority of local authorities with deficit balances are reducing these year on year.

From discussions NOAC has had with local authorities it is evident that a strong focus has been placed on improving the financial position of local authorities and NOAC expects further improvements for results recorded by this indicator in next year's report.

Revenue Balance	2014	2015	2016	2017	2018
National Total	3,400,774	12,281,635	29,240,143	30,256,406	36,800,222



M2 - Percentage Commercial Rates Collected in year

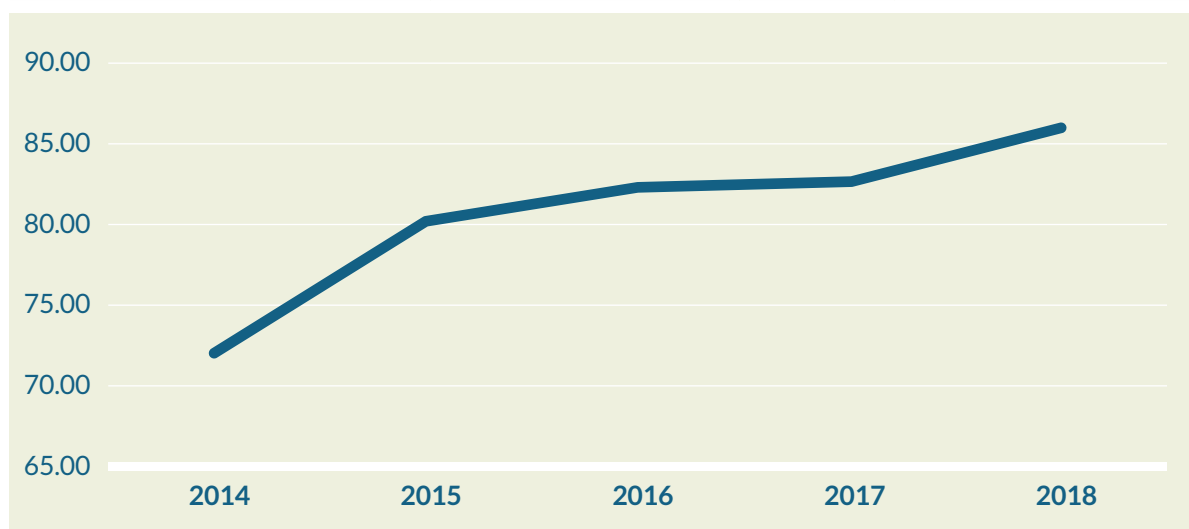
Local authority collection rates are based on the amount collected relative to the amount levied for the year plus pre-existing arrears less write offs / waivers, vacant property adjustments and specific doubtful debt arrears where not communication has been received and undecided vacancy applications.

Since 2014 the national median percentage of commercial rates collected in the year has increased from 72% in 2014 to 80.19% in 2015 to 82.3% in 2016 to 82.5% in 2017 and 86% in 2018.

In 2018 the individual collection rates recorded by local authorities varied from 76% to 95.80%. Collection rates can be affected for a number of reasons depending on the local authority.

A common concern raised by local authorities in the 2018 validation visits relates to the revaluation process currently being undertaken by the Valuation Office. The Debt Management initiative introduced by Local Authorities which set targets for improved rates collection, established dedicated teams and provided additional staff training appears to have contributed to improved collections, which is a welcome development.

	2014	2015	2016	2017	2018
Percentage Commercial Rates Collected in year	72.00	80.19	82.30	82.50	86.00



	2014	2015	2016	2017	2018
Cost per capita of Planning Service	26.97	26.78	26.96	28.31	29.24
Cost per capita of Libraries	30.52	30.04	30.05	31.00	33.98

Cost per capita of Planning Service (P4) and Libraries (L2)

These indicators calculate the cost per capita of services provided by local authorities relating to Planning and Libraries. Both show an overall increase from 2014 to 2018.

Cost per capita figures in 2014 and 2015 are based on the 2011 census. From 2016 these costs are based on the census results carried out in 2016 which showed an increase of 173,613 persons or 3.8% increase in five years.

NOAC notes that expenditure has increased in relation to these services however is mindful

that these figures in isolation do not illustrate the full picture. An increase in expenditure per head of population may not lead to an improved service. Local authorities should continuously look for ways to decrease expenditure without compromising the end service.

Summary

The indicators selected in this report for trend analysis show positive and negative performance on the national figures for the local authorities over the last five years.

NOAC is pleased with the improvements shown in various indicators.

Where performance has decreased NOAC would expect local authorities to focus on increasing performance in these areas while maintaining the upward trend in other areas.

Conclusions and Recommendations

Each year NOAC refines the Performance Indicators and where appropriate develops new indicators to assess the performance of local authorities. As five years data is now available NOAC undertook trend analysis in section 4 which revealed both positive and negative results.

Improvements since NOAC's first report in 2014 are evident in the following indicators:

- › Vacancy rates shows a reduction over the period;
- › Overall regional and local primary road conditions have improved;
- › Take up of the 3 bin service has increased over time;
- › Staffing levels have increased and self-certified sickness levels have remained consistently low;
- › The national revenue account balance surplus figure has increased over the last five years and 4 local authorities that were in a deficit position in 2014 are now in a surplus position;
- › Commercial rate collection rate levels have continuously improved.

The analysis also identified areas that require further improvement:

- › Re-letting times remain high;
- › Long term adult homelessness rates are increasing;
- › The number of pollution cases are increasing.

This year's validation visits highlighted key areas of concern for local authorities. The rates valuation process has, in some cases, increased the rates liability owing to the local authority. Where the ratepayer is unhappy with the valuation applied it can be appealed. The local authorities have no involvement in this process

and a high proportion of appeals to-date have been successful, with consequential challenges in collection and reduction in income to the Local Authority. NOAC understands the 2019 Rates Act will assist in addressing this issue.

It was also apparent that historical land loans are a major burden on local authority finances. NOAC would recommend that local authorities review their exposure at an early stage to ensure sufficient finances are in place to discharge these debts and carry out their day to day functions. Local authorities should also engage with the Department of Housing, Planning and Local Government to assist in finding a solution.

The detailed findings section in the report identified that only 16 local authorities (excluding the 6 large urban local authorities) surveyed more than 90% of local primary roads. The data also identified that 34% of Wexford's local primary roads were classified as structurally distressed which is of a concern and should be addressed urgently. NOAC would recommend that 100% of roads are surveyed to ensure the accuracy and completeness of information published and in assisting local authorities identifying roads that require repair.

Regrettably, 8 local authorities did not meet the minimum 12-15% requirement contained in the Code of Practice for Inspecting and Certifying Buildings and Works in relation to inspections of new buildings for which valid commencement notices have been received. In 2017 only 2 local authorities failed to meet the minimum inspections requirements. These inspections are vital to ensure buildings are being constructed in line with legislation. NOAC will monitor this area in future reports and expects the number of non-compliant local authorities to drop significantly.

Appendix 1

Quality Assurance Review of the Data

Selected Indicators and Local Authorities

This year the members of NOAC's Performance Indicators Sub-Group – Martina Moloney (Chair), Connie Hanniffy and Sharon O'Connor, assisted again by NOAC member John Buckley, selected seven indicators for review:

- > Housing: Vacancies (H2);
- > Finance: 5 year summary of revenue account balance (M1);
- > Library / Recreational: Number of visits per head of population (L1) and cost per Capita (L2) ;
- > Economic Development: Number of participants who received mentoring (J3);
- > Planning: % of Planning enforcement cases closed as resolved (P3);
- > Corporate: Total number of WTEs (C1).

The indicators were primarily selected to get a better understanding of the way that the data is compiled by the local authorities and in particular the validation process applied by local authorities in returning data as part of this process.

Dublin City Council, Louth, Kilkenny, Offaly, Cork and Roscommon County Councils were chosen for review.

The NOAC members were accompanied by members of the secretariat at each visit and their assistance was greatly appreciated. NOAC is very grateful to the local authority co-ordinators who arranged the visits and to the Chief Executives and other local authority staff who met with the NOAC members in the course of the visits for all of their contributions.

Meetings with Chief Executives

The NOAC members met with the Chief Executives or their deputies and some of the Management Team of the local authorities for a general discussion on overall performance issues and experience with the indicators. The meetings included a discussion on any follow-up to, or analysis of, the 2017 activity performance relative to other authorities and previous year's reports/performance. The local authorities also provided the members with a brief overview of the context in which the authorities operate and their particular priorities and challenges.

A common concern raised by local authorities was the impact of the rates valuation process. In some cases the valuation has increased significantly, resulting in increased rates liability. Where the ratepayer is unhappy with the valuation applied he has the right to appeal the determination. The local authorities have no involvement in this process. However, a high proportion of appeals to-date have been successful, with consequential challenges in collection and reduction in income to the Local Authority. This impacts the ability of local authorities to budget effectively for the year and ensure effective service delivery. Local authorities also expressed concern about high street retailers and their decline in some incidences due to the increase in on line purchasing.

Dublin City Council 29 May 2019 by Martina Moloney & John Buckley NOAC, Colin Flood Secretariat

Dublin City confirmed it has the lowest social housing rent in the country, poor collection rates and the majority of the stock requires significant refurbishment. It explained difficulties it faces in meeting expectations around the quality of properties and vacancy rates due to refurbishment.

The age profile of the workforce was also discussed. Dublin City stated it has made considerable progress in the economic area with strong relationships built with Local Enterprise Offices and Enterprise Ireland. Climate and environmental matters are increasingly becoming priorities and it is working on new innovative ways to improve in this area. It is developing local indicators for future use and are in the process of joining the shared payroll service, MyPay.

Louth County Council 4 June 2019
Constance Hanniffy & John Buckley NOAC,
Neill Dalton Secretariat

Louth confirmed its biggest challenge is funding, including the funding of future pension costs and land loans. It also raised concerns over the rate valuation process and recently set up a debt management section to review rates, bad debts and housing rents. Louth confirmed all its available land is developable and serviced however, the cost of construction for residential units remains higher than achievable sale prices.

Kilkenny County Council 10 June 2019
Martina Moloney & Sharon O'Connor
NOAC, Claire Gavin Secretariat

Kilkenny explained the Performance Indicators are a useful tool enabling it to focus on areas that need attention and are helpful in planning. They discussed the investment made recently in IT but noted that further work is required. Kilkenny has found the new rates valuation process extremely challenging and the appeals process has resulted in some significant reductions for ratepayers. The process has negatively affected its ability to budget for the year ahead. It would like to see a recognition of work done on behalf of Government departments such as climate change, flood relief schemes and public lighting captured in the indicators report. It hopes new waste regulations will enable it to increase the uptake of the three-bin service. It is continuing work on targeting properties on its vacant sites register. Kilkenny confirmed its Audit Committee review the NOAC reports.

Offaly County Council 11 June 2019
Martina Moloney & John Buckley NOAC,
Claire Gavin Secretariat

Offaly noted it achieved its 2018 social housing target and is on track to meet 2019 target. Acquisition remains more cost effective than construction. It explained that inspection rates are low due to staff shortages. A recruitment drive failed to yield any suitable candidates and the council is now exploring other options. Overall recruitment is low and is an area of concern for Offaly. The rate revaluations process has also had a negative impact on finances, together with uncertainty regarding the future of one of the county's main employment sectors. Investment in digital hubs has seen reverse commuting and networking opportunities. It is progressing developments in tourism and social media via its new tourism officer and existing broadband officer. Generating development levies is challenging along with sourcing match funding for various projects.

Cork County Council 17 July 2019 by
Constance Hanniffy and John Buckley
NOAC, Claire Gavin Secretariat

Cork County noted that the upcoming boundary changes would reduce its population figure and its staffing and its impact would need to be noted in the next NOAC report. The CE outlined how a compensation package has been agreed and put in place for the next 10 years in light of the reduction in rates revenue due to the boundary change. This agreement with Cork City Council will be reviewed at the end of the 10 year period. It also acknowledged it was not yet part of the MyPay shared service but expects to join early in 2020. Staffing issues due to the boundary change were identified and 203 staff were transferred to Cork City. Future plans for Cork County including hiring additional staff in areas they want to develop such as tourism and economic development.

Roscommon County Council 28 June 2019 Martina Moloney & Sharon O'Connor NOAC, Neill Dalton Secretariat

Roscommon noted its population is aging and the north of the county has a deficit of economic development. Although it produces a large number of graduates per head of population, the majority do not remain and take up employment in the county following graduation. It also expressed concern over the rates valuation process. It has implemented new technology systems that have improved productivity and believes collaborative working with other local authorities will greatly improve its position in the future. Roscommon confirmed it uses the Performance Indicators as a motivational tool and other than Planning does not have any local indicators.

The members were impressed with the preparation made for their visit by all the local authorities selected for validation and would like to acknowledge the contributions made by individual staff on the day and in the provision of all follow up material.

H2: Housing Vacancies

The indicator looks at the proportion of vacant dwellings at 31 December 2018 compared to the overall stock held by the local authority expressed as a percentage. The indicator specifically excludes dwellings earmarked for demolition where approval in principal has been granted by the Department of Housing, Planning and Local Government.

Dublin City explained its vacancy rate percentage for 2018 had decreased on 2017 as at that time it was purchasing derelict properties and other units that were undesirable to private purchasers. NOAC sought clarification on correspondence issued to Dublin City since the publication of its 2017 report. Dublin City wrote to the Secretariat on 11 June 2019 confirming its 2017 figures provided were incorrect. It had mistakenly included properties that were earmarked for demolition.

Louth confirmed its vacancy increase from 2017 to 2018 was due to budget constraints. It believes properties purchased under CPO and those with succession right issues should not be included in this indicator.

Kilkenny noted its 2017 percentage was higher due to year end purchases. It also noted that high levels of refusals negatively affect its performance in this indicator and suggested a one-refusal system would address the issue. It would also like to see buy and renew schemes treated separately due to the lengthy refurbishment times that can occur to turn properties around.

Roscommon highlighted that redundant properties have a negative effect on this indicator and asked NOAC to consider this for future reports.

NOAC are grateful for the input received and will consider the points raised at the meetings for future reports.

M1: 5 year summary of revenue account balance

The purpose of this indicator is to obtain a view of the financial stability and sustainability of each local authority.

Out of the six authorities selected for review, Offaly has a negative cumulative balance in the Revenue Account at 31 December 2018. NOAC were pleased to note that Offaly use the performance indicators on an ongoing basis to compare its financial performance to that of other local authorities and made significant progress in recent years in improving its financial position by reducing its deficit position. Its 2018 deficit is nearly half of its recorded 2014 figure.

The NOAC members agreed the Revenue Expenditure per Capita figures.

Roscommon noted its increased expenditure per capita was mainly down to additional spending on roads.

L1: Library visits and issues

This indicator establishes how many items libraries issue each year and the proportion of library visits per head of population for the local authority area. Only visits for library related services should be counted as a visit. For example if a local residents association used a room for a meeting this should not be included in the figures.

All local authorities suggested NOAC should include other usage of libraries such as clubs, events, outreach services and generally as a community space in the indicator.

Dublin City confirmed it is currently updating its systems to ensure only library related visits are counted.

Louth confirmed it launched a new app in 2018 that allows a user to access content from mobile devices.

Kilkenny noted the national target for library membership is 30%. As at 2019 it has 17% membership which is an increase from 14% while noting that the current national average is 18%.

NOAC noted the success of Offalys Open Library with a fourth service due to open in 2019.

Cork suggested using the €4 per capita book budget as a future indicator and NOAC will consider this for future reports.

Roscommon advised the members that it had submitted an incorrect figure for the number of items issued and would correct same.

L2: Cost per capita if operating a library service

This indicator measures the cost of operating library services as a proportion per head of population for the local authority area. The CSO 2016 night-time final figure is used in the calculation.

Dublin City suggested it would be more efficient if there was a central system used to purchase all the library stock together. It also noted that in 2018 twice as much of its expenditure related to e-resources rather than books and DVDs.

The NOAC members identified an error in Louths cost per capita figure. Louth agreed to change the figure.

NOAC were pleased to see Kilkenny use the indicator to compare itself to other similar local authorities.

Roscommon advised the members that it had submitted an incorrect figure for the cost per capita and would correct same.

J3: Number of mentoring receipts

This indicator measures the number of participants who received mentoring during the year. Enterprise Ireland provides the data for this indicator directly to the LGMA.

NOAC were pleased to see an increase in the figures returned for all 6 local authorities. Some of this increase was directly attributed to Brexit clinics being offered and an increase in the marketing of services by Local Enterprise Offices.

P3: Percentage of planning enforcement cases closed as resolved

The purpose of this indicator is identify the percentage of planning cases closed as resolved.

NOAC reconciled the opening case figure and movements in the year to the year-end figure recorded by each local authority.

In the case of Dublin City, Louth and Offaly the figures did not reconcile. Each supplied explanations for the variances and amended figures where required.

NOAC were satisfied that other than the above, figures recorded under this indicator were reliable.

C1: Total number of WTEs

The purpose of this indicator is to identify the whole-time equivalent staffing number as at the 31 December each year. The figures are obtained from those provided to the Department of Housing, Planning and Local Government in the year end quarterly staffing returns.

Each local authority provided copies of its quarterly returns for NOAC to verify the figure recorded in the indicator.

NOAC discussed how nonstandard employees such as secondees, retained fire fighters, civil defence members etc are recorded by local authorities and may amend the guidelines for future Performance Indicator reports.

Conclusion

NOAC is broadly satisfied with the validity of the data of each local authority.

Appendix 2



Section 1: Housing

H1: Social Housing Stock (A-F)

Authority	A. No. of dwellings in the ownership of the LA at 01/01/2018	B. No. of dwellings added to the LA owned stock during 2018 (whether constructed or acquired)	C. No. of LA owned dwellings sold in 2018	D. No. of LA owned dwellings demolished in 2018	E. No. of dwellings in the ownership of the LA at 31/12/2018	F. No. of LA owned dwellings planned for demolition under a D/HPLG approved scheme
Carlow County	1635	78	7	0	1706	0
Cavan County	1988	43	2	0	2029	0
Clare County	2419	78	11	0	2486	0
Cork City	8910	114	12	34	8978	32
Cork County	7446	265	36	0	7675	0
Donegal County	4698	118	26	0	4790	7
Dublin City	25244	600	100	104	25640	64
Dún Laoghaire Rathdown	4269	128	5	0	4392	16
Fingal County	4887	348	24	0	5211	0
Galway City	2311	31	7	0	2335	1
Galway County	2370	52	9	30	2383	8
Kerry County	4086	152	31	2	4205	2
Kildare County	3828	265	6	0	4087	21
Kilkenny County	2305	75	6	0	2374	0
Laois County	2086	65	5	0	2146	0
Leitrim County	939	23	10	0	952	0
Limerick City and County	5175	118	10	3	5280	42
Longford County	1903	71	26	0	1948	0
Louth County	3783	45	16	0	3812	3
Mayo County	2033	60	11	0	2082	0
Meath County	2941	187	12	0	3116	0
Monaghan County	1512	44	15	0	1541	0
Offaly County	1799	33	19	0	1813	0
Roscommon County	1340	18	14	0	1344	0
Sligo County	2105	33	9	0	2129	16
South Dublin County	9167	360	1	0	9526	0
Tipperary County	4915	109	27	3	4994	0
Waterford City and County	4950	166	16	4	5096	0
Westmeath County	1842	70	4	0	1908	0
Wexford County	4365	153	26	0	4492	0
Wicklow County	4363	63	16	0	4410	0
Totals	131,614	3,965	519	180	134,880	212

H2: Housing Vacancies	
Authority	A. % of the total number of LA owned dwellings that were vacant on 31/12/2018
Carlow County	0.76
Cavan County	4.48
Clare County	3.66
Cork City	3.51
Cork County	1.98
Donegal County	3.85
Dublin City	3.1
Dún Laoghaire Rathdown	2.31
Fingal County	2.51
Galway City	2.57
Galway County	4.42
Kerry County	5.02
Kildare County	1.35
Kilkenny County	1.14
Laois County	0.79
Leitrim County	4.52
Limerick City and County	3.97
Longford County	4.98
Louth County	2.7
Mayo County	3.27
Meath County	3.63
Monaghan County	0.91
Offaly County	1.49
Roscommon County	3.72
Sligo County	3.83
South Dublin County	0.75
Tipperary County	3.2
Waterford City and County	1.81
Westmeath County	1.26
Wexford County	3.03
Wicklow County	2.31

NOTE: An error was discovered in Dublin City's return for 2017 where it had stated its Vacancy Rate was 4.39%. The correct figure for 2017 was actually lower at 3.73%.

H3: Average Re-letting Time and Cost			H4: Housing Maintenance Cost
Authority	A. Time taken from the date of vacation of a dwelling to the date in 2018 when the dwelling is re-tenanted, averaged across all dwellings re-let during 2018 (weeks)	B. Cost expended on getting the dwellings re-tenanted in 2018, averaged across all dwellings re-let in 2018 (€)	A. Expenditure during 2018 on the maintenance of LA housing compiled from 1/1/2018-31/12/2018, divided by no. of dwellings in LA stock at 31/12/2018, i.e. H1E - H1F indicator figure
Carlow County	16.35	17310.27	409.9
Cavan County	71.39	15945.27	523.68
Clare County	31.55	27234.55	952.54
Cork City	49	9295.32	1474.08
Cork County	34.49	24791.56	938.02
Donegal County	39.92	13477.94	503.44
Dublin City	16.79	25083.85	2450.44
Dún Laoghaire Rathdown	12.39	18862.32	1196.97
Fingal County	26.78	17069.39	820.25
Galway City	44	14692.04	955.76
Galway County	52.14	18165.83	933.82
Kerry County	28.23	14551.94	489.03
Kildare County	26.83	28349.17	837.21
Kilkenny County	21.59	16722.5	882.55
Laois County	12.56	6414.29	533.86
Leitrim County	43.33	14902.4	1424.95
Limerick City and County	28.49	18664.27	800.71
Longford County	70.64	14019.68	483.61
Louth County	16.42	17875.23	655.93
Mayo County	50.04	14903.22	753.07
Meath County	25.59	30312.5	943.04
Monaghan County	8.9	14996.73	792.96
Offaly County	34.97	21417.82	603.31
Roscommon County	43.61	8431.9	412.94
Sligo County	32.69	19194.84	404.62
South Dublin County	17.44	16359.46	794.38
Tipperary County	33.5	8613.9	592.7
Waterford City and County	15.6	7163.17	482.14
Westmeath County	8.06	13347.39	602.21
Wexford County	30.13	8961.52	1215.56
Wicklow County	26.1	29504.5	1235.93

H5: Private Rented Sector Inspections					H6: Long-term Homeless Adults	
Authority	A. Total no. of registered tenancies in the LA area at the end June 2018	B. No. of rented dwellings inspected in 2018	C. % inspected dwellings in 2018 not compliant with Standards Regulations	D. No. of non-compliant dwellings that became compliant during 2018	A. Number of adult individuals in emergency accommodation that are long-term homeless as a % of the total number of homeless adult individuals in emergency accommodation at end of 2018	No. of adult individuals classified as homeless and in emergency accommodation on the night of 31/12/2018 as recorded on PASS system
Carlow County	4010	400	95	0	20.83	24
Cavan County	3077	622	29.58	18	100	1
Clare County	5093	540	90.93	14	48.39	62
Cork City	16997	698	80.37	139	36.42	335
Cork County	19169	795	94.21	46	45	20
Donegal County	6920	759	88.14	227	27.27	11
Dublin City	72925	3560	95.14	2195	68.34	4018
Dún Laoghaire Rathdown	16105	1022	82.29	181		
Fingal County	20511	2102	81.92	291		
Galway City	12391	225	99.56	49	69.97	343
Galway County	6594	770	100	105	58	50
Kerry County	7854	870	73.33	105	44.35	115
Kildare County	12656	462	81.6	85	43.12	109
Kilkenny County	4587	364	100	164	63.04	46
Laois County	4109	327	96.94	11	85.71	7
Leitrim County	1669	175	82.86	29		
Limerick City and County	13980	1035	100	16	49.25	268
Longford County	2790	233	101.29	44	100	1
Louth County	7574	983	100	98	33.33	144
Mayo County	6607	639	75.9	48	43.33	30
Meath County	7878	407	90.66	11	41.67	108
Monaghan County	2262	327	70.34	127	0	2
Offaly County	3396	169	95.27	9	44.44	54
Roscommon County	2936	238	81.93	61	0	2
Sligo County	5675	469	76.55	110	62.5	16
South Dublin County	15914	1891	89.74	310		
Tipperary County	7865	991	84.46	64		
Waterford City and County	9162	829	86.85	109	61.26	111
Westmeath County	6508	495	78.18	52	41.59	113
Wexford County	8325	839	4.65	707	45.61	57
Wicklow County	6691	588	37.24	41	38.89	36
Totals	322,230	23,824		5,466		6,083

NOTE: Dublin City Council manages homelessness responses on behalf of the Dublin authorities, so Dun Laoghaire-Rathdown, Fingal and South Dublin County Councils are included under Dublin City Council.

NOTE: Donegal notified NOAC that its figure of 23 non compliant dwellings that became complaint in 2017 was incorrectly submitted to NOAC. The correct figure was in fact 231.

NOTE: Waterford City and County, the Regional Homeless lead Authority, collects statistics on behalf of Tipperary and these are presented as combined statistics.

Social Housing Stock (H1)		
H1 A. Dwellings in LA Ownership 01/01/2018		2018
N	Valid	0
	Missing	0
Average	Mean	4246
	Median	2941
H1 B. Dwellings added to LA stock		2018
N	Valid	31
	Missing	0
Average	Mean	128
	Median	78
H1 C. LA owned dwellings sold		2018
N	Valid	31
	Missing	0
Average	Mean	17
	Median	12
H1 D. LA dwellings demolished		2018
N	Valid	31
	Missing	0
Average	Mean	6
	Median	0
H1 E. Dwellings in ownership of LA 31/12/2018		2018
N	Valid	31
	Missing	0
Average	Mean	4351
	Median	3116
H1 F. LA dwellings planned for demolition		2018
N	Valid	31
	Missing	0
Average	Mean	7
	Median	0

Summary Statistics 2014-2018 (H1 E)						
Total No. of Dwellings in Local Authority Stock 31/12/2018		2014	2015	2016	2017	2018
N	Valid	31	31	31	31	31
	Missing	0	0	0	0	0
Average	Mean	4,177.77	4,189.03	5,660.71	4,303.03	4,350.97
	Median	3,100.00	3,132.00	4,143.00	3,006.00	3,116.00

Housing Vacancies (H2)		
H2 A. % of dwellings vacant 31/12/2018		2018
N	Valid	31
	Missing	0
	True national %	2.77%

Summary Statistics 2014-2018 (H3 A)						
H3 A. Re-letting Time (Weeks)		2014	2015	2016	2017	2018
N	Valid	31	31	31	31	31
	Missing	0	0	0	0	0
	Median	24.28	22.56	20.90		
	True national mean				28.99	27.75

NOTE: Methodology changed in 2018 for H3 A. Local authorities were asked to restate 2017 figure for H3A in 2018 based on revised 2018 methodology.

Average Re-letting Time, Cost & Maintenance (H3-H4)		
H3 A. Re-letting Time (Weeks)		2018
N	Valid	31
	Missing	0
	True national mean	27.75
H3 B. Re-Let Cost Average (€)		2018
N	Valid	31
	Missing	0
	True national mean	18,590.28
H4 A. Maintenance Cost by Unit (€)		2018
N	Valid	31
	Missing	0
	True national mean	1147.45

NOTE: Methodology changed in 2018 for H3 A, H3 B and H4 A. Local authorities were asked to restate 2017 figure for H3 A, H3 B and H4 A in 2018 based on revised 2018 methodology.



Section 2: Roads

R1: Pavement Surface Condition Index (PSCI) Ratings

Authority	A (a): % Regional Road that received a PSCI Rating in the 24 month period to 31/12/2018	A (b): % Local Primary Road that received a PSCI Rating in the 24 month period to 31/12/2018	A (c): % Local Secondary Road that received a PSCI Rating in the 24 month period to 31/12/2018	A (d): % Local Tertiary Road that received a PSCI Rating in the 60 month period to 31/12/2018
Carlow County	99	27	22	93
Cavan County	100	93	76	67
Clare County	100	88	70	84
Cork City	100	97	89	85
Cork County	100	96	92	87
Donegal County	100	96	93	66
Dublin City	95	3	2	59
Dún Laoghaire Rathdown	99	40	42	89
Fingal County	98	89	95	88
Galway City	99	98	94	92
Galway County	98	97	96	83
Kerry County	100	92	28	76
Kildare County	100	71	78	23
Kilkenny County	100	96	96	72
Laois County	100	29	18	61
Leitrim County	100	75	76	85
Limerick City and County	99	24	19	55
Longford County	100	97	97	66
Louth County	98	96	97	87
Mayo County	100	98	98	90
Meath County	100	97	98	93
Monaghan County	100	99	97	96
Offaly County	100	84	69	79
Roscommon County	100	97	58	79
Sligo County	99	54	52	83
South Dublin County	96	22	23	21
Tipperary County	100	78	56	46
Waterford City and County	100	98	98	81
Westmeath County	100	98	95	68
Wexford County	100	98	97	86
Wicklow County	100	97	97	72

Summary Statistics for overall PSCI Condition surveyed (R1 A)		
% Regional Road that received a PSCI Rating in the 24 month period to 31/12/2018		2018
N	Valid	31
	Missing	0
Average	Mean	99
	Median	100
% Local Primary Road that received a PSCI Rating in the 24 month period to 31/12/2018		2018
N	Valid	31
	Missing	0
Average	Mean	78
	Median	96
% Local Secondary Road that received a PSCI Rating in the 24 month period to 31/12/2018		2018
N	Valid	31
	Missing	0
Average	Mean	72
	Median	89
% Local Tertiary Road that received a PSCI Rating in the 60 month period to 31/12/2018		2018
N	Valid	31
	Missing	0
Average	Mean	75
	Median	81

R1: Pavement Surface Condition Index (PSCI) Ratings				
Authority	B (a): % Total Regional Road Kilometres with a PSCI Rating of 1-4	B (a): % Total Regional Road Kilometres with a PSCI rating of 5-6	B (a): % Total Regional Road Kilometres with a PSCI Rating of 7-8	B (a): % Total Regional Road Kilometres with a PSCI Rating of 9-10
Carlow County	4	28	38	30
Cavan County	5	32	33	31
Clare County	7	29	31	34
Cork City	14	40	32	14
Cork County	10	29	35	27
Donegal County	8	24	28	39
Dublin City	14	33	19	32
Dún Laoghaire Rathdown	8	24	30	38
Fingal County	10	15	22	51
Galway City	0	30	17	52
Galway County	5	25	26	43
Kerry County	5	24	32	39
Kildare County	5	22	31	42
Kilkenny County	5	24	42	29
Laois County	8	29	35	28
Leitrim County	2	24	21	52
Limerick City and County	10	27	35	27
Longford County	2	14	38	46
Louth County	6	22	25	46
Mayo County	3	32	22	43
Meath County	8	14	30	47
Monaghan County	8	22	31	40
Offaly County	16	25	31	28
Roscommon County	6	19	17	58
Sligo County	9	22	22	47
South Dublin County	1	17	37	45
Tipperary County	7	28	35	30
Waterford City and County	8	26	39	27
Westmeath County	5	20	29	46
Wexford County	13	29	28	30
Wicklow County	10	24	42	24

Ratings in Pavement Surface Condition Index - Regional Roads - R1 B (a)		
PSCI Rating 1-4		2018
N	Valid	31
	Missing	0
Average	Mean	7.16
	Median	7.00
PSCI Rating 5-6		2018
N	Valid	31
	Missing	0
Average	Mean	24.94
	Median	24.00
PSCI Rating 7-8		2018
N	Valid	31
	Missing	0
Average	Mean	30.10
	Median	31.00
PSCI Rating 9-10		2018
N	Valid	31
	Missing	0
Average	Mean	37.58
	Median	39.00

R1: Pavement Surface Condition Index (PSCI) Ratings				
Authority	B (b): % Total Local Primary Road Kilometres with a PSCI Rating of 1-4	B (b): % Total Local Primary Road Kilometres with a PSCI rating of 5-6	B (b): % Total Local Primary Road Kilometres with a PSCI Rating of 7-8	B (b): % Total Local Primary Road Kilometres with a PSCI Rating of 9-10
Carlow County	0	33	57	9
Cavan County	4	52	31	12
Clare County	3	20	52	16
Cork City	7	22	41	29
Cork County	28	28	37	6
Donegal County	7	28	36	27
Dublin City	7	29	8	16
Dún Laoghaire Rathdown	7	30	10	51
Fingal County	15	9	25	42
Galway City	0	30	69	1
Galway County	10	31	43	16
Kerry County	10	20	38	30
Kildare County	6	20	30	38
Kilkenny County	3	40	43	12
Laois County	14	33	25	12
Leitrim County	2	27	42	26
Limerick City and County	5	17	50	25
Longford County	0	16	66	17
Louth County	14	29	45	12
Mayo County	12	37	30	21
Meath County	17	7	49	27
Monaghan County	7	16	43	34
Offaly County	10	31	35	23
Roscommon County	7	51	20	22
Sligo County	11	20	36	33
South Dublin County	2	14	22	58
Tipperary County	14	15	42	25
Waterford City and County	18	21	39	21
Westmeath County	5	19	49	26
Wexford County	34	21	30	15
Wicklow County	8	23	46	23

Ratings in Pavement Surface Condition Index - Local Primary Roads - R1 B (b)		
PSCI Rating 1-4		2018
N	Valid	31
	Missing	0
Average	Mean	9.26
	Median	7.00
PSCI Rating 5-6		2018
N	Valid	31
	Missing	0
Average	Mean	25.45
	Median	23.00
PSCI Rating 7-8		2018
N	Valid	31
	Missing	0
Average	Mean	38.35
	Median	39.00
PSCI Rating 9-10		2018
N	Valid	31
	Missing	0
Average	Mean	23.39
	Median	23.00

R1: Pavement Surface Condition Index (PSCI) Ratings				
Authority	B (c): % Total Local Secondary Road Kilometres with a PSCI Rating of 1-4	B (c): % Total Local Secondary Road Kilometres with a PSCI rating of 5-6	B (c): % Total Local Secondary Road Kilometres with a PSCI Rating of 7-8	B (c): % Total Local Secondary Road Kilometres with a PSCI Rating of 9-10
Carlow County	2	49	39	10
Cavan County	9	56	27	6
Clare County	6	28	43	14
Cork City	8	21	52	14
Cork County	31	24	35	6
Donegal County	13	26	43	14
Dublin City	10	25	12	14
Dún Laoghaire Rathdown	10	32	10	45
Fingal County	31	10	31	24
Galway City	1	34	59	3
Galway County	19	31	39	9
Kerry County	14	22	33	23
Kildare County	14	29	29	20
Kilkenny County	7	36	46	7
Laois County	12	34	23	11
Leitrim County	5	39	36	18
Limerick City and County	7	26	47	15
Longford County	2	27	57	12
Louth County	22	31	39	6
Mayo County	27	39	18	14
Meath County	25	6	45	23
Monaghan County	20	18	47	15
Offaly County	19	22	34	23
Roscommon County	17	54	16	11
Sligo County	22	18	36	22
South Dublin County	1	8	12	21
Tipperary County	23	16	35	20
Waterford City and County	28	19	38	14
Westmeath County	10	42	35	10
Wexford County	41	24	23	10
Wicklow County	10	31	40	17

Ratings in Pavement Surface Condition Index -Local Secondary Roads - R1 B (c)		
PSCI Rating 1-4		2018
N	Valid	31
	Missing	0
Average	Mean	15.03
	Median	13.00
PSCI Rating 5-6		2018
N	Valid	31
	Missing	0
Average	Mean	28
	Median	27
PSCI Rating 7-8		2018
N	Valid	31
	Missing	0
Average	Mean	34.81
	Median	36.00
PSCI Rating 9-10		2018
N	Valid	31
	Missing	0
Average	Mean	15.19
	Median	14.00

R1: Pavement Surface Condition Index (PSCI) Ratings				
Authority	B (d): % Total Local Tertiary Road Road Kilometres with a PSCI Rating of 1-4	B (d): % Total Local Tertiary Road Road Kilometres with a PSCI rating of 5-6	B (d): % Total Local Tertiary Road Road Kilometres with a PSCI Rating of 7-8	B (d): % Total Local Tertiary Road Road Kilometres with a PSCI Rating of 9-10
Carlow County	7	32	43	10
Cavan County	13	38	21	7
Clare County	28	22	22	12
Cork City	9	25	42	8
Cork County	42	18	26	3
Donegal County	29	13	16	13
Dublin City	8	25	10	16
Dún Laoghaire Rathdown	4	29	18	37
Fingal County	14	20	20	34
Galway City	0	6	83	3
Galway County	29	25	27	9
Kerry County	16	23	24	14
Kildare County	7	6	6	5
Kilkenny County	24	14	31	4
Laois County	14	19	15	13
Leitrim County	13	38	25	10
Limerick City and County	15	22	25	9
Longford County	7	21	22	16
Louth County	26	28	23	13
Mayo County	35	29	14	12
Meath County	31	9	43	11
Monaghan County	20	11	50	15
Offaly County	29	13	16	21
Roscommon County	25	36	8	10
Sligo County	35	16	21	12
South Dublin County	3	3	10	4
Tipperary County	26	12	19	9
Waterford City and County	25	21	21	16
Westmeath County	19	19	20	12
Wexford County	45	20	14	8
Wicklow County	8	12	33	19

Ratings in Pavement Surface Condition Index - Local Tertiary Roads - R1 B (d)		
PSCI Rating 1-4		2018
N	Valid	31
	Missing	0
Average	Mean	19.55
	Median	19.00
PSCI Rating 5-6		2018
N	Valid	31
	Missing	0
Average	Mean	20.16
	Median	20.00
PSCI Rating 7-8		2018
N	Valid	31
	Missing	0
Average	Mean	24.77
	Median	21.00
PSCI Rating 9-10		2018
N	Valid	31
	Missing	0
Average	Mean	12.42
	Median	12.00

R2: Regional Road Grants Works									
Authority	A: Kilometres of regional road strengthened* during 2018	"A: Amount expended on regional road strengthening during 2018 (€)"	B: Kilometres of regional road resealed* during 2018	"B: Amount expended on regional road resealing during 2018 (€)"	C: Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened during 2018	"C: Amount expended on local road (i.e. total of primary, secondary and tertiary) strengthening during 2018 (€)"	D: Kilometres of local road resealed* during 2018	"D: Amount expended on local road resealing during 2018 (€)"	
Carlow County	12.2	744282	1.3	58372	53.4	2753164	17.4	363723	
Cavan County	13.3	1518500	19.2	453192	81.7	4685807	106.5	1694293	
Clare County	13.6	1784375	17.7	465089	93.1	6022451	123.1	2001891	
Cork City	1	488796			10.2	3516730			
Cork County	34.1	8470723	64.2	1999647	185.5	15935815	271.8	4640566	
Donegal County	38.9	5489882	25.2	813161	232.9	12438043	105.5	2159957	
Dublin City*	7.3	3531903			14	5382040			
Dún Laoghaire* Rathdown	3.3	2206160			4.2	1145454			
Fingal County*	8.6	1514330	4.8	95000	14.6	1614512	5.9	93100	
Galway City	1.7	713475			1.9	240600			
Galway County	20.3	3146252	27.4	1073310	150.9	10338526	106.5	2260087	
Kerry County	11.8	2351106	24.8	794453	80.1	7047608	71.4	1626052	
Kildare County	21.7	3207000	8.4	183838	81.9	6083754	17	437390	
Kilkenny County	8.4	1397363	19.7	695894	52.3	5360712	40.5	896917	
Laois County	5.9	1271049	4.7	271144	21.9	2449897	23	780075	
Leitrim County	13.7	1585085	5.9	259785	89.9	3938458	45.7	850201	
Limerick City and County	9.5	2002767	19.1	650767	75	5883422	80	1833431	
Longford County	5.4	701641	5.1	124524	56.3	3086246	46.8	653745	
Louth County	9.4	1783657	6.3	406665	18.9	1371936	47.2	1577859	
Mayo County	18	3610193	8.5	289316	103.4	8514139	239.7	3890007	
Meath County	19.8	3602923	15.8	553529	62.5	6301820	83.2	1872883	
Monaghan County	7.1	1477989	13.5	421463	39.9	4313022	49.1	857024	
Offaly County	24.8	2210754	8.8	284615	70.4	3022710	44.9	806884	
Roscommon County	14.1	2466182	0.7	29190	160.8	6023656	133.2	1931527	
Sligo County	4.1	713824	5.6	159316	68.4	5443078	62.9	1164179	
South Dublin* County	2.1	310000			11.2	1816418			
Tipperary County	32.2	3284681	19.5	669516	132.7	9433764	68.5	1359171	
Waterford City and County	10.3	1790293	19.3	672768	30	3918492	42.7	966736	
Westmeath County	12.5	1597817	11	299631	93.1	5114715	57.5	871286	
Wexford County	18.1	2961071	27.2	802617	56.7	5424774	56	1197383	
Wicklow County	12.9	2180765	14.6	385137	68	3838065	20.2	332501	
Totals	416.1	70,114,838	398	12,911,939	2,215.8	162,459,828	1,966	37,118,868	

NOTE: *These local authorities did not receive grants from the Department of Transport, Tourism and Sport. Works were funded through their own resources.

Summary Statistics for Regional Grants Work (R2 A - R2 B)		
Kilometres of regional road strengthened*		2018
N	Valid	31
	Missing	0
Average	Mean	13.4
	Median	12.2
Amount expended on regional road strengthening (€)		2018
N	Valid	31
	Missing	0
Average	Mean	2,261,769
	Median	1,790,293
Kilometres of regional road resealed*		2018
N	Valid	26
	Missing	5
Average	Mean	15.3
	Median	14.1
Amount expended on regional road resealing (€)		2018
N	Valid	26
	Missing	5
Average	Mean	496,613
	Median	414,064
Summary Statistics for Local Grants Work (R2 C - R2 D)		
Kilometres of local road (i.e. total of primary, secondary and tertiary) strengthened		2018
N	Valid	31
	Missing	0
Average	Mean	71.5
	Median	68.0
Amount expended on local road (i.e. total of primary, secondary and tertiary) strengthening (€)		2018
N	Valid	31
	Missing	0
Average	Mean	5,240,640
	Median	5,114,715
Kilometres of local road resealed*		2018
N	Valid	26
	Missing	5
Average	Mean	75.6
	Median	56.8
Amount expended on local road resealing (€)		2018
N	Valid	26
	Missing	5
Average	Mean	1,427,649
	Median	1,180,781

NOTE: Dublin City Council, Dún Laoghaire Rathdown County Council, Fingal County Council and South Dublin County Council did not receive grants from the Department of Transport, Tourism and Sport. Works were funded through their own resources.

R3: % Motor Tax Transactions Conducted Online	
Authority	A: % of motor tax transactions which were dealt with online in 2018
Carlow County	60.68
Cavan County	71.67
Clare County	68.43
Cork City	
Cork County	78.74
Donegal County	54.69
Dublin City	85.63
Dún Laoghaire Rathdown	
Fingal County	
Galway City	
Galway County	72.28
Kerry County	75.87
Kildare County	82.72
Kilkenny County	70.82
Laois County	61.37
Leitrim County	66.55
Limerick City and County	70.16
Longford County	59.75
Louth County	67.84
Mayo County	66.9
Meath County	84.24
Monaghan County	63.76
Offaly County	67.45
Roscommon County	54.68
Sligo County	61.96
South Dublin County	
Tipperary County	74.22
Waterford City and County	69.86
Westmeath County	59.98
Wexford County	72.04
Wicklow County	78.65

Summary Statistics 2014-2018 (H3 A)						
% Motor Tax Transactions Performed Online		2014	2015	2016	2017	2018
N	Valid	26	26	26	26	26
	N/A	5	5	5	5	5
	Median	50.02	56.6	63.87	65.95	69.15

NOTE: The 2016 data refers to Original Tax Discs and Exempt Tax Discs processed online only. In previous years, the total used to calculate the percentage of online transactions included some non tax disc transactions.



Section 3: Water

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

Authority	A. % Drinking water in private schemes in compliance with statutory requirements
Carlow County	96.29
Cavan County	96.90
Clare County	98.69
Cork City	100.00
Cork County	92.95
Donegal County	95.89
Dublin City	
Dún Laoghaire Rathdown	99.21
Fingal County	98.46
Galway City	
Galway County	97.25
Kerry County	96.19
Kildare County	98.93
Kilkenny County	96.13
Laois County	95.95
Leitrim County	98.89
Limerick City and County	99.36
Longford County	96.50
Louth County	99.46
Mayo County	97.64
Meath County	97.29
Monaghan County	99.04
Offaly County	99.34
Roscommon County	98.26
Sligo County	97.42
South Dublin County	
Tipperary County	98.97
Waterford City and County	92.55
Westmeath County	98.69
Wexford County	94.53
Wicklow County	93.92

Summary Statistics for % Private Water in Compliance

		2018
N	Valid	28
	Not applicable	3
	True national %	97.06%



Section 4: Waste / Environment

E1: No./% Households availing of a 3 bin service			E2: % Environmental pollution complaints closed		
Authority	A. Number of households, based on the 2016 Census, who are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2018	B. % of households within the local authority (per 2016 Census) that the number at A represents	A. Total no. of pollution cases that were the subject of a complaint during 2018	A. Total no. of pollution cases closed during 2018	A. Total no. of pollution cases on hand at 31/12/18
Carlow County	8,359	40.85	722	708.00	24.00
Cavan County	1,834	6.84	791	800.00	124.00
Clare County	29,146	67.24	1,621	1579.00	192.00
Cork City	41,100	83.25	1,777	1785.00	61.00
Cork County	34,284	23.47	2,308	2065.00	443.00
Donegal County	1,636	2.81	1,012	1474.00	213.00
Dublin City	102,620	48.50	22,209	21968.00	462.00
Dún Laoghaire Rathdown	49,455	62.95	3,242	3135.00	193.00
Fingal County	77,828	80.56	3,197	3009.00	304.00
Galway City	23,055	79.98	1,768	1806.00	34.00
Galway County	13,504	21.53	1,442	1300.00	667.00
Kerry County	29,146	53.69	1,486	1417.00	371.00
Kildare County	38,405	52.36	1,869	1929.00	35.00
Kilkenny County	5,523	15.90	1,437	2168.00	33.00
Laois County	9,064	31.26	917	918.00	23.00
Leitrim County	7,780	62.72	454	470.00	52.00
Limerick City and County	45,530	64.11	3,831	3619.00	688.00
Longford County	3,483	23.08	1,581	1516.00	159.00
Louth County	20,141	44.40	3,265	3409.00	255.00
Mayo County	6,310	12.94	955	955.00	537.00
Meath County	25,188	39.44	1,429	1420.00	56.00
Monaghan County	2,938	13.59	569	553.00	24.00
Offaly County	4,223	15.53	1,009	1005.00	127.00
Roscommon County	3,339	13.93	879	820.00	200.00
Sligo County	7,104	28.69	667	619.00	124.00
South Dublin County	59,316	64.20	6,251	6345.00	334.00
Tipperary County	26,928	45.59	1,368	1326.00	246.00
Waterford City and County	36,887	84.89	2,855	2840.00	73.00
Westmeath County	2,743	8.66	1,134	1111.00	145.00
Wexford County	11,429	21.16	4,180	3963.00	679.00
Wicklow County	17,083	34.86	2,870	2829.00	324.00
Totals	745,381		79,095	78,861	7,202

NOTE: Wicklow and Fingal County Councils confirmed that they record the number of complaints as opposed to cases (there may be multiple complaints relating to just one case).

E3: % LA area within the 5 levels of litter pollution					
Authority	% Area Unpolluted or Litter Free	% Area Slightly Polluted	% Area Moderately Polluted	% Area Significantly Polluted	% Area Grossly Polluted
Carlow County	34	66	0	0	0
Cavan County	14	85	1	0	0
Clare County	21	72	7	0	0
Cork City	4	80	15	1	0
Cork County	37	34	28	0	1
Donegal County	66	27	6	1	0
Dublin City	14	57	22	7	0
Dún Laoghaire Rathdown	30	56	13	1	0
Fingal County	18	45	37	1	0
Galway City	16	58	23	4	0
Galway County	20	50	20	7	3
Kerry County	24	74	2	0	0
Kildare County	57	40	4	0	0
Kilkenny County	22	76	3	0	0
Laois County	22	78	0	0	0
Leitrim County	4	90	6	0	0
Limerick City and County	1	63	31	3	2
Longford County	22	63	14	1	0
Louth County	2	64	24	6	4
Mayo County	55	33	11	2	0
Meath County	15	51	29	5	1
Monaghan County	19	67	13	1	0
Offaly County	20	50	30	0	0
Roscommon County	17	83	0	0	0
Sligo County	7	65	26	2	0
South Dublin County	15	69	15	2	0
Tipperary County	31	53	13	2	0
Waterford City and County	19	40	36	5	0
Westmeath County	12	69	19	1	0
Wexford County	10	71	18	2	0
Wicklow County	8	59	27	6	0

NOTE: Some rounding adjustments have been made so the sum of the breakdown in each category equals 100%.

E4: % of schools that have been awarded green flag status	
Authority	A. % of schools that have been awarded green flag status*
Carlow County	44.64
Cavan County	39.08
Clare County	45.45
Cork City	48.86
Cork County	57.91
Donegal County	52.22
Dublin City	46.13
Dún Laoghaire Rathdown	57.01
Fingal County	60.61
Galway City	58.97
Galway County	38.27
Kerry County	55.9
Kildare County	46.56
Kilkenny County	45.65
Laois County	52.63
Leitrim County	52.27
Limerick City and County	48.24
Longford County	61.7
Louth County	52.17
Mayo County	47.09
Meath County	44.93
Monaghan County	48.65
Offaly County	65.38
Roscommon County	70
Sligo County	56.1
South Dublin County	49.66
Tipperary County	62.03
Waterford City and County	57.45
Westmeath County	37.78
Wexford County	57.14
Wicklow County	49.06

E1: Households Availing of a 3 Bin Service		
Households Availing of a 3 Bin Service		2018
N	Valid	31
	Missing	0
	Mean	24,045
	Median	17,083
% of Households Availing of a 3 Bin Service		2018
N	Valid	31
	Missing	0
	True national %	43.91

E2: Environmental Pollution Cases		
No. of Pollution Cases Subject of a Complaint		2018
N	Valid	31
	Missing	0
Average	Mean	2,551
	Median	1,486
No. of Pollution Cases Closed		2018
N	Valid	31
	Missing	0
Average	Mean	2,544
	Median	1,516
No. of Pollution Cases on Hand at 31/12/18		2018
N	Valid	31
	Missing	0
Average	Mean	232
	Median	192

E3: Percentage Area within the Five Levels of Litter Pollution						
Unpolluted or Litter Free		2014	2015	2016	2017	2018
N	Valid	28	31	29	30	31
	Missing	3	0	2	1	0
	Median	9.5	14	13	11	19
Slightly polluted		2014	2015	2016	2017	2018
N	Valid	28	31	29	30	31
	Missing	3	0	2	1	0
	Median	70	66	72	70	63
Moderately polluted		2014	2015	2016	2017	2018
N	Valid	28	31	29	30	31
	Missing	3	0	2	1	0
	Median	16	15	14	16	15
Significantly polluted		2014	2015	2016	2017	2018
N	Valid	28	31	29	30	31
	Missing	3	0	2	1	0
	Median	1	2	1	2	1
Grossly polluted		2014	2015	2016	2017	2018
N	Valid	28	31	29	30	31
	Missing	3	0	2	1	0
	Median	0	0	0	0	0

E4: % of Schools with Green Flag status		
% of schools that have been awarded green flag status		2018
N	Valid	31
	Missing	0
	True national %	51.41



Section 5: Planning

Authority	P1: New Buildings Inspected	P2: Planning Decisions Confirmed by ABP		P4: Cost Per Capita of Planning Service
	A. Buildings inspected as a percentage of new buildings notified to the local authority	A. Number of LA planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in 2018	B. % of the determinations at A which confirmed (either with or without variation) the decision made by the LA	A. The 2018 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per 2016 Census (€)
Carlow County	29.85	7	85.71	25.33
Cavan County	31.43	18	88.89	17.15
Clare County	16.55	40	80	33.3
Cork City	10.49	44	75	34.74
Cork County	9.21	117	80.34	33.33
Donegal County	18.75	26	73.08	27.16
Dublin City	69.7	404	78.71	28.6
Dún Laoghaire Rathdown	38.19	200	76	41.14
Fingal County	19.97	127	87.4	35.87
Galway City	10.5	38	76.32	26.02
Galway County	15.05	61	65.57	19.63
Kerry County	18.61	61	59.02	30.25
Kildare County	17.89	73	84.93	35.44
Kilkenny County	5.9	32	75	25.74
Laois County	12.21	7	100	21.88
Leitrim County	15.79	4	75	30.88
Limerick City and County	12.71	59	84.75	27.31
Longford County	48.62	14	64.29	43.94
Louth County	8.38	51	68.63	25.81
Mayo County	11.11	28	89.29	28.66
Meath County	43.87	46	54.35	27.24
Monaghan County	30.93	14	64.29	32.26
Offaly County	11.32	18	88.89	28.13
Roscommon County	16.75	19	68.42	35.32
Sligo County	14.05	8	62.5	30.92
South Dublin County	20.18	85	77.65	24.47
Tipperary County	11.78	24	83.33	23.25
Waterford City and County	63.45	29	65.52	23.18
Westmeath County	14.58	16	68.75	24.89
Wexford County	33.42	58	70.69	26.87
Wicklow County	24.86	85	81.18	26.31
Totals		1,813		

NOTE: In the case of most local authorities, unaudited 2018 AFSs were used.

NOTE: Dun Laoghaire Rathdown has confirmed its 2017 P1 figures contained an error. It recorded 15.32% of buildings inspected. The correct figure was 31.63%. On a national level this increases the 2017 figure from 25.58% to 26.11%.

P3: Planning Enforcement Cases Closed as Resolved						
Authority	A. Total number of planning cases referred to or initiated by the local authority in the period 1/1/2018 to 31/12/2018 that were investigated	B. Total number of investigated cases that were closed during 2018	C. % 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. % of the cases at B that were resolved to the LA's satisfaction through negotiations	E. % of the cases at B that were closed due to enforcement proceedings	F. Total number of planning cases being investigated as at 31/12/2018
Carlow County	63	19	73.68	10.53	15.79	225
Cavan County	92	52	50	15.38	34.62	213
Clare County	114	135	27.41	13.33	59.26	662
Cork City	105	72	33.33	34.72	31.94	194
Cork County	320	213	47.89	4.23	47.89	1399
Donegal County	306	330	59.09	3.94	36.97	811
Dublin City	1158	857	46.91	0	53.09	2677
Dún Laoghaire Rathdown	314	308	28.57	30.84	40.58	277
Fingal County	293	123	37.4	0	62.6	543
Galway City	219	147	70.75	0	29.25	230
Galway County	308	207	81.64	15.94	2.42	1399
Kerry County	271	347	35.45	5.48	59.08	464
Kildare County	182	126	48.41	2.38	49.21	622
Kilkenny County	101	73	27.4	9.59	63.01	351
Laois County	134	130	35.38	2.31	62.31	142
Leitrim County	68	32	37.5	59.38	3.12	60
Limerick City and County	430	431	48.72	1.86	49.42	1048
Longford County	44	54	35.19	12.96	51.85	62
Louth County	228	238	39.5	5.04	55.46	192
Mayo County	131	83	26.51	2.41	71.08	863
Meath County	365	349	52.15	42.12	5.73	1071
Monaghan County	103	73	64.38	17.81	17.81	314
Offaly County	61	26	57.69	0	42.31	114
Roscommon County	49	37	45.95	18.92	35.14	121
Sligo County	94	191	20.94	11.52	67.54	280
South Dublin County	234	118	63.56	0	36.44	414
Tipperary County	215	201	63.68	0	36.32	627
Waterford City and County	169	148	0	67.57	32.43	333
Westmeath County	82	21	33.33	9.52	57.14	339
Wexford County	236	177	51.41	11.86	36.72	252
Wicklow County	148	260	23.85	5	71.15	611
Totals	6,637	5,578				16,910

P5: Applications for Fire Safety Certificates		
Authority	A. % of applications for fire safety certificates received in 2018 that were decided (granted or refused) within two months of their receipt	B. % of applications for fire safety certificates received in 2018 that were decided (granted or refused) within an extended period agreed with the applicant
Carlow County	82.05	17.95
Cavan County	9.3	86.05
Clare County	65.57	32.79
Cork City	18.81	81.19
Cork County	100	0
Donegal County	45.33	48
Dublin City	31.17	47.53
Dún Laoghaire Rathdown	29.46	47.29
Fingal County	44.36	48.12
Galway City	51.26	35.29
Galway County	64.52	35.48
Kerry County	71.43	23.81
Kildare County	78.86	19.51
Kilkenny County	91.53	8.47
Laois County	62.86	28.57
Leitrim County	70.97	12.9
Limerick City and County	46.48	35.68
Longford County	88.89	5.56
Louth County	27.84	72.16
Mayo County	71.95	28.05
Meath County	53.77	31.13
Monaghan County	97.83	0
Offaly County	94.74	5.26
Roscommon County	67.57	18.92
Sligo County	78.12	21.88
South Dublin County	14.02	85.98
Tipperary County	40.45	52.81
Waterford City and County	63.64	34.85
Westmeath County	100	0
Wexford County	79.22	19.48
Wicklow County	92.86	5.95

Summary Statistics for Planning 2018		
Total No. of Cases Closed During 2018		2018
N	Valid	31
	Missing	0
	Median	135
No. of LA Planning Decisions the Subject of an Appeal to ABP that were Determined by the Board in 2018		2018
N	Valid	31
	Missing	0
Average	Mean	58
	Median	38
% of the Determinations that Confirmed (With or Without Variation) the Decision Made by the Local Authority		2018
N	Valid	31
	Missing	0
Average	True national %	76.94
Cost per Capita of the Planning Service (€)		2018
N	Valid	31
	Missing	0
Average	True national mean	29.24
A. % of applications for fire safety certificates received in 2018 decided (granted or refused) within two months of receipt		2018
N	Valid	31
	Missing	0
	True national %	56.37

Summary Statistics 2014-2018						
Buildings Inspected as % of New Buildings Notified to the LA		2014	2015	2016	2017	2018
N	Valid	31	31	31	31	31
	Missing	0	0	0	0	0
	Median	17.71	24	19.42	17.20	16.75
	True national %			24.93	25.58	23.47



Section 6: Fire Services

Authority	F1: Cost Per Capita	F2: Service Mobilisation			
	A. Annual Financial Statement (AFS) Programme E expenditure data for 2018 divided by the population of the LA area per the 2016 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports (€)	A & B. Average time taken, in minutes, to mobilise fire brigades in respect of fire		C & D. Average time taken, in minutes, to mobilise fire brigades (retained fire service) in respect of all other (non-fire) emergency incidents	
		Full-Time Station	Part-Time Station	Full-Time Station	Part-Time Station
Carlow County	34.71	0:00	6:16	0:00	6:25
Cavan County	57.49	0:00	5:34	0:00	5:27
Clare County	50.64	0:00	5:37	0:00	5:25
Cork City*	94.08	1:31	0:00	1:24	0:00
Cork County	43.94	0:00	5:07	0:00	5:18
Donegal County	49.87	0:00	5:42	0:00	5:48
Dublin City*	84.84	1:29	6:14	1:35	6:18
Dún Laoghaire Rathdown		0:00	0:00	0:00	0:00
Fingal County		0:00	0:00	0:00	0:00
Galway City		0:00	0:00	0:00	0:00
Galway County*	48.36	2:19	5:06	2:17	5:48
Kerry County	46.42	0:00	6:19	0:00	6:16
Kildare County	30.49	0:00	6:19	0:00	6:12
Kilkenny County	58.26	0:00	6:16	0:00	6:03
Laois County	48.93	0:00	5:48	0:00	5:11
Leitrim County	68.14	0:00	4:47	0:00	3:57
Limerick City and County*	84.63	1:22	5:25	1:19	5:13
Longford County	50.99	0:00	6:19	0:00	6:31
Louth County*	54.20	1:18	4:24	1:30	2:24
Mayo County	49.50	0:00	5:41	0:00	5:42
Meath County	31.56	0:00	5:15	0:00	5:28
Monaghan County	44.13	0:00	5:16	0:00	6:15
Offaly County	45.78	0:00	5:34	0:00	5:39
Roscommon County	63.83	0:00	5:51	0:00	5:43
Sligo County	65.97	0:00	3:42	0:00	3:39
South Dublin County		0:00	0:00	0:00	0:00
Tipperary County	54.69	0:00	5:49	0:00	5:54
Waterford City and County*	75.85	1:12	5:01	1:22	4:54
Westmeath County	33.99	0:00	5:34	0:00	7:00
Wexford County	43.04	0:00	5:32	0:00	5:33
Wicklow County	39.55	0:00	5:16	0:00	5:22

NOTE: In the case of most local authorities, unaudited 2018 AFSs were used.

NOTE: Dublin Fire Brigade provides services to Dublin City Council, Dún Laoghaire Rathdown, Fingal and South Dublin County Councils. Returns are included under Dublin City Council. Galway County Council provides the services for Galway City and County.

NOTE: *These six local authorities provide full-time fire services.

F3: % Attendance Times at Scenes						
Authority	A. % of cases in respect of fire in which first attendance at the scene is within 10 minutes	B. % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes	C. % of cases in respect of fire in which first attendance at the scene is after 20 minutes	D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes	E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes	F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes
Carlow County Council	44.76	44.25	11.00	36.91	45.64	17.45
Cavan County Council	27.62	58.01	14.36	26.69	42.23	31.09
Clare County Council	32.27	44.25	23.47	34.59	48.26	17.15
Cork City Council	87.64	11.60	0.77	87.81	11.17	1.02
Cork County Council	37.34	44.39	18.27	31.60	53.65	14.75
Donegal County Council	28.83	49.64	21.53	32.78	52.98	14.24
Dublin City Council	71.05	25.33	3.63	73.37	22.79	3.84
Dún Laoghaire Rathdown						
Fingal County Council	0.00	0.00	0.00	0.00	0.00	0.00
Galway City Council						
Galway County Council	32.47	40.35	27.18	45.85	39.93	14.21
Kerry County Council	26.82	53.45	19.73	27.17	57.61	15.22
Kildare County Council	21.14	61.03	17.83	17.10	59.25	23.65
Kilkenny County Council	26.94	56.62	16.44	30.45	57.09	12.46
Laois County Council	36.29	52.92	10.80	33.45	50.91	15.64
Leitrim County Council	44.90	38.78	16.33	41.18	41.91	16.91
Limerick City and County	67.05	22.85	10.10	61.26	30.04	8.70
Longford County	36.05	53.49	10.47	21.05	68.42	10.53
Louth County Council	71.38	25.36	3.26	60.85	35.94	3.20
Mayo County Council	33.25	49.76	16.99	38.35	49.10	12.54
Meath County Council	30.25	52.66	17.09	26.42	52.36	21.23
Monaghan County Council	34.75	53.39	11.86	29.03	60.48	10.48
Offaly County Council	40.87	44.98	14.16	35.29	47.79	16.91
Roscommon County Council	19.19	53.49	27.33	19.47	61.95	18.58
Sligo County Council	47.76	37.55	14.69	50.00	41.35	8.65
South Dublin County Council						
Tipperary County Council	43.51	40.26	16.23	34.27	47.32	18.41
Waterford City and County	64.64	29.87	5.50	52.74	38.11	9.15
Westmeath County Council	29.06	54.70	16.24	11.45	65.65	22.90
Wexford County Council	30.40	44.72	24.87	23.29	48.40	28.31
Wicklow County Council	36.72	46.13	17.15	33.10	55.28	11.62

F1 A: Cost Per Capita (€) Fire Service

		Full-Time Station	Full & Part-Time Station	Part-Time Station
N	Valid	1	5	21
	Not Applicable	30	26	10
True national mean	Mean	94.08	77.56	45.39
	Median	94.08	75.85	48.93

F2 A and F2 B: Average Time to Mobilise Fire Brigade (Fire in Minutes)

Full-Time Station		2018	Part-Time Station		2018
N	Valid	7	N	Valid	27
	N/A	24		N/A	4
	Median	1 min 25 secs		Median	5 min 34 secs

F2 C: and F2 D: Average Time to Mobilise Fire Brigade (Non-Fire in Minutes)

Full-Time Station		2018	Part-Time Station		2018
N	Valid	7	N	Valid	27
	N/A	24		N/A	4
	Median	1 min 27 secs		Median	5 min 40 secs

F3: Fire and Non-Fire Mobilisation times (%)*		
F3 A: % of Fire Cases within 10 Minutes		2018
N	Valid	28
	Missing	3
True national %	Mean	52.92
F3 B: % of Fire Cases 10- 20 Minutes		2018
N	Valid	28
	Missing	3
True national %	Mean	34.86
F3 C: % of Fire Cases After 20 Minutes		2018
N	Valid	28
	Missing	3
True national %	Mean	10.54
F3 D: % of Non-Fire Cases within 10 Minutes		2018
N	Valid	28
	Missing	3
True national %	Mean	46.96
F3 E: % of Non-Fire Cases 10-20 Minutes		2018
N	Valid	28
	Missing	3
True national %	Mean	39.18
F3 F: % of Non-Fire Cases After 20 Minutes		2018
N	Valid	28
	Missing	3
True national %	Mean	11.90

Note*: Median value reported in 2017. True national % reported for F3 figures above for 2018.



Section 7: Library

L1: Library visits and Issues			L2: Cost of Operating a Library Service
Authority	A. No. of library visits per head of population for the LA area per the 2016 census	B. Number of items issued to library borrowers in the year	A. Annual Financial Statement (AFS) Programme F data for 2018 divided by the population of the LA area per the 2016 Census (€)
Carlow County	3.14	112701	27.96
Cavan County	2.39	107555	26.71
Clare County	3.38	405736	37.08
Cork City	6.01	817395	62.07
Cork County	3.89	1181192	26.91
Donegal County	2.39	237678	24.66
Dublin City	4.58	1964960	42.99
Dún Laoghaire Rathdown	4.78	891031	43.73
Fingal County	3.57	755668	53.08
Galway City		0	
Galway County	2.41	619577	20.18
Kerry County	3.05	505631	23.02
Kildare County	3.02	567541	33.67
Kilkenny County	2.62	268284	30.78
Laois County	3.66	198752	27.16
Leitrim County	4.65	75925	44.67
Limerick City and County	3.19	435467	30.95
Longford County	5.69	89297	47.32
Louth County	2.01	365684	23.31
Mayo County	3.71	335800	26.36
Meath County	3.16	414428	21.21
Monaghan County	3.78	168186	42.42
Offaly County	3.15	153384	30.26
Roscommon County	2.08	108043	28.51
Sligo County	2.4	177394	34.57
South Dublin County	3.6	955728	39.18
Tipperary County	3.09	325124	27.45
Waterford City and County	4.9	445450	46.36
Westmeath County	3.1	223497	28.79
Wexford County	3.6	465627	33.2
Wicklow County	4.1	626731	21.3
Total		13,999,466	

NOTE: Galway County Council collects library statistics on behalf of Galway City Council and these are presented as combined statistics.

NOTE: In the case of most local authorities, unaudited 2018 AFSs were used.

Summary Statistics for 2018		
L1 A. No. of library visits per head of population		2018
N	Valid	30
	N/A	1
True national mean	Mean	3.58
	Median	3.29
L1 B. No. of items issued to borrowers in year		2018
N	Valid	30
	N/A	1
True national mean	Mean	451595.68
	Median	365,684.00
L2 A. Cost per capita of library services in year		2018
N	Valid	30
	N/A	1
True national mean	Mean	33.98
	Median	30.52



Section 8: Youth / Community

	Y1	Y2
Authority	A. % of local schools involved in the local Youth Council/ Comhairle na nÓg scheme	A. Number of organisations included in the County Register at 31/12/2018 and the proportion of those organisations that opted to be part of the Social Inclusion College within the PPN
Carlow County	100.00	10.55
Cavan County	100.00	28.93
Clare County	78.95	19.31
Cork City	61.54	50.00
Cork County	32.14	17.77
Donegal County	70.37	17.83
Dublin City	28.21	31.74
Dún Laoghaire Rathdown	63.64	17.81
Fingal County	56.25	19.30
Galway City	80.00	42.00
Galway County	77.14	15.07
Kerry County	88.00	10.17
Kildare County	91.18	13.68
Kilkenny County	50.00	25.09
Laois County	90.00	12.92
Leitrim County	85.71	29.39
Limerick City and County	56.00	
Longford County	100.00	14.85
Louth County	89.47	33.33
Mayo County	64.00	18.88
Meath County	61.90	12.46
Monaghan County	91.67	15.83
Offaly County	100.00	8.60
Roscommon County	88.89	4.33
Sligo County	84.62	10.87
South Dublin County	66.67	24.06
Tipperary County	78.79	11.37
Waterford City and County	94.44	17.00
Westmeath County	84.62	25.12
Wexford County	90.91	19.12
Wicklow County	60.87	23.43

Summary Statistics 2014-2018

Y1 A. % of Local Schools Involved in the Local Youth Council/Comhairle na nÓg Scheme		2014	2015	2016	2017	2018
N	Valid	30	30	31	31	31
	Missing	1	1	0	0	0
True national %				68.07	69.04	67.36
Median		62.16	88.46	85.71	78.79	80.00

Summary Statistics 2018

Y2 A. % of Organisations on the County Register that Opted to be Part of the Social Inclusion College Within the PPN		2018
N	Valid	30
	Missing	1
True national %	Mean	17.90
	Median	17.82



Section 9: Corporate

Authority	C1: Total No. WTEs	C2: Working Days Lost to Sickness	
	A. The wholetime equivalent staffing number as at 31 December 2018	A. % of paid working days lost to sickness absence through medically certified leave in 2018	B. % of paid working days lost to sickness absence through self-certified leave in 2018
Carlow County	268.09	3.68	0.35
Cavan County	383.00	3.74	0.20
Clare County	778.75	3.29	0.27
Cork City	1275.20	3.87	0.46
Cork County	2105.85	3.72	0.30
Donegal County	927.54	3.97	0.34
Dublin City	5510.45	3.62	0.36
Dún Laoghaire Rathdown	999.05	4.21	0.46
Fingal County	1296.99	3.39	0.33
Galway City	441.59	4.22	0.28
Galway County	757.61	4.21	0.27
Kerry County	1107.62	4.58	0.35
Kildare County	930.62	4.39	0.33
Kilkenny County	549.46	3.74	0.33
Laois County	422.78	3.88	0.39
Leitrim County	258.70	3.10	0.29
Limerick City and County	1174.25	3.80	0.40
Longford County	314.92	2.98	0.31
Louth County	625.15	4.35	0.55
Mayo County	1013.26	3.40	0.25
Meath County	696.35	2.98	0.38
Monaghan County	400.49	3.49	0.20
Offaly County	392.70	2.82	0.26
Roscommon County	388.15	4.30	0.33
Sligo County	408.06	3.30	0.21
South Dublin County	1156.26	5.23	0.45
Tipperary County	1034.06	3.97	0.26
Waterford City and County	768.19	3.97	0.37
Westmeath County	453.12	3.09	0.38
Wexford County	754.23	3.72	0.37
Wicklow County	715.35	2.51	0.27

Authority	C3: LA Website and Social media Usage		C4: Overall Cost of ICT Provision per WTE	C5: Overall cost of ICT as a proportion of Revenue expenditure
	A. Total page views of the local authority's websites in 2018	B. Total number of followers at end 2018 of the LA's social media accounts	A. All ICT expenditure in the period from 1/1/2018 to 31/12/2018, divided by the WTE no. supplied under the C1 indicator	A. All ICT expenditure calculated in C4 as a proportion of Revenue expenditure
Carlow County	283414.00	36785.00	4514.26	2.61
Cavan County	925240.00	74447.00	2144.98	1.23
Clare County	1704688.00	180697.00	2882.10	1.80
Cork City	794565.00	135589.00	2262.17	1.75
Cork County	3393596.00	95995.00	2912.36	1.98
Donegal County	1861460.00	92443.00	2783.52	1.69
Dublin City	18346827.00	293083.00	2006.77	1.28
Dún Laoghaire Rathdown	3802425.00	74833.00	4115.35	2.55
Fingal County	3936233.00	190176.00	3764.66	2.45
Galway City	1071681.00	19107.00	4012.08	2.46
Galway County	1555479.00	60093.00	2560.15	1.61
Kerry County	5881620.00	53527.00	2539.64	2.08
Kildare County	2400420.00	34608.00	2541.51	1.64
Kilkenny County	2761552.00	64830.00	3669.00	2.52
Laois County	564533.00	43341.00	3348.71	2.12
Leitrim County	345891.00	8064.00	3890.41	2.61
Limerick City and County	3322576.00	58322.00	3118.01	0.72
Longford County	447310.00	25496.00	2377.81	1.69
Louth County	1239736.00	38664.00	3340.96	2.07
Mayo County	1743771.00	121922.00	2814.16	2.09
Meath County	2110556.00	82974.00	3597.68	2.14
Monaghan County	1086690.00	62632.00	4030.33	2.65
Offaly County	1319285.00	53777.00	3162.35	1.79
Roscommon County	783456.00	28798.00	3069.90	2.03
Sligo County	837166.00	14978.00	3516.78	2.29
South Dublin County	5725914.00	57988.00	3311.25	1.91
Tipperary County	1897926.00	61954.00	3034.45	2.10
Waterford City and County	2835667.00	188195.00	3082.13	1.87
Westmeath County	842912.00	55271.00	3368.22	2.11
Wexford County	2200452.00	29986.00	2450.22	1.53
Wicklow County	1190302.00	40276.00	3686.22	2.70

NOTE: Galway County and Mayo have confirmed its C3 figures for 2017 were incorrect. Galway County's correct figure for 2017 was 1,343,929, an increase on the 999,518 recorded and Mayo's correct figure was 1,977,824, a decrease on the 4,199,371 recorded in the report. These corrections give an amended total number of page views nationally for 2017 of 67,802,539 and 14.23 page views per head of population.

Summary Statistics for Whole Time Equivalents Numbers		
C1 A. Total Number of WTE Staff in LA		2018
N	Valid	31
	Missing	0
	Mean	913.16
	Median	754.23

Summary Sick-Leave Statistics 2014-2018						
C2 A. % of paid working days lost to sickness absence through medically certified leave in 2018		2014	2015	2016	2017	2018
N	Valid	31	31	31	31	31
	Missing	0	0	0	0	0
	Median	3.53	3.48	3.69	3.74	3.74
	True national %				3.78	3.78
C2 B. % of paid working days lost to sickness absence through self-certified leave in 2018		2014	2015	2016	2017	2018
N	Valid	31	31	31	31	31
	Missing	0	0	0	0	0
	Median	0.34	0.33	0.33	0.33	0.33
	True national %				0.38	0.35

Summary Statistics for Website Visits 2018		
C3 A. Total page views of the local authority's websites in 2018		2018
N	Valid	31
	Missing	0
Average	Mean	2,490,753
	Median	1,704,688
C3 B. Total number of followers at end 2018 of the LA's social media accounts		2018
N	Valid	31
	Missing	0
Average	Mean	76,737
	Median	58,322
C4 A. Overall cost of ICT provision per WTE (€)		2018
N	Valid	31
	Missing	0
True national average	Mean	2,894.57
	Median	3,118.01
C5 A. ICT expenditure as a proportion of revenue expenditure		2018
N	Valid	31
	Missing	0
True national average	Mean	1.75
	Median	2.07



Section 10: Finance

M1: 5 Year Summary of Revenue Account Balance

Authority	A. Revenue Balance 2014 (€)	B. Revenue Balance 2015 (€)	C. Revenue Balance 2016 (€)	D. Revenue Balance 2017 (€)	E. Revenue Balance 2018 (€)	F. Cumulative surplus or deficit at 31/12/2018 as % of AFS Total Income	G. Revenue Expenditure per Capita in 2018 (based on 2016 Census)
Carlow County	366,510	432,645	610,507	649,386	687,939	1.32	815.03
Cavan County	1,742,757	1,742,864	1,742,974	1,743,072	1,743,171	2.55	864.36
Clare County	-800,990	-250,136	499,966	1,243,272	1,937,006	1.56	953.72
Cork City	772,919	779,934	832,282	849,820	892,845	0.52	1,308.40
Cork County	10,601,829	12,217,343	12,778,997	7,343,576	7,388,624	2.20	742.48
Donegal County	-14,966,588	-14,345,654	-9,717,139	-8,953,104	-8,386,583	-5.21	959.48
Dublin City	28,354,582	28,600,516	26,101,486	23,240,144	21,641,583	2.37	1,562.81
Dún Laoghaire Rathdown	9,699,927	9,721,176	9,764,273	9,771,901	9,787,717	5.53	739.43
Fingal County	15,967,583	15,972,157	15,974,676	15,976,478	15,978,433	6.89	639.34
Galway City	254,693	370,930	933,557	1,654,560	2,120,944	2.53	915.35
Galway County	-1,891,838	-1,886,030	-1,959,192	-582,156	-11,921	-0.01	670.53
Kerry County	6,184,008	6,271,768	6,355,246	6,443,037	6,521,851	4.58	914.62
Kildare County	-1,445,710	-1,199,572	-959,050	-736,403	-505,124	-0.32	646.25
Kilkenny County	-68,390	-18,233	5,231	10,661	17,805	0.02	852.08
Laois County	-393,286	-297,863	-198,369	-128,095	-68,333	-0.10	787.60
Leitrim County	-1,426,331	-1,324,122	-266,479	-264,105	-260,640	-0.67	1,203.51
Limerick City and County	599,562	759,891	810,407	812,260	823,400	0.16	2,659.16
Longford County	126,465	142,995	174,151	231,830	233,046	0.51	1,086.49
Louth County	-2,607,460	-2,510,886	0	395,594	545,520	0.54	783.72
Mayo County	-5,059,930	-4,656,196	-4,351,379	-4,950,835	-4,533,867	-3.18	1,044.98
Meath County	-3,840,500	-2,892,155	-2,495,446	-1,287,437	-952,361	-0.77	599.40
Monaghan County	-2,879,914	-2,704,446	-2,219,049	-2,377,340	-2,300,467	-3.72	992.13
Offaly County	-4,734,970	-4,154,223	-3,611,785	-3,067,265	-2,505,853	-5.62	834.90
Roscommon County	166,849	150,145	172,692	183,369	189,834	0.31	911.63
Sligo County	-26,602,276	-25,942,602	-23,831,345	-21,430,923	-19,500,223	-30.21	944.25
South Dublin County	12,051,637	12,100,808	12,111,427	12,146,531	12,185,837	5.17	718.20
Tipperary County	5,536,783	5,542,326	5,547,270	5,550,224	5,555,516	3.57	938.52
Waterford City and County	-8,677,450	-7,997,198	-7,622,473	-7,117,340	-6,682,140	-5.12	1,091.11
Westmeath County	27,702	248,619	335,712	366,368	384,574	0.49	813.40
Wexford County	-9,873,539	-9,160,549	-5,303,779	-4,773,729	-3,770,163	-3.10	805.04
Wicklow County	-3,783,860	-3,432,617	-2,975,226	-2,686,945	-2,357,748	-2.30	685.71

NOTE: In the case of most local authorities, unaudited 2018 AFSs were used.

M2 (A): 5 Year Summary of Collection of Commercial Rates					
Authority	% Commercial Rates Collected 2014	% Commercial Rates Collected 2015	% Commercial Rates Collected 2016	% Commercial Rates Collected 2017	% Commercial Rates Collected 2018
Carlow County	75.0	84.0	88.0	90.0	86.0
Cavan County	70.0	82.0	83.0	79.0	83.0
Clare County	75.0	82.0	84.0	86.0	87.0
Cork City	72.0	78.0	79.0	79.0	82.0
Cork County	79.0	86.0	88.0	89.6	92.0
Donegal County	56.3	62.8	68.0	74.3	76.0
Dublin City	84.0	88.0	90.0	91.0	92.0
Dún Laoghaire Rathdown	78.0	85.0	85.0	86.0	88.0
Fingal County	92.1	96.1	95.6	96.1	95.8
Galway City	66.0	72.0	75.0	78.0	81.0
Galway County	67.0	81.0	84.0	84.0	86.0
Kerry County	77.6	79.6	81.3	82.5	84.6
Kildare County	78.0	82.0	83.0	81.0	82.0
Kilkenny County	89.0	92.0	94.0	95.0	93.0
Laois County	69.0	75.0	76.0	75.0	76.0
Leitrim County	60.0	79.0	81.0	82.0	83.0
Limerick City and County	65.0	75.0	77.0	82.0	85.0
Longford County	69.7	82.0	84.0	89.0	89.0
Louth County	56.0	60.0	68.6	75.0	80.0
Mayo County	75.0	80.2	82.3	84.9	86.6
Meath County	81.0	85.0	89.0	92.0	93.0
Monaghan County	64.0	77.0	82.0	85.0	89.0
Offaly County	82.1	84.8	88.0	87.1	89.0
Roscommon County	80.0	93.0	91.0	83.0	86.0
Sligo County	67.0	74.0	76.0	77.0	81.0
South Dublin County	80.0	81.0	83.0	84.0	86.0
Tipperary County	72.0	78.0	81.0	81.5	82.5
Waterford City and County	72.0	79.0	81.0	79.0	80.0
Westmeath County	72.6	79.0	81.0	81.0	83.0
Wexford County	70.6	75.0	79.1	82.4	88.0
Wicklow County	69.0	76.0	79.0	81.0	85.0
Mean	73.0	80.1	82.5	83.6	85.5
Median	72.0	80.2	82.3	82.5	86.0

NOTE: In the case of most local authorities, unaudited 2018 AFSs were used.

M2 (B): 5 Year Summary of Collection of Rent & Annuities					
Authority	% Rent & Annuities Collected 2014	% Rent & Annuities Collected 2015	% Rent & Annuities Collected 2016	% Rent & Annuities Collected 2017	% Rent & Annuities Collected 2018
Carlow County	91.0	92.0	88.0	91.0	93.0
Cavan County	83.0	84.0	84.0	84.0	84.0
Clare County	86.0	87.0	86.0	84.0	85.0
Cork City	83.0	81.0	81.0	85.0	88.0
Cork County	91.0	93.0	93.0	95.0	94.0
Donegal County	89.3	89.8	89.0	89.2	89.0
Dublin City	78.0	80.0	78.0	76.0	76.0
Dún Laoghaire Rathdown	80.0	79.0	77.0	78.0	79.0
Fingal County	90.6	90.1	89.8	85.7	86.0
Galway City	78.0	79.0	76.0	80.0	79.0
Galway County	88.0	90.0	91.0	90.0	91.0
Kerry County	93.6	94.1	93.6	92.6	93.1
Kildare County	87.0	88.0	88.0	88.0	89.0
Kilkenny County	92.0	92.0	93.0	92.0	93.0
Laois County	95.0	96.0	95.0	96.0	96.0
Leitrim County	87.0	86.0	88.0	88.0	89.0
Limerick City and County	87.0	89.0	94.0	96.0	95.0
Longford County	86.2	88.0	90.0	92.0	93.0
Louth County	82.0	73.0	71.0	69.0	76.0
Mayo County	83.0	84.5	84.8	86.1	86.5
Meath County	84.0	86.0	87.0	89.0	89.0
Monaghan County	95.0	95.0	95.0	96.0	96.0
Offaly County	86.0	86.0	86.0	84.6	86.0
Roscommon County	93.0	89.0	92.0	91.0	92.0
Sligo County	77.0	78.0	78.0	78.0	78.0
South Dublin County	73.0	74.0	75.0	76.0	75.0
Tipperary County	92.0	95.0	97.0	98.7	93.3
Waterford City and County	78.0	79.0	79.0	77.0	78.0
Westmeath County	94.0	95.0	96.0	97.0	97.0
Wexford County	90.4	92.0	89.9	91.7	92.0
Wicklow County	92.0	93.0	90.0	90.0	90.0
Mean	86.6	87.0	86.9	87.3	87.8
Median	87.0	88.0	88.0	89.0	89.0

NOTE: In the case of most local authorities, unaudited 2018 AFSs were used.

M2 (C): 5 Year Summary of Collection of Housing Loans					
Authority	% Housing Loan Collected 2014	% Housing Loan Collected 2015	% Housing Loan Collected 2016	% Housing Loan Collected 2017	% Housing Loan Collected 2018
Carlow County	82.0	91.0	91.0	90.0	95.0
Cavan County	67.0	73.0	77.0	74.0	77.0
Clare County	61.0	58.0	60.0	66.0	69.0
Cork City	74.0	71.0	70.0	78.0	69.0
Cork County	53.0	54.0	55.0	55.0	55.0
Donegal County	63.3	63.4	66.0	67.9	68.0
Dublin City	58.0	59.0	66.0	66.0	69.0
Dún Laoghaire Rathdown	57.0	62.0	62.0	57.0	63.0
Fingal County	97.8	97.9	100.1	101.2	101.7
Galway City	81.0	77.0	80.0	82.0	84.0
Galway County	75.0	76.0	76.0	76.0	76.0
Kerry County	82.5	80.3	81.0	82.1	84.8
Kildare County	42.0	43.0	47.0	43.0	51.0
Kilkenny County	77.0	82.0	80.0	85.0	88.0
Laois County	62.0	64.0	65.0	68.0	72.0
Leitrim County	60.0	65.0	63.0	64.0	69.0
Limerick City and County	77.0	78.0	74.0	78.0	75.0
Longford County	56.0	55.0	57.0	60.0	55.0
Louth County	66.0	69.0	72.9	75.0	76.0
Mayo County	65.0	67.8	68.3	70.6	75.0
Meath County	63.0	66.0	67.0	67.0	73.0
Monaghan County	80.0	80.0	80.0	77.0	78.0
Offaly County	61.6	61.1	59.0	55.3	56.0
Roscommon County	53.0	75.0	58.0	56.0	55.0
Sligo County	46.0	55.0	57.0	61.0	62.0
South Dublin County	90.0	90.0	81.0	80.0	75.0
Tipperary County	76.0	77.0	79.0	84.4	85.0
Waterford City and County	53.0	56.0	58.0	61.0	66.0
Westmeath County	62.0	73.0	85.0	89.0	97.0
Wexford County	75.3	80.0	85.7	92.1	98.0
Wicklow County	73.0	76.0	76.0	75.0	76.0
Mean	67.4	70.2	70.9	72.1	74.0
Median	65.0	71.0	70.0	74.0	75.0

NOTE: In the case of most local authorities, unaudited 2018 AFSs were used.

5 Year Summary of Revenue and Account Balances		
2014 Balance		2014
N		31
		0
Average	Mean	€109,702.39
	Median	-€68,390.00
2015 Balance		2015
N		31
		0
Average	Mean	€396,181.77
	Median	-€18,233.00
2016 Balance		2016
N		31
		0
Average	Mean	€943,230.42
	Median	€172,692.00
2017 Balance		2017
N		31
		0
Average	Mean	€976,013.10
	Median	€231,830.00
2018 Balance		2018
N		31
		0
Average	Mean	€1,187,103.94
	Median	€233,046.00
Cumulative surplus/deficit as % of AFS Total Income		2018
N	Valid	31
	Missing	0
True national mean	Mean	0.75
	Median	0.31
Revenue Expenditure per Capita (2016 Census) (€)		2018
N	Valid	31
	Missing	0
True national mean	Mean	978.91
	Median	864.36

5 Year Summary of the Percentage Collection Levels for Commercial Rates		
Commercial Rates %		2014
N	Valid	31
	Missing	0
	Median	72.0
Commercial Rates %		2015
N	Valid	31
	Missing	0
	Median	80.2
Commercial Rates %		
N	Valid	31
	Missing	0
	Median	82.3
Commercial Rates %		2017
N	Valid	31
	Missing	0
	Median	82.5
Commercial Rates %		2018
N	Valid	31
	Missing	0
	Median	86.0

5 Year Summary of the Percentage Collection Levels for Housing Loans		
Housing Loan %		2014
N	Valid	31
	Missing	0
	Median	65.0
Housing Loan %		2015
N	Valid	31
	Missing	0
	Median	71.0
Housing Loan %		
N	Valid	31
	Missing	0
	Median	70.0
Housing Loan %		2017
N	Valid	31
	Missing	0
	Median	74.0
Housing Loan %		2018
N	Valid	31
	Missing	0
	Median	75.0

5 Year Summary of the Percentage Collection Levels for Rent & Annuities		
Rent & Annuities %		2014
N	Valid	31
	Missing	0
	Median	87.0
Rent & Annuities %		2015
N	Valid	31
	Missing	0
	Median	88.0
Rent & Annuities %		
N	Valid	31
	Missing	0
	Median	88.0
Rent & Annuities %		2017
N	Valid	31
	Missing	0
	Median	89.0
Rent & Annuities %		2018
N	Valid	31
	Missing	0
	Median	89.0



Section 11: Economic Development

Authority	J1	J2	
	A. No. of jobs created with assistance from the Local Enterprise Office during the period 1/1/2018 to 31/12/2018	A. No. of trading online voucher applications approved by the Local Enterprise Office in 2018	B. No. of those trading online vouchers that were drawn down in 2018
Carlow County Council	57	5	2
Cavan County Council	146	15	7
Clare County Council	104	33	22
Cork City Council	88	23	13
Cork County Council	188	87	32
Donegal County Council	203	47	23
Dublin City Council	343	114	41
Dún Laoghaire Rathdown	145	56	35
Fingal County Council	125	49	14
Galway City Council			
Galway County Council*	111	53	22
Kerry County Council	104	56	23
Kildare County Council	285	40	9
Kilkenny County Council	103	39	20
Laois County Council	67	23	16
Leitrim County Council	24	11	6
Limerick City and County	213	24	12
Longford County	70	13	6
Louth County Council	98	42	21
Mayo County Council	130	43	23
Meath County Council	143	22	14
Monaghan County Council	134	19	9
Offaly County Council	68	21	11
Roscommon County Council	80	23	16
Sligo County Council	33	22	8
South Dublin County Council	153	33	17
Tipperary County Council	168	40	21
Waterford City and County	100	30	17
Westmeath County Council	66	26	14
Wexford County Council	33	32	20
Wicklow County Council	74	66	27
Totals	3,656.00	1,107.00	521.00

NOTE: LEO Galway supports Galway County and City. Overall figures are included under Galway County Council.

	J3	J4	
Authority	A. No. of participants who received mentoring during the period 1 January 2018 to 31 December 2018	A. Does the local authority have a current tourism strategy?	B. Does the local authority have a designated Tourism Officer?
Carlow County Council	251	No	Yes
Cavan County Council	121	Yes	Yes
Clare County Council	111	Yes	Yes
Cork City Council	221	Yes	Yes
Cork County Council	982	Yes	Yes
Donegal County Council	93	Yes	Yes
Dublin City Council	1043	Yes	Yes
Dún Laoghaire Rathdown	365	Yes	Yes
Fingal County Council	685	Yes	Yes
Galway City Council		No	No
Galway County Council*	530	Yes	No
Kerry County Council	130	Yes	Yes
Kildare County Council	412	Yes	Yes
Kilkenny County Council	486	Yes	Yes
Laois County Council	211	No	No
Leitrim County Council	101	Yes	Yes
Limerick City and County	207	Yes	Yes
Longford County	58	Yes	Yes
Louth County Council	292	Yes	Yes
Mayo County Council	293	Yes	Yes
Meath County Council	306	Yes	Yes
Monaghan County Council	100	Yes	Yes
Offaly County Council	171	Yes	Yes
Roscommon County Council	324	Yes	Yes
Sligo County Council	301	Yes	Yes
South Dublin County Council	420	Yes	Yes
Tipperary County Council	363	Yes	Yes
Waterford City and County	258	Yes	Yes
Westmeath County Council	225	Yes	Yes
Wexford County Council	119	Yes	Yes
Wicklow County Council	446	Yes	Yes
Totals	9,625.00		

Summary Statistics for 2018		
J1 A. Average number of Jobs created in 2018 with assistance from the Local Enterprise Office		
N	Valid	30
	N/A	1
Average	Mean	121.9
	Median	104.0
J2 A. Average number of Trading Online Vouchers Approved by the Local Enterprise Office in 2018		
N	Valid	30
	N/A	1
Average	Mean	37
	Median	33
J2 B. No. of Those Trading Online Vouchers that were Drawn Down in 2018		
N	Valid	30
	N/A	1
Average	Mean	17
	Median	17
Average number of Participants who Received Mentoring from 01/01/2018 to 31/12/2018		
N	Valid	30
	N/A	1
Average	Mean	321
	Median	275

Section 12: 2018 Social Housing Output Delivery

Build						
Total	LA New Build (detail available on the Construction Status Report)	AHB New Build (detail available on the Construction Status Report)	Part V -New Build (All delivery streams)	Total New Build	DHPLG funded LA Voids- limited to capped ceilings under Rebuilding Ireland	All Build Total
Carlow County Council	36	39	0	75	4	79
Cavan County Council	12	11	0	23	9	32
Clare County Council	2	41	0	43	13	56
Cork City Council	113	126	3	242	50	292
Cork County Council	122	64	83	269	26	295
Donegal County Council	58	16	0	74	23	97
Dublin City Council	264	282	104	650	200	850
Dún Laoghaire-Rathdown	134	1	47	182	10	192
Fingal County Council	169	106	125	400	20	420
Galway City Council	14	4	3	21	3	24
Galway County Council	38	10	18	66	10	76
Kerry County Council	88	23	8	119	21	140
Kildare County Council	65	76	84	225	9	234
Kilkenny County Council	45	45	2	92	8	100
Laois County Council	33	58	0	91	2	93
Leitrim County Council	7	0	0	7	11	18
Limerick City and County Co	60	40	12	112	10	122
Longford County Council	51	0	0	51	3	54
Louth County Council	23	130	18	171	2	173
Mayo County Council	38	10	3	51	9	60
Meath County Council	76	147	96	319	16	335
Monaghan County Council	27	6	4	37	10	47
Offaly County Council	12	0	0	12	3	15
Roscommon County Council	14	25	0	39	2	41
Sligo County Council	16	0	3	19	14	33
Sth Dublin County Council	266	62	147	475	20	495
Tipperary County Council	20	9	5	34	18	52
Waterford City and County Council	119	0	30	149	20	169
Westmeath County Council	10	0	0	10	3	13
Wexford County Council	58	51	1	110	8	118
Wicklow County Council	32	6	45	83	3	86
Totals	2,022	1,388	841	4,251	560	4,811

Acquisition			
Total	LA Acquisition	AHB Acquisition	Acquisition Total
Carlow County Council	39	28	67
Cavan County Council	32	4	36
Clare County Council	84	13	97
Cork City Council	67	50	117
Cork County Council	65	41	106
Donegal County Council	55	24	79
Dublin City Council	265	280	545
Dún Laoghaire-Rathdown	3	29	32
Fingal County Council	107	107	214
Galway City Council	17	11	28
Galway County Council	9	18	27
Kerry County Council	57	9	66
Kildare County Council	164	68	232
Kilkenny County Council	30	33	63
Laois County Council	24	24	48
Leitrim County Council	16	3	19
Limerick City and County Co	49	45	94
Longford County Council	25	3	28
Louth County Council	16	22	38
Mayo County Council	15	3	18
Meath County Council	61	27	88
Monaghan County Council	13	3	16
Offaly County Council	21	45	66
Roscommon County Council	7	13	20
Sligo County Council	13	10	23
Sth Dublin County Council	19	44	63
Tipperary County Council	85	41	126
Waterford City and County Council	26	19	45
Westmeath County Council	36	10	46
Wexford County Council	92	37	129
Wicklow County Council	21	13	34
Totals	1,533	1,077	2,610

Leasing			
Total	Leasing Total	RAS	HAP
Carlow County Council	11	22	216
Cavan County Council	13	24	178
Clare County Council	79	16	388
Cork City Council	49	37	694
Cork County Council	9	20	1,135
Donegal County Council	12	48	488
Dublin City Council	61	1	2,511
Dún Laoghaire-Rathdown	14	16	420
Fingal County Council	72	11	1,236
Galway City Council	2	30	537
Galway County Council	5	6	352
Kerry County Council	83	56	566
Kildare County Council	24	6	706
Kilkenny County Council	22	43	216
Laois County Council	7	13	430
Leitrim County Council	0	11	153
Limerick City and County Co	66	116	557
Longford County Council	35	9	200
Louth County Council	49	4	965
Mayo County Council	33	24	439
Meath County Council	14	12	755
Monaghan County Council	45	19	198
Offaly County Council	12	2	292
Roscommon County Council	6	22	230
Sligo County Council	15	16	285
Sth Dublin County Council	35	46	1,148
Tipperary County Council	34	52	530
Waterford City and County Council	100	26	572
Westmeath County Council	50	38	362
Wexford County Council	40	9	624
Wicklow County Council	4	0	543
Totals	1,001	755	17,926

NOTE:: Figures Provided by the Department of Housing, Planning and Local Government

Appendix 3



**LGMA
Summary
Local Authority
Performance
Indicators 2018**



Table of Contents

1. Introduction	4
Summary of Results – At A Glance	4
Methodology	5
Comparing Local Authority Performance	5
Reporting Figures	5
Context	6
2. Housing	8
Housing Management	8
Homelessness	9
Private Rented Sector	9
3. Roads	10
Pavement Surface Condition Index	10
Road Grants Works	11
Motor Tax Online	11
4. Water and Environment	12
Water Services	12
Environment	12
Pollution and Litter	12
Green Flag Status	13
5. Planning	14
New Buildings Inspected	14
Appeals to An Bord Pleanála	14
Cost Per Capita of Planning Services	14
6. Fire Services	15
Fire Scenes	15
Non-Fire Scenes	15
Cost Per Capita of Fire Services	15
7. Library Services, Youth and Community	17
Library Services	17
Public Participation Networks	17
Youth	17
8. Corporate	18
Staffing	18
Working Days Lost To Sickness	18
Use of Websites and Social Media	18
Cost Per Capita of ICT	18
9. Finance	19
Commercial Rates	19
Rents and Annuities	19
Housing Loans	19
10. Economic Development	20
11. References	21

1

Introduction

1.1. This commentary prepared by the Local Government Management Agency (LGMA) provides the context to the 2018 performance indicators for the local government sector in Ireland. The indicators are collected and analysed by the LGMA on behalf of the National Oversight and Audit Commission (NOAC) as part of the Commission's role in monitoring the performance of local authorities. This report presents the performance of local authorities in 2018 using 37 indicators identified by NOAC. The performance indicators are categorised by local government functions; housing, roads, water, waste/environment, planning, fire services, library/recreation, youth/community, corporate, finance and economic development. While the indicators address the core functions of local authorities, it is acknowledged by NOAC that they do not reflect the extensive range of services delivered by city and county councils throughout the State.

1.2. This section presents a summary of the key results, the methodology used to gather the indicators, and provides an overview of the financial and economic context in which local authorities operated in 2018. The remainder of the report provides a commentary on the indicators for a range of functions, including housing, roads, water, waste/environmental management, planning, fire services, library/recreation, youth/community, corporate, finance and economic development.

Summary of results – At a glance

- 1.3.** The highlights of the **2018** performance indicators are:
- ▶ By December 2018 local authorities owned **134,880 social housing units**.
 - ▶ Local authorities added **3,965 units** to the social housing stock in 2018, an increase of 57% from 2017.
 - ▶ The average time to **re-let** a social house reduced from 29.0 weeks in 2017 to **27.7 weeks** in 2018. The average cost of re-letting a housing unit increased from €16,407 in 2017 to **€18,590** in 2018.
 - ▶ The number of tenancies in the private rented sector decreased by 1.5% between 2017 and 2018 to **322,230** units.
 - ▶ Local authorities manage and maintain **95,762 km** of regional and local roads.
 - ▶ **75% of motor tax** transactions were conducted **online**, an increase from 72% in 2017.
 - ▶ **79,095 pollution complaints** were made to local authorities in 2018, an increase of 19% from 2017.
 - ▶ **65,379 samples of private water schemes** were taken in 2018, an increase of 13% from 2017.
 - ▶ There was a **14%** increase in **new builds** notified to local authorities in 2018, increasing to 19,808 in 2018 from 17,321 in 2017.

- ▶ **17.1 million visits** to libraries in 2018 where **14 million items** were borrowed.
- ▶ **28,308 people working in local government**, down from 32,044 in 2009.
- ▶ There were over **77.2 million** visits to local authority **websites**. The number following local authorities via **social media** increased by **40%** to **2.4 million** in 2018.
- ▶ The **Local Enterprise Offices** assisted in the **creation** of **3,656** whole time equivalent **jobs**. In addition, local authorities play a key role in job creation and economic development, such as planning, infrastructure, tourism and enterprise space.

Methodology

1.4. To ensure that the performance indicators are valid and reliable, a thorough approach is taken to collating and analysing the data:

- ▶ 37 performance indicators are consistently measured across each local authority;
- ▶ A Head of Implementation has been designated in each local authority to co-ordinate data collection across multiple local authority departments;
- ▶ The data was input to a bespoke software system, 'LG Returns', which enables an appropriate audit process to be undertaken on all data;
- ▶ The data was input by local authority staff between February and April 2018;
- ▶ Once input, the data was validated and audited from May to September 2019 by NOAC;
- ▶ The LGMA collates further datasets from external sources including the Central Statistics Office (CSO), the Department of Housing, Planning and Local Government (DHPLG), the Department of Transport, Tourism and Sport (DTTAS),

the Road Management Office (RMO), the Residential Tenancies Board (RTB), the National Waste Collection Permit Office (NWCPO), Enterprise Ireland (EI), the Environmental Protection Agency (EPA); Tobin Consulting and An Taisce;

- ▶ Following validation of the data, the LGMA prepared this commentary on the data; and
- ▶ NOAC audits the results and uses the data to analyse the performance of local authorities.

Comparing Local Authority Performance

1.5. Each local authority is different. While local authorities provide a similar range of services, they must take account of national policies, local needs and the democratic priorities of a particular area. In addition, the diversity between local authorities impacts on performance measurement. Specifically, geographic spread, population density, resources and socio-economic profiles are among a range of factors that affect the demand for different services locally. Thus, rather than make comparisons between local authorities, it is more appropriate to measure performance of individual local authorities addressing local priorities over time.

Reporting Figures

1.6. Where possible national average figures are used to illustrate the performance of the local government sector in aggregate. Where this is not the case, or where use of a national average is not available due to data limitations, median values are used. Median is considered a more accurate reflection than the mean figure because divergent figures across local authorities can disproportionately bias the mean, making it unrepresentative. In instances where the median is used, the report clearly highlights this.

Context

1.7. The paragraphs that follow provide the economic and financial context in which local authorities operated in 2018.

The Irish Economy

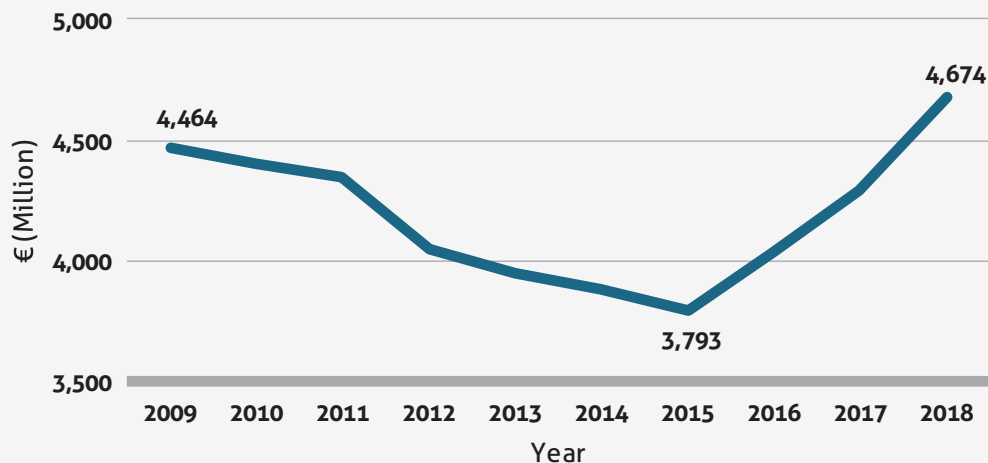
1.8. The Irish economy experienced significant growth in 2018, with GDP increasing by 8.2% and GNP increasing by 6.5% in 2018 relative to 2017 (Central Statistics Office, 2019b). By December 2018, the seasonally adjusted monthly unemployment rate fell to 5.3%, down from 6.2% in December 2017 (Central Statistics Office, 2019a).

Local Government Resources

1.9. As illustrated in Figure 1.1 below, local government revenue budgets reduced from €4.46 billion in 2009 to a low of €3.79 billion in 2015. However, since 2015, the local government sector's income has increased, with an aggregate local government revenue budget in 2018 of €4.67 billion (Department of Housing, Planning and Local Government, 2018).

1.10. Staffing levels in local government were significantly reduced from 32,044 in 2009 to 26,858 in 2016, a reduction of 16.2% over this period. By the end of 2018, the total number of whole-time equivalent staff increased to 28,308, representing a 5.4% increase in staffing levels since 2016.

Figure 1.1: Local Government Revenue Budgets 2009 - 2018



Source: Department of Housing, Planning and Local Government, 2018

Local Government Reform

1.11. Since the publication of the **Report of the Local Government Efficiency Review Group** in 2010 (Department of Environment, Community and Local Government, 2010) and **Putting People First: Action Programme for Effective Local Government** in 2012 (Department of Environment, Community and Local Government, 2012), the local government sector has implemented significant reforms. These are underpinned by the Local Government Reform Act, 2014. In particular, town councils were abolished and municipal districts were established, reforming the democratic structures and governance of city and county councils.

Local authorities play an expanded role in community and economic development, with the establishment of the Local Community and Development Committees and the adoption of the Local Economic and Community Plans. These plans set out an integrated approach to social, cultural and economic development of local areas. Local Enterprise Offices were set up to support entrepreneurship in each local authority area. In parallel, water services have been transferred to Irish Water under a Service Level Agreement with each local authority.

1.12. In addition to the changes in the democratic and functional structures, the local government sector implemented a series of efficiency reforms. Shared services were established to deliver back office services such as payroll and procurement and a range of other functions such as environmental services, road management and building control.

1.13. The **Programme for a Partnership Government** commits to continued reform of local government and the sector continues to meaningfully participate on the national public services reform agenda that is led by the Department of Public Expenditure and Reform (Government of Ireland, 2016a).

2

Housing

2.1. The local government sector, working with the DHPLG, is committed to the delivery of the **Rebuilding Ireland Action Plan for Housing and Homelessness**, which was published by the Government in July 2016 (Government of Ireland, 2016b). The Action Plan commits to delivering 25,000 new homes annually and a total of 50,000 social housing units by 2021. This represents an investment of €6 billion in housing by the Government over the period 2016 to 2021. In 2018, delivery under the **Rebuilding Ireland Action Plan for Housing and Homelessness** programme provided 6,861 new homes nationally through new builds and acquisitions (Rebuilding Ireland, 2019).

The housing performance indicators below measure housing stock, housing maintenance and management, private rented inspections and homelessness. In addition to these important services, housing services of local authorities provide disability grants, are responsible for estate management, administer the tenant purchase scheme, housing loans and rents and provide traveller accommodation.

By the 31st December 2018 the local government sector owned 134,880 social housing units, an increase in their overall stock by 3,266 units or 2.5% compared to the 1st January 2018.

2.2. The number of dwellings added by local authorities increased from 2,532 in 2017 to 3,965 in 2018, an increase of 56.6%.

Housing Management

2.3. In 2018, the percentage of vacant dwellings within the social housing stock was 2.8%. This includes all units awaiting re-tenanting, illegally occupied units or those awaiting necessary repair work. This represents a slight increase compared with a vacancy level of 2.7% in 2017.

2.4. The average time from vacation of a dwelling to commencement of a new tenancy reduced from 29.0 weeks¹ in 2017 to 27.7 weeks in 2018. The average re-letting cost of a unit increased by 13.3% from €16,407² in 2017 to €18,590 in 2018. The average cost of housing maintenance decreased from €1,189³ in 2017 to €1,147 per unit in 2018, a reduction of 3.5% from 2017.

1 The methodology used to calculate this figure was revised in 2018. Figure reported in 2017 was 28.9 weeks. The figure has subsequently been recalculated and restated for 2017 according to the revised methodology to enable a direct comparison across years to be made.

2 The methodology used to calculate this figure was revised in 2018. Figure reported in 2017 was €17,107. The figure has subsequently been recalculated and restated for 2017 according to the revised methodology to enable a direct comparison across years to be made.

3 The methodology used to calculate this figure was revised in 2018. Figure reported in 2017 was €1,312. The figure has subsequently been recalculated and restated for 2017 according to the revised methodology to enable a direct comparison across years to be made.

Homelessness

- 2.5.** The performance indicators use data as at 31st December 2018 when there was a total of 6,083 adults homeless and in emergency accommodation, of which 61.6% were in emergency accommodation for 6 months continuously.

Private Rented Sector

- 2.6.** Between 2017 and 2018 the total number of registered tenancies decreased from 327,187 to 322,230, a decrease of 1.5%. A total of 23,824 units were inspected by local authorities in 2018, an increase from 16,230 in 2017. Of those units inspected in 2018, 83% were found to be non-compliant with current standards regulations.

3

Roads

3.1. Local government is responsible for a total of **95,762 km** of regional, local primary, local secondary and local tertiary roads in Ireland. With the exception of a number of urban local authorities, road maintenance is primarily funded through grants from the Department of Transport, Tourism and Sport (DTTAS). The performance indicators present information on the road surface ratings, and the road maintenance programme. Local government plays a key role in relation to roads and transportation, including public lighting, traffic management, pedestrian pathways, parking management, road safety, safety in severe weather conditions such as flooding and cold weather, and traffic management for festivals and events.

Pavement Surface Condition Index

3.2. The Pavement Surface Condition Index (PSCI) is a standardised means to assess and rate the surface conditions of roads. The data on road surfaces is derived from a central system called MapRoad. In 2018⁴, there were:

- ▶ A total of **13,163 km** of regional roads, of which 100% were PSCI rated in the 24-month period to 31/12/2018.

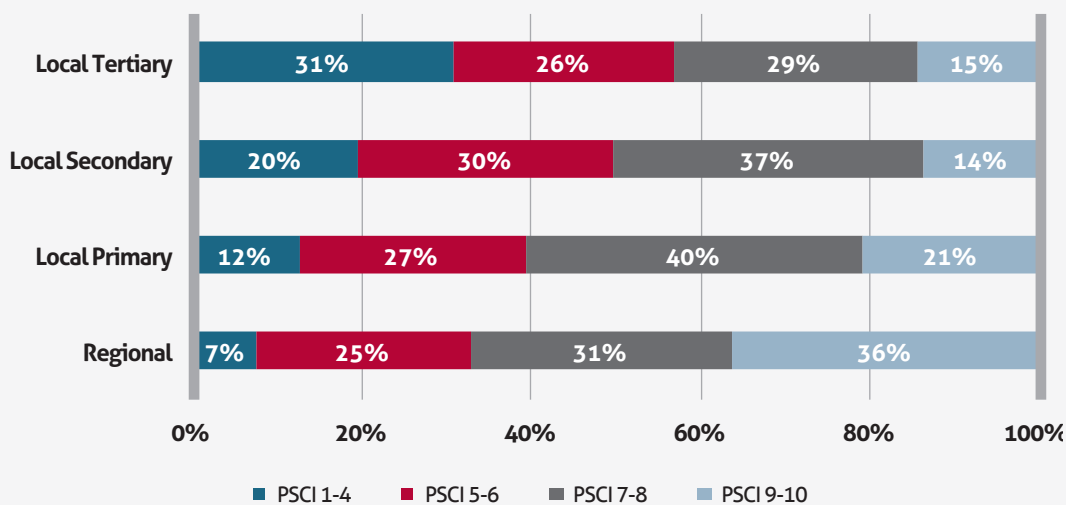
- ▶ A total of **23,865 km** of local primary roads, of which 85% were PSCI rated in the 24-month period to 31/12/2018.
- ▶ A total of **33,661 km** of local secondary roads, of which 77% were PSCI rated in the 24-month period to 31/12/2018.
- ▶ A total of **25,073 km** of local tertiary roads, of which 78% were PSCI rated in the 60-month period to 31/12/2018.

3.3. For the purpose of the performance indicators, the roads that have a PSCI rating are categorised as follows:

- ▶ **Category 1-4:** Structural Distress
- ▶ **Category 5-6:** Surface Defect; Localised Distress
- ▶ **Category 7-8:** Surface Defect
- ▶ **Category 9-10:** No/Minor Defects

⁴ The period over which PSCI ratings are measured was changed in 2017. Results prior to this are therefore not directly comparable with 2018. Refer to Section 2 (Roads R1 to R3) of the NOAC commentary for more information.

Figure 3.1: Pavement Surface Condition by Road Type



3.4. The PSCI Rating for Regional Roads, Local Primary Roads, Local Secondary Roads and Local Tertiary Roads are presented in Figure 3.1.

▶ €162.5 million in strengthening 2,216 km of local roads and €37.1 million to reseal 1,966 km of local roads.

Road Grants Works

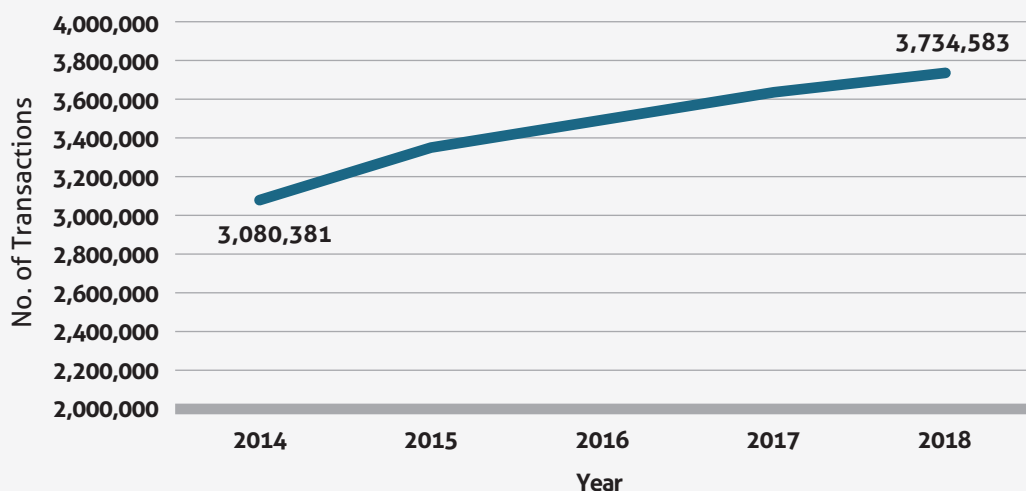
3.5. In 2018, the DTTAS and the local authorities invested:

- ▶ €70.1 million to strengthen 416 km of regional roads and €12.9 million to reseal 398 km of regional roads; and

Motor Tax Online

3.6. In 2018, 3,734,583 motor tax transactions were conducted online (Figure 3.2). This represents 75% of all motor tax transactions. In 5 years, between 2014 and 2018, the number of motor tax transactions online increased by 21.2%.

Figure 3.2: Motor Tax Transactions Online 2014 - 2018



4

Water and Environment

Water Services

4.1. Water services are the responsibility of Irish Water having been transferred from local authorities under a Service Level Agreement with each local authority through the Water Services (No.2) Bill 2013. Local authorities are however responsible for complying with statutory requirements with respect to drinking water in private schemes. In 2018, a total of 65,379 samples were taken at private water schemes, an increase of 12.5% over the number of samples taken in 2017. In 2018, 97.1% of samples were compliant with statutory requirements.

Environment

4.2. Local authorities carry out a broad range of environmental services including street, park and beach cleaning, litter services, veterinary services, cleaning graffiti, road cleaning, management of recycling centres and civic amenity sites, and management of landfill sites. Local authorities play a regulatory role in relation to waste collection. Three Waste Enforcement Regional Lead Authorities (WERLAs) for the Southern, Eastern and Midlands, and Connacht/Ulster Regions were established at the end of 2015. The objective of the WERLAs is to support improved performance and greater consistency in waste enforcement.

The total number of households situated in an area covered by a 3-bin service increased by 11.4% from 669,323 in 2017 to 745,381 in 2018. This represents 43.9% of all households nationally, an increase from 39.4% in 2017.

Pollution and Litter

4.3. In 2018, a total of 79,095 pollution complaints⁵ were made to local authorities, an increase of 19% above the number of complaints made in 2017.

4.4. Local authorities, in partnership with voluntary groups such as Tidy Towns and Chambers of Commerce, are working to reduce the level of litter in their areas. In 2018, 82% of areas surveyed were unpolluted/litter-free/slightly polluted, an improvement from 80% in 2017 as illustrated in Figure 4.1. The level of moderately/significantly/grossly polluted areas has reduced from 17.5% to 16% in the same period ⁶.

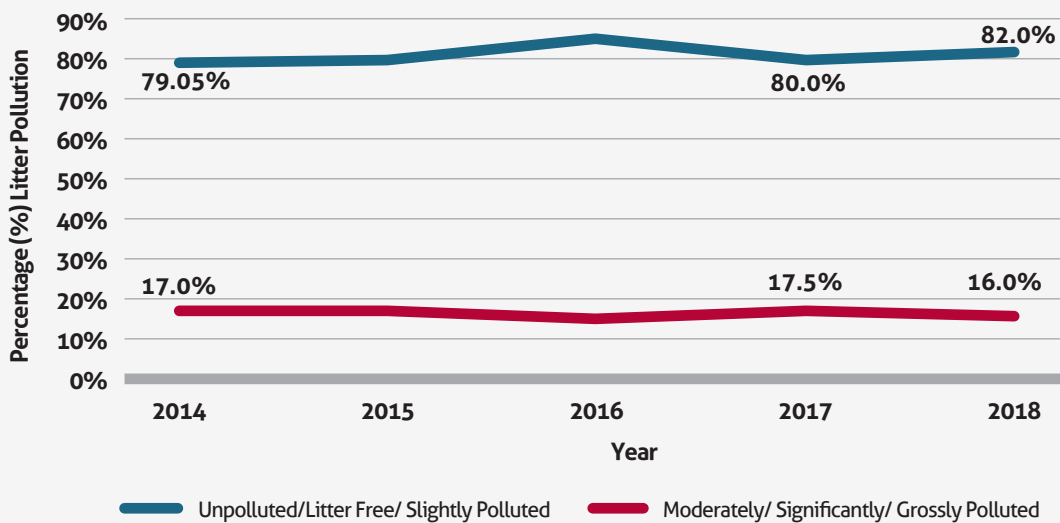
5 This includes litter, air, noise, water or waste pollution.

6 This data is based on areas surveyed and to that extent median values are used.

Green Flag Status

4.5. Green-Schools is an internationally recognised programme designed to encourage and acknowledge whole school action across seven key environmental themes. The programme offers a structured way for schools to promote environmental sustainability in their day-to-day operations. Nationally, the programme is managed by An Taisce, with local authorities a key partner in this process. Specifically, local authorities provide environmental education and support to schools which are working towards one of seven Green Flags, each linked to a specific environmental theme. At the end of 2018, 2,037 schools held a Green Flag, representing 51.4% of all schools nationally.

Figure 4.1: Trends in Levels of Litter Pollution 2014 - 2018



5

Planning

- 5.1.** Local authorities are responsible for forward planning, in addition to providing regulatory, development management and enforcement functions for their areas.

New Buildings Inspected

- 5.2.** In 2018, local authorities were notified of a total of 19,808 new buildings, an increase of 14.4% over 2017 figures. Of these, local authorities inspected 4,649 in 2018, representing an annual increase of 4.9% of new buildings inspections carried out by local authorities.

Appeals to An Bord Pleanála

- 5.3.** A total of 1,813 planning decisions made by local authorities were appealed to An Bord Pleanála in 2018. Of these, 76.9% of decisions made by local authorities were confirmed by An Bord Pleanála. This compares with 79.5% for the same figure in 2017.

Cost per capita of Planning Services

- 5.4.** The cost of planning services includes forward planning, development management and enforcement. In 2018, the cost per capita of planning services across the sector was €29.24. This represents an increase from €28.31 in 2017.

6

Fire Services

6.1. In addition to fire emergency services, local authorities conduct inspections on buildings for fire safety and provide a range of fire prevention services. The performance indicators focus on mobilisation of fire emergency services. For the purpose of the performance indicators there is a distinction made between mobilisation and attendance to both fire and non-fire scenes.

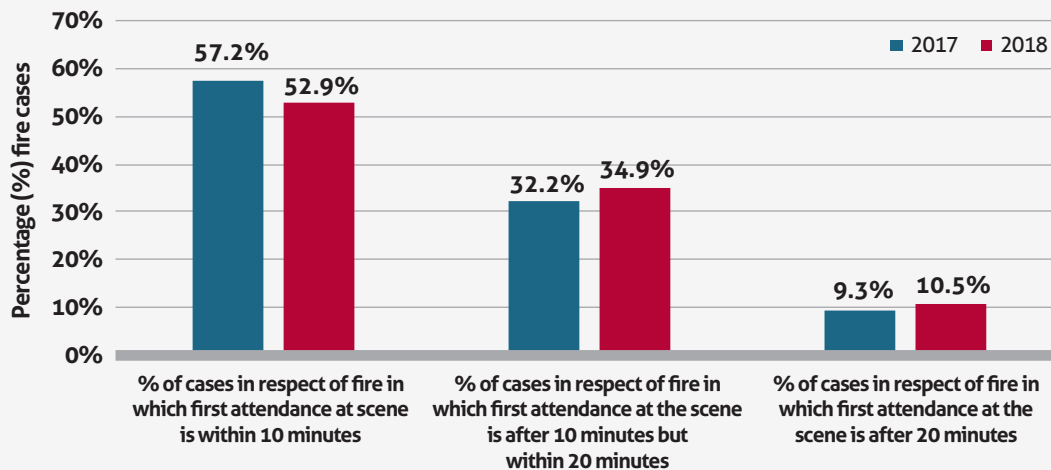
1 minute 25 seconds, while the median time in part-time fire stations was 5 minutes 34 seconds. This compared with 1 minute 27 seconds and 5 minutes 29 seconds respectively in 2017.

6.3. Figure 6.1 below compares the times of first attendance at a fire scene in 2017 and 2018. This highlights relatively consistent attendance times between 2017 and 2018. In 2018, 52.9% of fire scenes were attended within 10 minutes while 34.9% were attended within 10-20 minutes. This compares with 57.2%⁷ and 32.2%⁸ respectively in 2017.

Fire Scenes

6.2. In the case of fire, in 2018 the median number of minutes taken to mobilise the fire brigade in full-time stations was

Figure 6.1: National Average Response Times to Attend Fire Scenes



7 The reporting of this figure was revised in 2018. The median value of local authorities was reported in 2017. This was changed to the reporting of the national average figure in 2018. The median % of cases in respect of fire incidents in which first attendance at the scene was within 10 minutes in 2017 was 40.5%. The 2017 figure has subsequently been recalculated and restated according to the revised reporting method to enable a direct comparison across years to be made.

8 The reporting of this figure was revised in 2018. The median value of local authorities was reported in 2017. This was changed to the reporting of the national average figure in 2018. The median % of cases in respect of fire in which first attendance at the scene was between 10-20 minutes in 2017 was 44.7%. The 2017 figure has subsequently been recalculated and restated according to the revised reporting method to enable a direct comparison across years to be made.

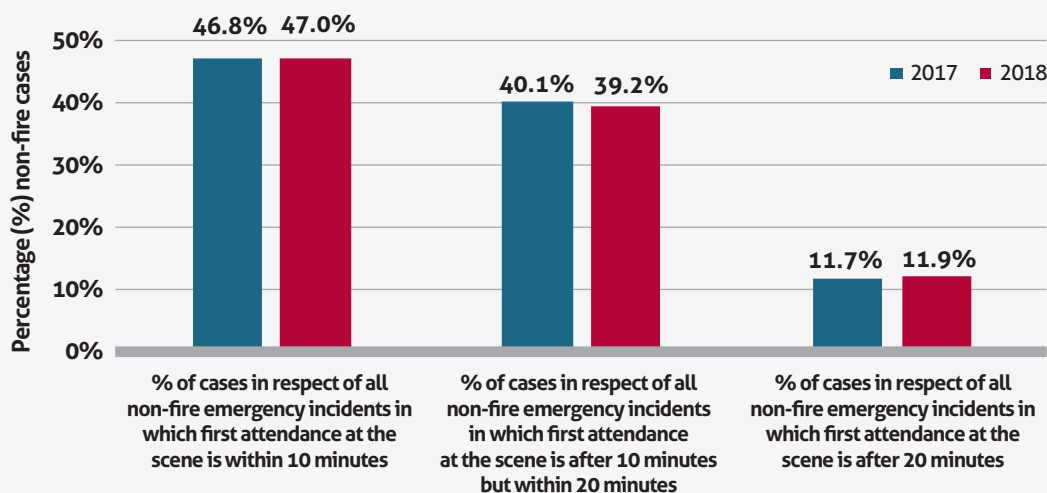
Non-Fire Scenes

- 6.4. In 2018, it took a median of 1 minute 27 seconds to mobilise from full-time fire stations and 5 minutes 40 seconds to mobilise from part-time fire stations for all non-fire emergency incidents. This compares with response times of 1 minute 35 seconds and 5 minutes 32 seconds respectively in 2017.
- 6.5. Attendance to non-fire scenes is presented in Figure 6.2 below, showing that in 2018 47% of non-fire scenes were attended within 10 minutes and a further 39.2% were attended within 10-20 minutes. This compares with 46.8%⁹ and 40.1%¹⁰ respectively in 2017.

Cost Per Capita of Fire Services

- 6.6. The per capita cost of fire services across the local government sector in 2018 was €61.63¹¹. The cost of operating fire services is influenced by whether the fire service operates a full-time or part-time fire brigade. Cork City is the only fire authority operating a full-time brigade with no retained fire-fighters. Other large local authorities employ a combination of both full-time and part-time fire fighters. For instance, Dublin City employs both full-time and part-time fire fighters and operates the service for the Dublin local authorities; Dublin City, Fingal, South Dublin and Dún Laoghaire-Rathdown. Galway County Council operates a shared service for Galway City and County Councils. The majority of local authorities however continue to provide fire services on a part-time basis.

Figure 6.2: National Average Response Times to Attend Non-Fire Scenes



9 The reporting of this figure was revised in 2018. The median value of local authorities was reported in 2017. This was changed to the reporting of the national average figure in 2018. The median % of cases in respect of non-fire incidents in which first attendance at the scene was within 10 minutes in 2017 was 33.6%. The 2017 figure has subsequently been recalculated and restated according to the revised reporting method to enable a direct comparison across years to be made.

10 The reporting of this figure was revised in 2018. The median value of local authorities was reported in 2017. This was changed to the reporting of the national average figure in 2018. The median % of cases in respect of non-fire incidents in which first attendance at the scene was between 10-20 minutes in 2017 was 52.1%. The 2017 figure has subsequently been recalculated and restated according to the revised reporting method to enable a direct comparison across years to be made.

11 Figure excludes population receiving its first response from the Northern Ireland Fire Service from the cost calculation.

7

Library Services, Youth and Community

Library Services

- 7.1.** In 2018, there were a total of 17,067,255 visits to libraries run by local authorities, an increase of 0.8% over 2017. A total of 13,999,466 items¹² were borrowed, an increase of 0.6% since 2017. In addition to borrowing, people visit libraries to find information, get help from a librarian, participate in events and courses, access PCs and Wi-Fi, and for study and community space.
- 7.2.** The cost per capita of operating the library service in 2018 was €33.98. In 2017, this was €30.99¹³.

Public Participation Networks

- 7.3.** Public Participation Networks enable the public to take an active and formal role in the policy making activities of local authorities that will affect their own communities. In 2018, a total of 15,043 community organisations were included in the County Registers nationally, an increase of 1,714 since 2017. Of these, 17.9% opted to be part of the Social Inclusion College of their respective Public Participation Network. Community organisations may opt to participate in one of the two other Colleges of the PPN; the Community and Voluntary College, or the Environmental College.

Youth

- 7.4.** Comhairle na nÓg are local councils for young people to provide them with an opportunity to be involved in the development of local policies. In 2018, 67.4% of second level schools participated in the Youth Councils/ Comhairle na nÓg, a decrease from 69% in 2017.

¹² Library borrowings include books, DVDs, audio, eBooks, e-magazines, e-audio and ProQuest etc.

¹³ A figure of €31.00 was reported in 2017 in error.

8

Corporate

Staffing

8.1. The number of whole-time equivalent staff working in local authorities fell from 32,044 to 28,308 during the ten-year period 2009-2018, a reduction of 11.7% in staffing levels over this period as shown in Figure 8.1.

Working Days Lost to Sickness

8.2. The percentage of paid working days lost to medically certified leave remained static between 2017 and 2018 at 3.78%, whilst the percentage of paid working days lost to self-certified leave reduced to 0.35% in 2018 from 0.38% in 2017.

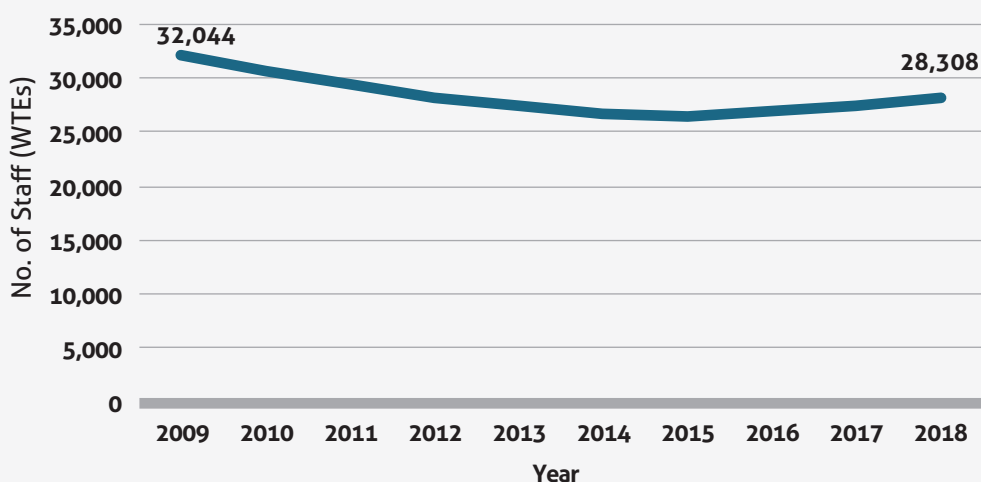
Use of Websites and Social Media

8.3. Local authorities are increasingly providing key services online. In 2018, there were a total of 77,213,343 page views of local authority websites, an increase of 10.8% from 2017 figures. In the same period there was an increase of 39.6% in followers of social media pages of local authorities from 1,703,665 to 2,378,851.

Cost per capita of ICT

8.4. In 2018, the cost per capita of ICT provision per whole time equivalent across the local government sector was €2,894.57¹⁴. This compares with €2,807.96 in 2017.

Figure 8.1: Staffing in Local Authorities 2009 - 2018



14 The methodology used to calculate this figure was revised in 2018. In addition, the figure reported in 2017 was the mean cost for all local authorities rather than the national average. In 2017, the mean cost of ICT per whole time equivalent reported was €3,048.41. In 2018, the national average figure is used for calculation purposes. The 2017 figure has subsequently been recalculated and restated according to the revised methodologies to enable a direct comparison across years to be made.

9

Finance

- 9.1.** As outlined in Section One, local authorities operated in a particularly challenging financial environment between 2008 and 2015, with a very modest recovery in local government income in recent years. As a result, by 2012 most councils were operating at a revenue deficit. By 2018, 13 local authorities were operating at a deficit.
- 9.2.** The total revenue expenditure by local authorities in 2018 was €4.66bn. The average revenue expenditure per capita by local authorities was €978.91.

Commercial Rates

- 9.3.** The local government sector implemented a comprehensive debt management programme in recent years that involved improved processes, alignment in reporting with methods used by other public sector bodies and a focused debt management training programme. Furthermore, rates collection targets were set for each local authority. In 2018, the collection of Commercial Rates improved in 27 local authorities, remained static in 1 local authority and declined in 3 local authorities. The median level of commercial rates collection increased from 82.5%¹⁵ in 2017 to 86.0% in 2018.

Rents and Annuities

- 9.4.** The median collection rate for Rents and Annuities remained static between 2017 and 2018 at 89%. Collection rates improved in 17 local authorities, remained static in 8 local authorities and declined in 6 local authorities.

Housing Loans

- 9.5.** In 2018, the collection of Housing Loans improved in the case of 24 local authorities, remained static in 2 local authorities and declined in 5 local authorities. The median collection rates for housing loans increased from 74% in 2017 to 75% in 2018.

¹⁵ A median figure of 83.0% was reported in 2017 in error.

10

Economic Development

Local authorities play a significant role in relation to economic development. In addition to adopting and coordinating the implementation of the Local Economic and Community Plans (LECPs) and the Regional Action Plans for Jobs, the sector provides planning and development services, physical infrastructure, and supports social enterprises.

The Local Enterprise Offices (LEOs) are central to local economic development. This support structure contributes to the creation and sustainability of jobs in local communities, strengthening new and existing business development nationwide. In 2018, the LEOs assisted businesses to create an additional 3,656 whole time equivalent jobs¹⁶, an increase of 404.5 over 2017.

LEOs also offer financial assistance, training and advice to help businesses trade online through a Trading Online Voucher scheme. The number of Trading Online Vouchers approved by LEOs in 2018 was 1,107, while 521 were drawn down during the year. The total number of participants that received mentoring in 2018 was 9,625.

In addition to the data captured by the Performance Indicators, the value in the LEO structure also lies in supports such as core business training, networking events, advice and referral for start-ups, micro enterprises and small businesses locally.

Local authorities also deliver a range of festivals, events and place branding, bringing tourism into cities and towns throughout Ireland. 28 local authorities have a designated Tourism Strategy to assist with tourism development. Tourism Officers, which assist in tourism promotion, also exist in 28 local authorities.

¹⁶ Where part-time jobs were created they were counted as 0.5 of a whole time equivalent. This represents a net increase in jobs created by LEO clients, and takes into account job losses.

11

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